

Antonia Hover

From: Diana Vizcarrondo
Sent: Thursday, January 23, 2020 2:17 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101

Consumer correspondence for docket 20160101.

-----Original Message-----

From: Consumer Contact
Sent: Thursday, January 23, 2020 1:23 PM
To: Diana Vizcarrondo
Subject: To CLK Docket 20160101

Also filed for water quality, see 1331413W. DHood

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, January 23, 2020 1:06 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 160574

CUSTOMER INFORMATION

Name: Mike Schafer
Telephone:
Email:
Address: 17820 passionflower circle Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Mike Schafer
Account Number:
Address: 17820 passionflower circle Clermont FL 34714

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:

The neighborhood just shared the water quality results that were mailed to her. This is very worrisome, not only for myself and family but for the greater good of anyone using your water. The high THM's or something that can be minimized if you upgraded the treatment process. Proper filtering before disinfection and after disinfection can greatly reduce the amount. Hopefully, you at least have a aeration system. I understand the ground water is not the best, but there are plenty of ways to reduce THM's. What's the water increasing and price, we would expect the quality to get better, not worse. We are recommending that you update and/or upgrade your system