

Jacob Veughn

From: Jacob Veughn on behalf of Records Clerk
Sent: Monday, October 12, 2020 10:02 AM
To: 'Josh Margroff'
Cc: Consumer Contact
Subject: RE: Docket No. 20200152-WS, East Marion Utilities, LLC

Good afternoon, Josh Margroff

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 Veughn

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
Jacob.Veughn@psc.state.fl.us
850.413.6656

From: Josh Margroff <josh.m@firehawk.email>
Sent: Saturday, October 10, 2020 11:37 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20200152-WS, East Marion Utilities, LLC

We have been paying East Marion Utilities since moving to Marion County back 2015. Since moving into their network our bills have fluctuated many times, service calls have been non existent, and the quality has been subpar.

Examples are as follows:

Our bill was double a few months- the reason we were given was the reader did not come by so they guessed how much we used. Raising our bill from an average of \$55 to \$150.

We have received several notices that East Marion has not been maintaining the water properly and that they were not taking the proper scheduled samples.

Throughout the years our water has smelled of sulfur and then extreme chlorine smells. Which were always around the time we received notice they had not been maintaining the water.

The quality was getting so bad we had to purchase a whole house filtration system in addition to boiling the water. We were so concerned for our health and the health of our animals.

When we had reached out to the company our calls were rarely returned and when they were they attitude was that of inconvenience.

Overall, this business has not been that of assurance and quality. We have addressed our concerns many times with the HOA managers and the board as well.

We have serious concerns about the age and size of the pipes and tank holding system. We have many new homes being built in our neighborhood and are worried that the system will not be able to work efficiently with the added houses. We were informed that they moved to a smaller tank a few years ago.

Thank you for taking time to consider what we have sent and have a blessed day.

Joshua Margroff
Mechanic
Firehawk Helicopters
8850 Airport Blvd
Leesbug, FL 34788
PHONE 910-224-6643
EMAIL Josh.m@firehawk.email

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