

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Monday, March 17, 2025 4:10 PM
To: 'Janell Goodwin'
Cc: Consumer Contact
Subject: RE: Comments/videos-docket # 20240106-WU No Fla Comm Water System

Good Afternoon

We will be placing your comments below in consumer correspondence in Docket No. 20240106-WU, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you

Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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From: Janell Goodwin <mschevgirl1@gmail.com>
Sent: Monday, March 17, 2025 3:25 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: truthbespoken333@proton.me
Subject: Comments/videos-docket # 20240106-WU No Fla Comm Water System

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To Whom it Concerns,

I received notice of this meeting on Friday, March 14, 2025. Within a couple of hours of receipt of this letter in my mailbox, there was a knock at my door. A man telling me that we were under boil notice from the water co....

This is the first time that anyone's ever verbally told me this in three years that I've been here, well over three years.

I live on one of the 2 main roads.

I have received one or maybe two orange tags in previous times both of which had blown off of the mailbox and onto the lot next-door. Found on the ground. But I have had dirty brown water hundreds & hundreds of times.

I explained to the man that this was the first time someone had come to my door and knocked and verbally told me this, and I said the water is brown all of the time, he said he was a new supervisor and had just started with US Water.

I explained how disappointed I am at the cost of water, that's in terrible condition here. I have many friends and neighbors who have lovely, fresh well water and they love their water. I despise my water.

I have no water pressure first of all, second of all, this is a brand new home and the toilets are already stained from the brown water running through them constantly, obviously the porcelain toilets absorb the sediment in the water, thereby staining the toilet bowls. It looks like I don't clean my toilets!

So if I'm understanding your letter, you're saying that my bill is going to go down a few dollars, 3 or 4 dollars? But you're also going to raise other people's bills up? So this means that everyone's going to be paying the same price, so the next time the price goes up, which won't be long, because it's always going up, everyone's bill will go up at the same time....

Okay Got it. ✓ Almost sounds like a ploy to me. Not sure, but do I have a choice no? No, I don't.

None of us citizens have a choice when there are no other options on the table, just like the power company, there's no competition, US government owned and regulated. We all have no choice. I am a single woman living by myself for three years in a "highly efficient" (so they say) new home and my power bill is usually \$250 or more, and I'm a fanatic about keeping the lights off and keeping the bills down. It is really shameful what utility companies across this world is doing to people.

There is free energy in the atmosphere, There is also free water under this ground called Earth. Was God-given to the human beings yet we are taxed and tolled to death for it.

And lies about the shortages of water and power, all LIES!

What makes it worse in the last year I have found at least two maybe three blown pipes with geyser's shooting out of the ground for days on end one or two of them I reported and I was treated very rudely over the phone by the answering service, they could've cared less that I was trying to call in an emergency.

It wasn't easy to get thru to a human as is the case with everything/ every company anymore. I think I came across a 3rd or 4th geyser at some point late summer and I just said heck with it, I'm not going thru the trouble again and get treated badly for it on top of it. Not worth it. There should be built in checks and balances. There is not even a simple phone number to call to get through to someone on the weekend with such a serious emergency.

It should be posted on the water bills, it's bad enough trying to find one's own account number on the bill- it is so small you have to have a magnifying glass to read it. Elderly folks don't have a chance in this digitalized world.

One of the main leaks I had found and reported turned into a rather large sinkhole, a few days later upon walking by again, it appeared someone threw some dirt/sand in it to fill it up, it was partly in the road, I remember thinking what if a heavy dump truck drives over it at the stop sign, and turns right, then they would be right on top of the sinkhole-which is all due to the water leaking for days... and this subdivision is under heavy construction with trucks coming and going like mad.

So in this area, this well system that is under this company's control, that we are hooked up to, and paying for, is leaking everywhere, wasting water, blowing out of the ground. Nobody even knows about it or checks on

these things. I'm just one person who has found 3 -4 major leaks and I would suggest that at least two of them went on for days and days, because I found them in areas when I was out walking, and no people or houses were around, there's no telling how long that the water was just leaking Endlessly from the ground/pipes. I am attaching videos of everything that I say here.

So I wonder in this 28 mi.² subdivision how many other leaks there could be, or have been, and who's paying for that water???

I have also heard terrible stories from many neighbors about the water company and issues they've had and bills they've been forced to pay, which weren't even theirs.

Hard to believe we're in the year 2025 so much "technology" so much "knowledge" supposedly, yada yada yada, but in my opinion just more lies, because I can't even get a phone signal half the time and I'm always having to take showers with dirty water.

And all of you people out there believe that men actually flew to the moon, and came back, in the 1960s.?????

I don't feel sorry for myself what I feel sorry for are the children coming home from school in the middle of the day with no parents at home and probably drinking the water out of the faucet and not even realizing that it's contaminated! As I've said, I've only received notice 2 to 3 times in three years that the water was not good (once verbally), and I have dealt with it hundreds of times so if I'm not being told how many others are not being told?

It's a shameful sad state that we're in in the society, and it does not have to be this way. Also I don't recall receiving any letters in my mailbox when they were raising the rates and getting my opinion about that, as far as I can remember, we never get a choice in that.

I say it's all out of control, they're going down a couple dollars right now but I'm sure by next year it'll be up 5/10%. At least if not more.

So my final words are this we're paying too much to begin with for the quality of this water, and I would suggest this is an issue pretty much across this whole Sunny Hills Subdv. If not the county, if not the state.

But it's a money machine isn't it, and the machine will never stop. It's never enough. And that is all I have to say.

LJ Goodwin
2201 Shenandoah Blvd Chipley,
Sunny Hills, Washington Co.

Here are my videos:

Subdivision leaks:

Jul 6. 8:20AM 1) https://share.icloud.com/photos/028z_V24hGdZZcGi7KnzirPYw

Jul 13. 6:40PM

2) https://share.icloud.com/photos/021D_UsRWgBcsUoyLCCZ_tH4w

Jul 14. 7:05PM

3) <https://share.icloud.com/photos/0ffYjq7BykVNNO71j69fD1Kbw>

Inside Home: Misc dates

sent to friends in Africa, because they think their water is bad-

1) https://share.icloud.com/photos/050PpatUvAJf4Ay3Pu9-Y_9ng

2) <https://share.icloud.com/photos/0feWLfTu0rnVKkW6u9Zm5M0lA>