

Application for increase in water rates in Highlands County by

HC Waterworks, Inc.

DOCKET NO. 20190166-WS

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COMMISSION
NOTIFICATION
CLERK

Name MARIE KEANEY
Address 1118 JOSE PAINE COURT
SE B RING, F.W. #33815

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS
<p>MY HUSBAND (90) AND I (81 1/2) ARE AGAINST THIS INCOMPETENT COMPANY RECEIVING A WATER RATE HIKE!! RECENT WATER BREAK - WATER OFF - NO NOTICE BY PHONE OR NOTICE LEFT ON GATES!! IN THE PAST THEIR NOTICES - BLOW AWAY INTO OUR LAWN! THEY DON'T HAVE ANY REGARD FOR THE HEALTH OF THEIR CUSTOMERS' HEALTH & WELL BEING!! NO REIMBURSEMENT FOR US BUYING GALLONS OF DRINKING WATER DUE TO THEIR POOR TASTE - HARD BATHING WATER! LAST NOV. OUR NORMAL \$30 - BILLS STATEMENT SHOW UP TO \$90 ++ NO ONE ALERTED - NOTHING EXCEPT OUR STATEMENTS SHOWING WE HAD A WATER BREAK! CREDIT ONLY</p>

#1



FOLD & TAPE -- See back for address

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COMING ON OUR NEXT STATEMENT - NOVEMBER
TO JUNE!!

AZ

* ONLY REASON I FEEL CREDIT
COMING - I THREATENED TO MAIL MY
COMPLAINT INTO THE ATT. GENERAL'S
OFFICE OF THE STATE OF FLORIDA,
FOR CONSUMER AFFAIRS! AS WELL AS T.V. +
NEWSPAPERS!

IF ELECTRICITY SHUTS OFF -
I CAN GO TO CHECK - AN AUTOMATIC
MACHINE WILL INFORM ME ABOUT
THE BREAKDOWN - THIS COMPANY NOTING!
NO ALERT TO PROTECT OUR HEALTH FROM
"TAINTED WATER"! THEY WILL CORRECT
ME FOR USING THAT TERM!! IF NOT
"TAINTED" THEN WHY TOLD TO BOIL!?!

INCREASE? ONCE AGAIN?
FOR INCOMPETENCE? NO WAY!!

SINCERELY Marie Keaney
MARIE KEANEY

863-991-5545