

Brandy Butler

From: Ruth McHargue
Sent: Wednesday, January 03, 2018 3:27 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20170151

Customer correspondence

From: Consumer Contact
Sent: Wednesday, January 03, 2018 11:37 AM
To: Ruth McHargue
Subject: To CLK Docket 20170151

Copy on file, see 1266484C. Also filed for Q of S, see 1266483W. DHood

From: J Voorheis [<mailto:jvoorheis@ymail.com>]
Sent: Wednesday, January 03, 2018 11:15 AM
To: Consumer Contact
Subject: Heather Hills Utilities Complaint and Transfer Pending

Heather Hill Utilities, LLC

Transfer Doc 20170151 WS pending

Quality of Service Complaint

The HHEU, LLC and HHU LLC handled a water line leak/ break very poorly. Besides informing HHEU, I had to call HHU 3 times to report a water line leak/ break. HHEU, LLC/ HHU, LLC's water line had a leak/ break for at least 5 days before it was fixed. The sunken ground at the leak/ break site is still not restored to a safe/preexisting condition.

On December 2, 2017, I discovered a water leak by the HHE 109 meter. The home at 109 49th Ave Dr W was not occupied. The water supply was turned off. The 109-meter didn't move so it wasn't a 109 leak. Rick Stephens the manager of the HHE Utilities LLC, according to PSC records, was working on an adjacent property was informed and saw the leak.

On December 4, even larger puddles were found. HHU LLC was called about 9:30 am. A message about the 109 leak was left on its answering machine. A return call was not received and leak was not repaired by December 5. Again HH Utilities LLC was called and this time I was placed on hold for 5 minutes. I asked if my December 4 message was received. I was told it was not known. I was told that Zack would repair the leak the next day and would call me when completed.

A courtesy call from Zack was not received so on December 6 at about 5 o'clock I checked the meter. The soil was turned and roughly filled and the puddles gone. The water to 109 was turned on and the water flow in the house contained an unusual amount of dirt. No boiled water notice was issued to 109 or surrounding homes. Was the leak repaired according to Safe Drink Water regulations?

On December 13, I checked the meter and found the ground sinking and damp. I called to tell HHU LLC about the situation and was placed on hold for 4 minutes. I again explained the situation and stated Zack did not call. HHU said yes he did. I said no he didn't. This continued several times. I finally stated I have caller ID and missed call listing. After this dispute about Zack calling, the times spent on hold and calling 3 times to help HHU correct its problem, the conversation became terse on both sides.

If I were abusive, which I was not, I would consider HHU handling of the leak questionable. A December 14 letter from Michael Smallridge stating that calls, to HHU for leaks, emergencies and otherwise, would not be accepted was very inappropriate.

Janet Voorheis

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c. PSC, Kelly, Florida DEP