

**Jacob Veaghn**

---

**From:** Jacob Veaghn on behalf of Records Clerk  
**Sent:** Tuesday, September 1, 2020 4:44 PM  
**To:** 'Hunter Property Management'  
**Cc:** Consumer Contact  
**Subject:** RE: Comments to commission

Good Afternoon, Hunter Property Mangement

We will be placing your comments below in consumer correspondence in Docket No. 20200152 and forwarding your comments to the Office of Consumer Assistance and Outreach.

**Jacob Veaghn**

Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
[Jacob.Veaghn@psc.state.fl.us](mailto:Jacob.Veaghn@psc.state.fl.us)  
850.413.6656

---

**From:** Hunter Property Management <hunterpropertiesmgmt@gmail.com>  
**Sent:** Tuesday, September 1, 2020 2:52 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Comments to commission

Good afternoon,

I have attached our typed statement in regards to the request for the increased utility rates.

Thank you,

Pinecrest Utilities, LLC.

Docket NO. 20200152-WS

Name: Dlanter- Goodin LLC

Addresses: 265 Citrus Highlands Dr. W. Bartow, FL. 33830  
343 Citrus Highlands Dr. E. Bartow, FL. 33830  
412 Citrus Highlands Dr. E. Bartow, FL. 33830  
413 Citrus Highlands Dr. E. Bartow, FL. 33830  
6037 Citrus Highlands Ct. Bartow, FL. 33830  
311 Highlands Way Bartow, FL. 33830  
334 Highlands Way Bartow, FL. 33830  
354 Highlands Way Bartow, FL. 33830  
364 Highlands Way Bartow, FL. 33830

To Whom It May Concern:

I would like to express my concerns in regards to this proposed request for increase in utility rates. As you can see, I have listed above the nine properties my company owns in the Citrus Highlands community. Every dealing that I have had with Pinecrest Utilities LLC over the past several years has been extremely poor. I am belittled, spoken down to and given an attitude every time I place a phone call to have my water turned off or on to any of my properties. The office staff is not up to par. The quality of the water in this neighborhood is also poor. Poor management on both ends of the spectrum whether it be office staff or the technicians. We have encountered several issues where cut off valves have not been installed properly or even at all. It has been like pulling teeth to get something accomplished with Pinecrest Utilities LLC. As a business owner myself I understand that your employees are the face of your business. I recently called to notify Pinecrest Utilities LLC that we have repaired a substantial leak underneath our home and asked for a reduction in our bill which was \$95. The lady I spoke with: "laughed at me and said we do not give reductions as a matter of fact no one does." I kindly told her I begged to differ. My family has been in the real estate business for 30+ years... the only company in Polk County that we have encountered that does not work with anyone is Pinecrest Utilities LLC.

If you would like our approval for this increase in utility rates, the water quality and service from your staff needs to be reevaluated and improved.

Dlanter-Goodin LLC  
863-500-0969  
Hunterpropertiesmgmt@gmail.com