

Collin Roehner

From: Ruth McHargue
Sent: Monday, October 03, 2016 2:18 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 160065-WU
Attachments: FAX-2016-10-03 11_55_08.tif

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Monday, October 03, 2016 1:20 PM
To: Ruth McHargue
Subject: To CLK Docket 160065-WU

Copy on file, see 1224106C. DHood

-----Original Message-----

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Monday, October 03, 2016 11:55 AM
To: Consumer Contact
Subject: FPSC , 2 page(s)

New Fax Received!

You have received a 2 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

VIRGINIA A. WEIL
601 BOCILLA DRIVE
P.O. BOX 789
DON PEDRO ISLAND, FLORIDA 33946

October 3, 2016

Dear Madame/Sir:

REFERENCE: Docket number 160065-WU

I am writing, as I am traveling until October 6th and cannot attend a Public Service Commission Hearing on October 5th regarding a proposed 41% rise in water rates. This proposal stems from the decision of Bocilla Utilities to institute an increase in rates (41%) due to their stated operational needs.

I have a number of grievances and disagreements with Bocilla Utilities. .

- 1) I truly question any company's ability and right to provide vital services such as water supply, if its finances are so unsound that it must suddenly raise rates by such a high percentage as 41%.
- 2) I own two contiguous properties on Don Pedro/Palm Island. I am charged every month with TWO bills. On one, I have built my house, and our household relies on Bocilla Utility's water supply. The other is an empty lot with a water meter. I have been furious for years that Bocilla Utilities forces me to pay, monthly, for a meter which has never been connected nor used as a source of water supply. Never.
- 3) The water pressure in my house has never been adequate for washing or bathing.
- 4) This past Spring, the water supply for Bocilla Utilities was contaminated. Some, but not all, houses were apprised of the state of this water by a flier placed on our doorstep. Not all of my friends and neighbors received this flier, and many that were delivered actually flew off the

doorstep, as the single sheet of paper was simply placed there. I was at home on the island, and we were never not told when we could resume drinking the water. Nor were property owners who were not on island at the time warned that their internal pipes might contain contaminated water when they returned.

It is not unreasonable for a private company that benefits as a monopoly to take extensive measures to protect its customers from illness or worse. They have telephone numbers, email addresses, and could have made a 21st century effort to notify all of us. It is appalling that they function without safeguards, and do not try to protect their customers.

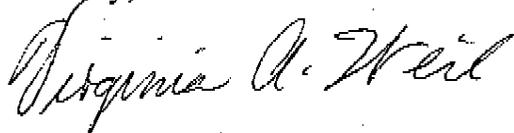
Furthermore, any company that is the unique supplier of water should have implemented and installed equipment and systems to (a) prevent contamination, and (b) to decontaminate their water, immediately, within hours.

I am deeply disappointed in Bocilla Utilities. Were they not a monopoly, they would be out of business.

Most "going concerns" that are profitable enough to remain in business and that experience needs for increased operational funding either borrow money or sell equity shares in the company to raise funds. The most savvy of companies that realize a need to increase prices do so incrementally, and not suddenly, at the astonishing rate of 41%.

I am gravely concerned that Bocilla Utilities is no longer able to provide our island with potable, dependable, clean water. The PSC should deny this substantial rise in rates, and at the same time explore other options for water on our island.

Sincerely,

A handwritten signature in cursive script that reads "Virginia A. Weil". The signature is written in dark ink and is positioned above the printed name.

Virginia A. Weil