

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Friday, February 03, 2017 9:31 AM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101

Customer correspondence

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

From: Consumer Contact  
Sent: Friday, February 03, 2017 9:16 AM  
To: Ruth McHargue  
Subject: To CLK Docket 160101- response requested

Copy on file, see 1235216C. DHood

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

From: Benjamin Legaspi  
Sent: Friday, February 03, 2017 9:09 AM  
To: Consumer Contact  
Subject: FW: PSC Contact Form

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

From: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) [<mailto:contact@psc.state.fl.us>]  
Sent: Thursday, February 02, 2017 5:55 PM  
To: Webmaster  
Cc: [gailrussakov@mac.com](mailto:gailrussakov@mac.com)  
Subject: PSC Contact Form

Contact from a Web user

Contact Information:

Name: Gail Russakov  
Company: personal home owner  
Primary Phone: (407) 774-5737  
Secondary Phone:  
Email: [gailrussakov@mac.com](mailto:gailrussakov@mac.com)

Response requested? Yes

CC Sent? Yes

Comments:

I attended the meeting this morning in Altamonte. The board was set up at tables ground level that meant people sitting could not see them when they were speaking. I would have thought you would have expected a large turn out due to the subject matter. I could see a stage that should have been used so people could see and hear the commissioners . The sound system did not work well. We live in an area with all kinds of tech support, someone should

have made better plans. I taught high school and the high school tech guys could have done it better. And yes I learned a lot from my neighbors as I sat and listened. I have lived in my home for 33 years. About three years ago I noticed I could not drink my water as the taste had changed and now use a filter. Also at times the water has an odor of chemicals that is not normal. And we are asked to pay double and more for this bad service. I also called them when I noticed water rising around the street lamp and was surprised to speak to someone in Volusia county. Can't remember how long it took someone to come and repair the situation. This entire situation is not good.