

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Thursday, June 1, 2023 2:55 PM
To: 'loganbanez'
Cc: Consumer Contact
Subject: RE: Docket No. 20220185-WS, Holiday Gardens Utilities, LLC

Good Afternoon, Logan Banez.

We will be placing your comments below in consumer correspondence in Docket No. 20220185, 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: loganbanez <loganbanez@ymail.com>
Sent: Thursday, June 1, 2023 2:47 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20220185-WS, Holiday Gardens Utilities, LLC

This message is regarding
Docket No. 20220185-WS, Holiday Gardens Utilities, LLC.

My name is Logan Banez, and I live at 5245 Tammy Lane. I wanted to express my frustration with this company.

I moved into this neighborhood last August, and ever since the day I had to turn my water on I had issues. Not to mention this terrible water quality and service is bringing the neighborhoods value down.

Customer service is extremely difficult to get ahold of. It may take days for them to return you messages. Most of the time no one answers the phone.

The water quality is disgusting. It smells like bleach every time I take a shower or use the water. The water has a white tint to it, and there is an excessive amount of white residue when the water dries. It's more than hard water. I have lived in florida my whole life and I've never seen water quality this low. It should honestly be illegal.

I have had 6 BOIL WATER NOTICES since August 2022, and 2 water outages. The boil water notices have lasted on average 7 days each notice. Trying to cook, and give an infant a bath in this water is absolutely impossible. My dog won't even drink the water.

The company even charges me 9 dollars a month for a street light that I don't even want. Thats \$108 a year for a light? That doesn't make sense.

This company needs to be sold to an entity that has the resources to provide clean, reliable water and services to its customers.

If giving this company more money means **DRASTICALLY IMPROVED** water quality and service, then Holiday Gardens Utilities needs to prove it. This track record is terrible, and I honestly think giving them more money won't solve the problems.

Sent from my Verizon, Samsung Galaxy smartphone