

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Monday, December 02, 2019 3:27 PM
To: 'URDUJA DE LA CUEVA'
Cc: Consumer Contact
Subject: RE: 12-2-19 DOCKET NO. 20190125-WS, THE WOODS UTILITY COMPANY

Good Afternoon, Ms. De La Cueva.

We will be placing your 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*

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Monday, December 02, 2019 12:55 PM
To: Records Clerk
Cc: Troy Rendell
Subject: 12-2-19 DOCKET NO. 20190125-WS, THE WOODS UTILITY COMPANY

This is in reply to your letter. At 10:00 PM last night, Sunday night, the water was brown, although it was cleared this morning, after flashing several gallons of water. I can send you photo of colored water flowing from faucet if needed.

DOCKET NO. 20190125-WS, THE WOODS UTILITY COMPANY

Director, Office of Commission Clerk

Florida Public Service Commission

2540 Shumard Oak Blvd

Tallahassee, Fl. 32399-0850

Sir,

As shown of some WATER RATES, which I think my property uses less than 1”:

RESIDENTIAL & GENERAL SERVICES

UTILITY CURRENT

BASE FACILITY Charge by Meter Size

RATES

5/8"X3/4"	\$19.11
3/4"	\$28.67
1"	\$47.78

CHARGES PER 1,000 GALLONS – RESIDENTIAL SERVICE

0-6,000 gallons	\$6.58
6,001-12,000 gallons	\$9.90

CHARGES PER 1,000 GALLONS – RESIDENTIAL SERVICE

0-4,000 gallons	N/A
4,001-12,000 gallons	N/A
OVER 12,000 gallons	N/A

CHARGES PER 1,000 gallons- GENERAL SERVICE \$7.38

TYPICAL RESIDENTIAL 5/8" X 3/4" METER BILL COMPARISON

2,000 gallons	\$32.27
4,000 gallons	\$45.43

As shown of some WASTEWATER RATES, which I think my property uses less than 1":

WASTEWATER RATES

RESIDENTIAL

	RATES AT TIME
BASE FACILITY CHARGES –	OF FILING
ALL METER SIZES	\$38.47
<u>CHARGES PER 1,000 gallons, 6,000 gallons cap</u>	<u>\$9.12</u>

GENERAL SERVICES

BASE FACILITY Charge by Meter Size

5/8"X3/4"	\$38.47
3/4"	\$57.71

1" \$96.18

CHARGES PER 1,000 GALLONS \$10.95

TYPICAL RESIDENTIAL 5/8" X 3/4" METER BILL COMPARISON

2,000 gallons \$56.71

Based on the above, I assume that a family of 2-6 people living in 1-house, taking showers, doing their laundry, cooking for 2-6 people, using the bathroom and toilet, etc... should have much more consumption, much more services charges than for 1-person.

I live alone, no pets, no children, no parties, I buy bottled water for drinking and cooking and sometimes for brushing my teeth when the water is polluted or colored brown or yellowish. I take my showers at the ANYTIME FITNESS GYM, where I am a member, because the first time and only time I took shower with US WATER at WEBSTER or at my house, I had skin rashes, until today I have the scars and I do my laundry at the laundry mat because I do not have washing machine, both in BUSHNELL, SUMTER COUNTY.

When I am overwhelmed by my excessive water charges, I ask and compare my water bill with my neighbor's water bill. Charging me the same or more than my neighbors who are 2-6 people in a house, should be and must be UNJUST.

This happens WHEN THE WATER TURNS BROWN OR YELLOWISH AND I HAVE TO FLASH OR DISCARD SEVERAL GALLONS OF POLLUTED WATER UNTIL I GET CLEAR WATER. I was able to take some pictures of the water and mark the date taken and emailed them to Mr. TROY RENDELL of US WATER COMPANY. This happens almost each time it rains. Sometimes the polluted water clears after flashing some gallons, sometimes it takes 2-4 days to clear even continuously flashing out polluted water.

The worst was when there was a very strong air pressure coming out from the faucets. In fact there was a US WATER staff or worker who had to flash out the water the whole day for 2-4 days. I had a broken water pipe under my house and I had to hire a plumber to repair it. My next door neighbor had a broken water pipe too.

Since January 2019 to present as shown on my water and wastewater consumption:

<u>MONTHS</u>	<u>WATER</u>	<u>SEWER</u>	<u>CHARGES</u>
1-2, 2019	\$25.22	\$43.66	\$64.38
2-3, 2019	\$31.68	\$52.60	\$84.28
3-4, 2019	\$31.68	\$52.60	\$84.28
4-5, 2019	\$31.68	\$52.60	\$84.28
5-6, 2019	\$31.68	\$52.60	\$84.28

6-7, 2019	\$31.13	\$53.39	\$84.28
7-8, 2019	\$32.27	\$56.71	\$88.98
8-9, 2019	\$38.85	\$65.83	\$104.68
9-10, 2019	\$NO COPY	\$NO COPY	\$151.83
10-11, 2019	\$32.27	\$56.71	\$88.98

On 9/5/2019 Mr. Troy Rendell made adjustments for flashed water from previous months and charged me \$41.88 instead of \$88.98.

On 10/25/2019 I paid \$57.58 instead of \$104.68, because most of this was DISCARDED POLLUTED WATER.

On 11/15/2019 I was billed \$151.73, which I protested, because BASED ON ALL THE ABOVE DATA or information, my TOTAL BALANCE as of 10-11, 2019 should be about \$99.00 or less.

And based on ALL THE ABOVE DATA, my WATER AND WASTEWATER CHARGES or bill should NOT EXCEED \$79.00 monthly, it could be lesser, when the water is CLEAR AND FREE FROM LEAD OR BACTERIA. Any EXCESS would be the WATER AND WATEWATER UTILIZATION CALCULATED DUE TO FLASHED OUT OR DISCARDED POLLUTED WATER AND THEREFORE MUST NOT BE CHARGED ON MY ACCOUNT.

CHARGING CONSUMERS OF DISCARDED POLLUTED WATER AND WASTEWATER SHOULD BE UNLAWFUL, IT MUST BE A VIOLATION OF HUMAN RIGHTS.

Thank you

Respectfully,

Ms. Urduja S. De La Cueva

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