

**Antonia Hover**

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**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Tuesday, February 18, 2020 10:18 AM  
**To:** 'KIM.BREANNA@leg.state.fl.us'  
**Cc:** Consumer Contact  
**Subject:** FW: Docket No. 20190125-WS  
**Attachments:** 20190125\_CustomerResponse\_to\_UtilityAnswersDataRequest3.pdf

Good Morning, Ms. Kim

We will be placing the comments below in consumer correspondence in Docket Number 20190125, 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*

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**From:** Kim, Breanna <KIM.BREANNA@leg.state.fl.us>  
**Sent:** Tuesday, February 18, 2020 9:53 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Cc:** Morse, Stephanie <MORSE.STEPHANIE@leg.state.fl.us>  
**Subject:** Docket No. 20190125-WS

Please find attached document customer Snooze N Scoot RV Campground (Mitzie Hodgson) requested we forward to you for placement in the docket file.

Thank you,  
Breanna Kim  
Office of Public Counsel  
(850) 717-0325

Re: Docket No. 20190125-WS - Application for Staff-Assisted rate case in Sumter County by The Woods Utility Company

Customer Snooze N Scoot RV Campground's Reply to The Woods Utility's January 16, 2020 Response to Staff's Third Data Request

Troy Rendell, on behalf of The Woods Utility Company, continues to refer of the operations of the previous owner dating back to September 30, 1991. He seems to try to shift blame for the current problems onto the past owner. **However, Snooze N Scoot's major issue regarding discolored the water started after September 11, 2017**, when Hurricane IRMA damaged real estate and uplifted tree roots in close proximity of the Utility's water plant and water pipelines. Mr. Rendell's employer owned The Woods at that time.

For two years and four months, Troy Rendell has responded to many of my complaints by saying the water leaving the plant is clear and with pressure at 52 p.s.i. Since the water arrives at Snooze N Scoot's location discolored, fluctuating with an average 38 p.s.i., I assume the problem lies in the Utility's pipelines. This problem initiated my question asked of several agencies: "What governmental department performs inspections, and enforces the quality control and compliance regulations of the water company's PIPELINES?"

I, myself, would troubleshoot, testing the water pipeline from U.S. Water's Water Treatment Plant to Flush Point #1; from Flush Point #1 to Flush Point #2; from Flush Point #2 to Flush Point #3; from Flush Point #3 to Flush Point #4; and from Flush Point #4 to Flush Point #5. Snooze N Scoot's location Flush Point was recently removed on Tuesday, January 7, 2020 at 8:30 a.m. Ironically, the removal of this Flush Point happened the morning after I emailed notice to the Utility that I would not allow its request to take test samples from my well in order for them to utilize my well, and that I was thinking of pursuing legal counsel to resolve Snooze N Scoot's issues regarding The Woods / U.S. Water's poor quality of water and poor quality of service. Prior to the removal of the Flush Point near Snooze N Scoot's location, I could see and photograph the quality of the water at the point before it reached my meter – the water was often discolored before it entered my property.

In his response to the PSC's questions, Troy Rendell also said that Snooze N Scoot is located at the end of the water distribution line. What does Troy Rendell mean? Is he saying Snooze N Scoot should receive Inadequate Service, Inadequate Quality and Inadequate Quantity because we are at the end of the distribution line? Does this mean U.S. Water's customer Urduja De La Cueva, who lives at the beginning of the distribution line receives better? NO. Per the DOCKET of various pages, Ms. Urduja De La Cueva complains of the same issues re: inadequate water quality and customer service.

On January 12, 2020, I notified Troy Rendell by email that on Saturday, January 11, 2020, I noticed at 09:59 p.m. that my campground did not have water until sometime between 11:30 p.m. and midnight. **That was the third weekend in a row, when we have not had water** – on each occurrence, the water was out for a time frame from at least 1-1/2 hours to 4 hours. I asked Mr. Rendell to please let me know the reason the campground had no water so often, and I also asked him to tell me when I could let my customers know the water is good for consumption.

Mitzie Hodgson