

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, July 31, 2018 2:30 PM
To: 'Hannah Hill'
Cc: Consumer Contact
Subject: RE: Comments regarding Docket number 20180063-WS

Good Afternoon Ms. Hill,

We will be placing your comments below in consumer correspondence in Docket No. 20180063 and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

From: Hannah Hill [mailto:hhill227@hotmail.com]
Sent: Tuesday, July 31, 2018 11:46 AM
To: Records Clerk
Subject: Comments regarding Docket number 20180063-WS

To Whom It May Concern,

My name is Hannah Hill and I reside at 839 Orchid Springs Drive, Winter Haven, FL 33884. On June 19, 2018, I attended the Rate Case Overview Customer Meeting at the Chain O' Lakes Complex in Winter Haven, FL. At the meeting, I chose not to speak regarding customer comments due to the fact that I had not had any incidents with Orchid Springs Water and Sewer to date. However, since the meeting, that has changed. I apologize in advance for the long email, however, this issue has gone on for a while, and, to date, no end is in site.

June 25th, 2018

- * Returned home to both a water bill and my water shut off.
- * I was in good standing with the water company. I have never had a late payment, and my account had been paid in full (Check No. 251, cleared by my bank on 6/8/2018)
- * Water bill received sent to me by Orchid Springs Water and Sewer was wrong (bill stated my water meter registered 14 units as of 6/15; Water meter registered at 13.1 units as of 6/25). In context, I live alone, and consistently use 2 units of water. According to this bill, I had used 4 units of water in the course of a month.

* Called Orchid Springs Water and Sewer at 8:18 PM and left message stating my water had been shut off and that my bill was incorrect.

June 26th, 2018

* Called Orchid Springs Water and Sewer again at 1:38 PM. There was no answer, and I left a message restating that my water had been restored by a neighbor after showing proof of payment and that my current bill was wrong.

* Received a call from Mike Cassidy (Orchid Springs Water and Sewer)

-Apologized for the billing error.

- Was told that I was "good for the month." I asked for clarification and he stated I would not be expected to pay my bill for the month of June. I requested a statement as such in writing for my records. Was told it would be sent out as soon as possible.

* **Supplemental Information:**

I had a strong scent of sulfur (rotten eggs) coming from the shower between 2:00 - 3:00. When I looked outside, the water company appeared to be working on the water issue, so I did not call the company. The workers left a little after 3 (roughly 3:13 PM), and the smell appeared gone.

June 27th, 2018

*Saw Mike Cassidy at the Dogwood building (where I reside) to turn on the water for another unit. I approached him and thanked him for handling the situation. He admitted to me that he turned off the water for the wrong unit, that he should have called the homeowner, and that the letter I requested would be sent out either today (June 27th) or tomorrow (June 28th).

June 30th, 2018

*Letter received by Orchid Springs Water and Sewer

- Letter was sent on June 28th

- Letter stated that a mistake was made and a supplemental bill for the "corrected amount." No discount was issued and, according to the letter, I had until July 15th to pay (the due date for the bill was not pushed back to compensate for the billing error).

* Called Orchid Springs Water and Sewer at 5:42 PM

- No answer; left message reminding Mr. Cassidy of the previous conversation, what the letter had stated and to please call me back.

****I was out of state from July 1st until July 10th, so I did not attempt to call Orchid Springs Water and Sewer. No attempt was made by the company to contact me.****

July 11th, 2018

*Called Orchid Springs Water and Sewer at 10:13 AM

- Mike Cassidy of Orchid Springs Water and Sewer answered.

- Was told by Mr. Cassidy that he did not mean I did not have to pay the bill issued in June, but he would issue a \$20 credit.

- Refused to send me a letter stating as such. Told me to, "Just write a check for \$20 less than the actual bill."

July 12th, 2018

*Drove to Orchid Springs Water and Sewer business and brought in a check for \$20 less than the original amount. I asked the receptionist if I had a \$20 credit on my account. It had not been issued. She called Mike Cassidy and he stated that the credit would be applied, but it had not happened yet.

July 26th, 2018

*Received my water bill for the month from Orchid Springs Water and Sewer.

- The bill stated that I had used 4 units of water (my bill stated my meter was at 16 units on 7/15. Water meter was at 14 units as of 7/26.)

- Mike Cassidy was at the water facility across from my residence and was flagged down by myself and my neighbor at 12:07 PM. I again stated my water bill was incorrect again. I was told by Mr. Cassidy while my neighbor was present: "Don't worry about it."

- Requested a letter stating as such to be sent to me.

*Returned to Orchid Springs Water and Sewer business on 1:30 PM. I asked the receptionist to confirm that my \$20 credit from the June bill had been applied. Was told that she could not help me answer that question and that there was no one on the premises to help me.

As of today (July 31st), I have not received a new bill for my water, and no letter stating exactly "Don't worry about it," actually means. Throughout this entire ordeal, I have constantly had to reach out to the company to find some sort of resolution to the mistake made by the company. Thankfully, this issue has happened over the summer, and, as a teacher, I have had the ability to constantly and consistently check up on the issue. However, the school year is about to begin, and I am afraid of coming home from work one day to find my water shut off, despite never having being late with a bill. I am at a loss at this point as to what to do. I know that the Water Commission will soon vote on whether Orchid Springs Water and Sewer will be allowed to raise its prices. I also know that one reason for this price increase is for "Management Salary." I hope that you will take my recent experiences with the company into account when deciding if an increase in management salary is truly warranted. Please do not hesitate to contact me if you would like more information. Thank you for your time.

Respectfully,

Hannah Hill
839 Orchid Springs Drive
Winter Haven, FL 33884
(863) 510 - 6492