

**Brian Schultz**

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**From:** Kim, Breanna <KIM.BREANNA@leg.state.fl.us>  
**Sent:** Tuesday, May 05, 2020 8:43 AM  
**To:** Records Clerk  
**Cc:** Morse, Stephanie  
**Subject:** Docket No. 20190166  
**Attachments:** Arrowsmith comments\_5-5-20.pdf

Good morning,  
We received the attached customer correspondence and are forwarding it for inclusion in the record.

Thank you,  
Breanna Kim  
Office of Public Counsel

**From:** RANDY ARROWSMITH

**Sent:** Tuesday, May 5, 2020 12:30 AM

**To:** Morse, Stephanie

**Cc:** Kelly, JR; Lewis, Sarah

**Subject:** Re: HC Waterworks, Inc. PSC Docket 20190166 - FW: PSC Notice - Instructions for Public Participation

Stephanie,

Sorry for the late response

Here is a photo of a filter I installed last week - they still have issues with the quality of the water - and with that in mind they do not deserve a rate increase until these issues of quality are addressed permanently !!

I have attached the photo taken yesterday



Again my apologies for the delay in getting this to you

Please feel free to contact me with any questions

Thank you

All the best

Randy

Randy Arrowsmith  
1-954-214-2686