

Lorena Hollett

From: Lorena Hollett on behalf of Records Clerk
Sent: Thursday, November 3, 2022 8:17 AM
To: 'Carol'
Cc: Consumer Contact
Subject: RE: Docket No. 20220099-WS - LP Waterworks Rate Increase

Good morning, Ms. Carol,

We will be placing your comments below in consumer correspondence in Docket No. 20220099, and forwarding your comments to the Office of Consumer Assistance and Outreach.

Regards,

Lorena Hollett
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6758

From: Carol <cdelynko@gmail.com>
Sent: Wednesday, November 2, 2022 8:50 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20220099-WS - LP Waterworks Rate Increase

I would like to express my opinion regarding the rate increase requested by LP Waterworks. I strongly oppose this proposed increase for several reasons.

- In April of this year, they somehow released a large amount of chlorine into our water supply. I, unfortunately did an entire load of denim laundry that day before we were notified of the error. This completely ruined everything that was in that load. How did this happen? We were informed at 8:30 that evening about the problem and told not to drink the water, bathe, or do laundry. At that time of the day, most of us had already done those things.
- When we were supposed to get this year's water quality report, we instead got a letter that stated something to the effect that they were unable to provide a report since they did not get enough samples for

testing. How can that be? Do they actually have to get residents to supply the samples. I have done that in the past, but was not asked this year. Was anyone??? Also, they can just walk into any of the bath houses in this community and get their own samples!

- Last year's water quality report was marginal at best. I no longer even try to drink the water. I spend money on bottled water, as do most of the people in this neighborhood. I'm very careful when showering about getting the water in my eyes and mouth, because it burns, and it has an "unusual" taste.
- They not only charge us for water, but they also charge us for sewer. When there was a sewer back-up in our neighborhood earlier this year, we had to pay outside contractors to find and resolve the problem. They were not even able to provide any kind of schematic showing the layout of the sewer system. And they did not help with diagnosing or fixing the issue. Does that sound like a company that deserves a rate increase?

I would suggest that instead of granting them a rate increase, you take them to task about their business practices. I believe we deserve better from our water provider. I've lived in 9 different states and communities during my lifetime, and I've never been afraid of drinking the water--until now.