

Collin Roehner

From: Ruth McHargue
Sent: Wednesday, March 22, 2017 4:18 PM
To: Records Clerk
Cc: Diane Hood
Subject: FW: To CLK Docket 160143-WU
Attachments: FAX-2017-02-14 10_44_09.tif

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, February 14, 2017 10:55 AM
To: Ruth McHargue
Subject: To CLK Docket 160143-WU

Copy on file, see 1236138C. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Tuesday, February 14, 2017 10:44 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.

Residence of Charlie Creek Petition

Docket #160143-WU

The undersigned are owners or renters in the Charlie Creek community that is serviced by Charlie Creek Utilities LLC. We **DO NOT** agree with the request of a rate increase for the following reasons.

- a. Poor water conditions; many times of the month the water smells like rotten eggs, and has either brown or chalky residue coming from the plumbing.
- b. Poor customer service; When trying to attempt to report a water disruption or question regarding your bill, you are met with rude responses or they do not return your call. If after 4pm on weekdays or on weekends you get the answering service and no response from the company.
- c. We have had several water disruptions with no notification to boil water and when the water is restored no notice when you can resume drinking etc. We were told by the owner that these notices are kept with the maintenance workers and himself and are distributed when there is an incident. This does not happen. Last time we had a water disruption we received a notice in the mail with our bill that it was okay to resume use of the water but never received a notice of not to use it.
- d. Repairs for meter boxes is done very little or not at all. Some residents have resorted to putting in their own meter boxes because of not getting any response when or if the repairs will take place.
- e. Very poor water pressure.
- f. In 2016 we had a water disruption for 3 days. No response when you called the office to get information and the person was very rude. No offer to help with the elderly to get water for drinking, no notice to boil. Also no offer to give us credit on our bill for the loss of service.

We understand there is a cost to run a business but the proposal of the fee increase is so ambiguous that most residents do not understand how high the increase is. From what we can tell, it looks like an approximately 45% increase which is totally unacceptable **WE ARE REQUESTING NO FEE INCREASE FOR Charlie Creek Utilities LLC** until he can meet the promises he made to us for the last two years.

See attached pages

1. Taimy Castillo 1157 Sparrow Rd.
2. Mary Margo Moffet 1057 Sparrow Rd
3. JANET DRESSER 1047 Sparrow Rd
4. Jocelin McIntyre 1063 Mockingbird
5. Charlette Neighus
6. Emma R Thompson 1230 Mockingbird
7. Samantha Evendine 1120 Mockingbird Rd
8. Shirley Burrows 1242 Blue Jay Rd.
9. David Little 1007 SPARROW
10. J. B. K. 1337 Sparrow Road Kenneth Walker
11. Edward Kiss 1244 Sparrow Rd
12. Edward Kiss 1244 Sparrow Rd
13. Betty Kowalski 1132 Blue Jay Rd.
14. William Gray 1232 Blue Jay Rd.
15. Berlin L. Nayler 1057 SPARROW RD
16. Dorina Fritsch 1073 Mockingbird Rd.
17. George Pollack 1005 Blue Jay Rd
18. Sam Pollack 1005 Blue Jay Rd
19. Ellen Pinski 1072 Blue Jay Rd
20. Jan Zorvaci 1072 Blue Jay Rd
21. _____

Charlie Creek Assoc

Docket # 160143 - WU