

**Collin Roehner**

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**From:** Joann Parsons  
**Sent:** Monday, August 01, 2016 3:14 PM  
**To:** Commissioner Correspondence  
**Subject:** Utilities, Inc. - Docket No. 160101-WS  
**Attachments:** 2016-07-30, Ltr frm Carver re water.pdf

Good afternoon,

Please place the attached letter in Docket Correspondence, Consumers and Their Representatives, Docket No. 160101-WSI.

Thank you.  
Joann

Utilities, Inc. of Central Florida  
Attn: Lawrence N. Schumacher, CEO  
2335 Sanders Road  
Northbrook, IL 60062

Larry and Natalie Carver  
102 Temple Drive  
Sanford, FL 32771



July 30, 2016

To Mr. Schumacher:

People trust their utilities companies usually blindly because we trust you have our best interest at heart. Electricity, water and other government services are a given that they will work and be safe. However this is not the case for Utilities, Inc of Central Florida.

We (Larry and Natalie) first noticed a couple of weeks before April that there was work being done in our neighborhood (see picture) and there is standing water on the corner of Tangerine Drive and Vilhen (see picture). We did let Utilities Inc. know of our concerns on 3/16/16.

Since then we have been experiencing water problems such as sulfur smelling or rotten egg smell, and brown water. Our family has lived in the community since 2003 however we have extended family of aunts/uncles/grandparents have lived in this community of Ravenna Park since the late 1960's. We have enough knowledge of the water quality that this is completely unacceptable.

As homeowners and parents of a four year old we are completely and utterly upset with the current situation. We are concerned with our short term and long-term health and well-being of our family as well as our property value and unforeseen financial toll it has put upon us. We feel it's our duty to stay on top of this because we see what has happened in other communities, such as Flint Michigan. We feel we have not been adequately informed of the problem. We feel we have been more than patient with the current situation. But enough is enough.

We have also spoken to neighbors and family members in the area who are experiencing the same decline in the current water condition of Ravenna Park.

This water has also ruined our clothes. There are brown stains on our clothes and they smell so I use double the amount of laundry detergent. We have had to purchase multiple bottles of water, go out to eat meals, we can't make tea, or even my son's favorite mac and cheese without first using bottled water. We are worried about the cleanliness of our dishes and what affect this has on the long term. My toilets, tubs, washing machine and dishwasher all have a brown tint to them now.

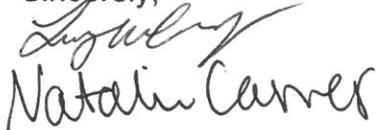
Having all these extra expenses to our budget where the summer is already tight being that Natalie is a teacher and doesn't have a job over the summer has put an unforeseen toll on us financially.

Here is a timeline of communication with Utilities Inc. and other people and agencies; i.e. Jeff Triplett and William Marcous from the City of Sanford's Mayors office, Charlie Turner from City of Sanford Water Plant on 46A and Country Club, Senator David Simmons District 10, Jeffery Lawson and Mary Genunge from the Florida State DEP, EPD, Ruth McHargue from the Public Service Commission:

3/16/16 Reports standing water to UI (Utilities Inc.)  
5/4/16 Call 7 different times to UI to report smell, the after hours people said someone would call me back and never did  
5/5/16 Call to report smell again  
5/5/16 Called Senator and emailed the Mayor  
5/6/16 Senator called us back  
5/10/16 The Mayor emailed us back for William (Bill) to identify the issue for us. We haven't received anything from the Mayor's office since then  
6/3/16 Tallahassee called us  
6/27/16 Tallahassee called us  
6/28/16 Called twice to report brown water  
6/29/16 Tallahassee called us  
7/2/16 Called five times to report brown water and smell (Natalie was upset and had heated conversations) and went to a hotel that night and for the next two nights because we were working a fireworks tent and were filthy and needed to feel clean. We had had enough of not having clean water to drink, cook, or bathe in. (See Marriot receipt)  
7/5/16 Called UI again for brown water  
7/15/16 Called UI again for brown water

As of July 30<sup>th</sup> we have had decent enough water to bath in (barely) and brush our teeth again, however we are still not convinced it's good enough to cook with. With no one communicating with us it makes us leery of the situation. We still worried about the long-term effects this has had/will have on our health. When we have called and talked to our local Utilities, Inc people we have gotten the run around and been rudely talked to also or talked to like we don't know what we are talking about. Utilities, Inc. has lost our trust.

Sincerely,



Larry and Natalie Carver  
407-688-1273

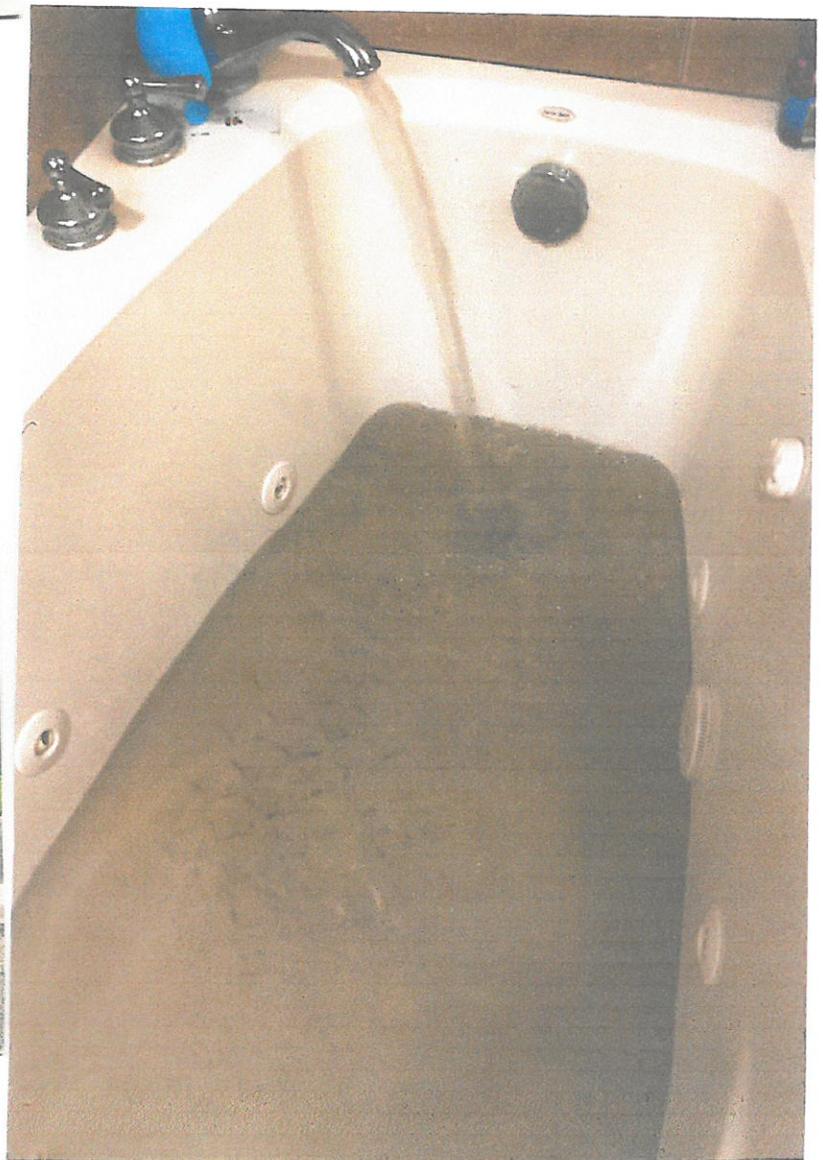
cc: Lisa Sparrow, Jim Japczyk, John Hoy, John Stover, Karen Sasic, Linda Schnauer, Ruth Mc Hargue, Julie Brown, Cynthia Muir, Jeffrey Lawson, Mayor Jeff Triplett, Senator David Simmons



Work on plant by house  
on Temple Dr.

"Yuck"

Brown water from tub faucet.



Standing water at corner  
of Tangerine Dr and Wilkinds.

GUEST FOLIO



**532** **CARVER/LARRY** **122.00** **07/05/16** **11:19** **6962**  
Room Name Rate Depart Time ACCT#  
**NDDG** **07/02/16** **00:15**  
Type Arrive Time  
**41** **102 TEMPLE DR** **PASSPORT:**  
Room Clerk Address Payment **MCXXXXXXXXXXXX6514** **MRW#: XXXXX1597**  
**SANFORD** **FL 327713748**

DATE	REFERENCE	CHARGES	CREDITS	BALANCE DUE
07/02	ROOM	532, 1		151.00
07/02	ROOM TAX	532, 1		10.57
07/02	OCC TAX	532, 1		7.55
07/03	BISTRO	2443 532		42.14
07/03	SUNDRIES	5330 532		5.03
07/03	ROOM	532, 1		122.00
07/03	ROOM TAX	532, 1		8.54
07/03	OCC TAX	532, 1		6.10
07/04	ROOM	532, 1		122.00
07/04	ROOM TAX	532, 1		8.54
07/04	OCC TAX	532, 1		6.10
07/05	BISTRO	2482 532		20.07
07/05	CCARD-MC		509.64	
	PAYMENT RECEIVED BY MASTERCARD		XXXXXXXXXXXX6514	
07/05	CASH			.00
				.00

AS REQUESTED, A FINAL COPY OF YOUR BILL WILL BE EMAILED TO:  
**TUGCARVER@GMAIL.COM**  
 SEE "INTERNET PRIVACY STATEMENT" ON MARRIOTT.COM

Your Rewards points/miles earned on your eligible earnings  
 will be credited to your account. Check your  
 Rewards Account Statement for update activity.

This statement is your only receipt. You have agreed to pay in cash or by approved personal check or to authorize us to charge your credit card for all amounts charged to you. The amount shown in the credits column opposite any credit card entry in the reference column above will be charged to the credit card number set forth above. (The credit card company will bill in the usual manner.) If for any reason the credit card company does not make payment on this account, you will owe us such amount. If you are direct billed, in the event payment is not made within 25 days after checkout, you will owe us interest from the checkout date on any unpaid amount at the rate of 1.5% per month (ANNUAL RATE 18%), or the maximum allowed by law, plus the reasonable cost of collection, including attorney fees.