

**Brandy Butler**

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**From:** Ruth McHargue  
**Sent:** Thursday, January 25, 2018 11:56 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20160065

Customer correspondence

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

From: Consumer Contact  
Sent: Monday, January 22, 2018 8:48 AM  
To: Ruth McHargue  
Subject: To CLK Docket 20160065

Copy on file, see 1268182C. Also filed for Q of S, see 1268180W. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Monday, January 22, 2018 5:08 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 125745

**CUSTOMER INFORMATION**

Name: Heather Stout  
Telephone: (352) 484-8291  
Email: [Webdeziner1@yahoo.com](mailto:Webdeziner1@yahoo.com)  
Address: PO Box 871 Placida FL 33946

**BUSINESS INFORMATION**

Business Account Name: Heather stout  
Account Number:  
Address: 400 Bocilla Dr Placida FL 33946

Water County Selected: Charlotte

**COMPLAINT INFORMATION**

Complaint: Other Complaint against Bocilla Utilities, Inc.  
Details:

Again Bocilla Utilites has neglected to inform customers of scheduled water shut-off and consequent boil water notice. Complete disregard for safety and welfare of island residents. Relies on information being passed along to residents by word of mouth and a group of members that communicate by email. My neighbors on both sides of me are not part of that email group and had no idea that they were under boil water notice, when they arrived for the weekend. I have a small child and the thought of him drinking contaminated water is completely unacceptable. Individual door notices must be placed at residences. This same issue continues to persist. With such a significant increase in monthly water prices, In my opinion the most basic of customer safety/service standards should be met.