

**Jacob Veaughn**

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**From:** Jacob Veaughn on behalf of Records Clerk  
**Sent:** Thursday, February 4, 2021 10:29 AM  
**To:** 'Kyle Stone'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket No. 20200139-WS

Good Morning, Kyle Stone

We will be placing your comments below in consumer correspondence in Docket No. 20200139 and forwarding your comments to the Office of Consumer Assistance and Outreach.

**Jacob Veaughn**

Commission Deputy Clerk I  
Florida Public Service Commission  
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850.413.6656

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**From:** Kyle Stone <kstone@owenec.com>  
**Sent:** Thursday, February 4, 2021 10:21 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket No. 20200139-WS

This price increase is absolutely absurd and is gouging at customers who have no other option. The quality of the water is terrible and they are proud to say it is above Federal Standards. Yeah so was Flint Michigan. I live close to one of their facilities and the only treatment I have ever seen is a tanker trunk come dump chemicals in the water. The only infrastructure I have seen improve is they have nicer trucks. The customer service is non-existent which is clear by there 1.5 stars on Google. They charge you a service fee to pay online, the only free way to pay a bill is to mail it in which is absurd in this day and age. This cost increase is strictly to go into shareholders pockets and not to benefit the customer at all. They are using Covid as an excuse which makes no sense at all since the use of water only increased so their revenue increased, they are just making companies that were actually affected by Covid look bad. I truly hope the state of Florida acts in the best interest of its citizens and not those of this multi-state corporation.

Thank You.

**Kyle Stone** Estimator  
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