

February 10, 2020

Florida Public Service Commission  
Director, Office of Commission Clerk  
25540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0870

RE: Docket 20190166-WU, HC Waterworks, Inc.

Good Morning,

I am writing in regards to the above referenced Docket which is in regards to a proposed increase in rates for our drinking water.

The letter we received states the request is to provide sufficient revenues to cover required expense of operations and to provide a fair return on the company's investment. I see no mention of any improvement to the quality of water that will be provided. I think a survey of the company's customers will prove an overwhelming dissatisfaction with the quality of the water. In January, there was a period of time where the water was especially bad.....terrible odor, poor pressure, cloudy, even referred to as being black or gray. I am enclosing copies of comments made during that time frame on our Next Door Neighbor program. Different reasons were given for the problem but the one common theme was problems at some "tank". The company could diffuse some of their Public Relations problems if they would attempt to notify the customers of a particular problem. With all of the social media programs available such as Next Door Neighbor, Facebook, Newspaper, Radio & etc, there really is no excuse not to notify customers when there are issues. If customers know what is going on, they are less likely to become irate.

I understand the need to increase rates from time to time. This is a pretty substantial increase and I think any approval should be tied to an improvement in the quality of the product and service. Progress on the improvement of the quality should be monitored on an ongoing basis to make sure the company lives up to it's promises.

Sincerely,

R. Keith & Andrea J. Fortner  
304 Yellow Willow St  
Sebring, FL 33876

RECEIVED-FPSC  
2020 FEB 13 AM 8:58  
COMMISSION  
CLERK



# General

Reply

Ours is fine now.

Jan 28 Thank Reply

See 2 more replies



**Tonya Owens**, Sebring Lakes



This should not be what we have to put up with!! Last Saturday my kids sink and all toilets were black



Jan 29 Thank Reply



**Linda Cunniff**, Lake Josephine



Who knows whether it's safe or not without them telling us the chemical testing is done and ok?

Jan 30 Thank Reply



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General

Reply



Vivian (Cissy) Tomblin, Lake Josephine



They are. Seems every time I call to complain they say Im the only one.? I know some of my neighbors have called complaining also. Today we had white milky water alm... See more

Jan 26 Thank Reply



Jo Wilcoxon, Twin Lakes



i would call health department for an inspection. its a publuc health concern they govern them

Jan 27 Thank Reply



Larry Knoepfler, Buttonwood Bay



Is your water still bad or is it corrected

Jan 28 Thank Reply



Linda Leonard, Lake Josephine



Ours is fine now.

Jan 28 Thank Reply



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# General

Reply



**Linda Leonard**  
Lake Josephine



## Nasty Water

We live on Oak Beach Blvd and have had nasty smelling and discolored water for the last two days. Is anyone else having that problem? If so, wouldn't you think we would get a boil water notice?

Posted on 23 Jan to Lake Josephine and 12 nearby



Thank



Comment



32



**Sheila Cichra**, Lake Josephine



Mine is horrid, too! I called last week and they said that they were sending someone by, but no one ever showed. When I called back, they said that they would have someone call me and never did. I can't wait to move!

Jan 23

Thank

Reply



**Mik Hsub**, Lake Josephine



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General

Reply

Our water is nasty too heavy sulfur smell

Jan 23 Thank Reply



**Richard Klocko**, Lake Josephine



Yes our water is nasty also actually smells up the house when taking a shower

Jan 23 Thank Reply



**Glenn Bolin**, Orange Blossom Estates



pour a half bottle of Hydrogen Peroxide in your water heater... it will go away for a while... repeat. it's sulfur bacteria living in your water heater

Jan 27 Thank Reply



**Linda Leonard**, Lake Josephine



John talked to a lady from New Port Richey the last time we had a problem. Her name is Sharon Purviance. Her cell number is [1-727-919-1548](tel:1-727-919-1548). He's calling her today. I encourage everyone to call her to make her aware of our horrible water.



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General

Reply

Jan 23 Thank Reply



**Jeff Lindskoog**, Lake Josephine   
 Nasty...smelly...thanks for the info.

Jan 23 Thank Reply



**Linda Leonard**, Lake Josephine



Jan 23 Thank Reply



**Keith Fortner**, Lake Josephine   
 Yes....the last few weeks we have had that nasty sulpher smell at Silver Oaks. Also it seems like the pressure is not what it use to be.....

Jan 23 Thank Reply



**Linda Cunniff**, Lake Josephine   
 We have black water in our toilet! Yesterday I noticed the water pressure was low. Think I'll make the coffee with bottled water this morning!!!!

Jan 23 Thank Reply



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### General

Reply



**Larry Knoepfler**, Buttonwood Bay



I would call the office it's very possible there's a broken Main or than water line coming into your house is broken they need to send out a water technician ASAP you can call USA water

Jan 23 Thank Reply



**Grace Plants**, Lake Josephine



Linda, we have been having the same problem. I've been using bottled water for a couple of days now for drinking and cooking. They just raised our rates, you would think we could get some... See more

Jan 23 Thank Reply



**Susan Gossick**, Lake Josephine



I'm on Preston and use a water softener, but when I'm outside and the neighbor runs their sprinklers, the sulfur smell is there.

Jan 23 Thank Reply



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# General

Reply

Called water dept. they said they were changing a tank and were in the process of flushing the lines. At the most the smell will b around another 24 hrs

Jan 23 **Thank** Reply



**harold bauer**, Highway 98

There is something wrong

Jan 23 Thank Reply



**Larry Knoepfler**, Buttonwood Bay

Call the health department

Jan 23 Thank Reply



**Linda Leonard**, Lake Josephine

My husband had a visit from a fellow who worked for the water company today. He said there was a crack in the glass liner of the tank and they had a person who specialized in that type of repair come today. After the repair it will be 24 hours before chemicals can be added to the water. We should be back to better water in 1-2 days



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