

**Lorena Hollett**

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**From:** Lorena Hollett on behalf of Records Clerk  
**Sent:** Friday, June 2, 2023 4:16 PM  
**To:** 'Muriel Steves'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket # 20220185-WS

Good morning, Muriel Steves.

We will be placing your comments below in consumer correspondence in Docket No. 20220185, and forwarding your comments to the Office of Consumer Assistance and Outreach.

Regards,

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

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**From:** Muriel Steves <englishgramma@hotmail.com>  
**Sent:** Friday, June 2, 2023 3:51 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket # 20220185-WS

Muriel Steves  
7233 Knoll Drive  
New Port Richey, FL 34653

To Whom It May Concern:

I have already sent one response to this problem. I received my water bill today. It is over 3 times the bill that I had last month. I did not think that this had even appeared before the Florida Public Service Commission for approval. I cannot afford to pay over \$60 a month for well water service that is not always reliable. However, the biggest problem was that the bill was not detailed, just a statement of how much I owed them. The bill did not reflect that a payment did not reach them due to fraud in my account. It did not reflect the extra charges that they added to the bill. I had trouble getting someone from that office to answer. I found the number of the supposed owner Mr. Smallridge and talked with him. He said he only had 3 people to answer the phones. So I went to the office. Since the door of the business office is locked, it took 3 times of me ringing the bell for someone to answer. When I got in, there were 2 women there. They gave me a copy of a letter that had been mailed to me, but it still did not give me details of what the bill was for. I asked the one woman if they were the only two there (because she had already told me that there was another office in another city) and she said that there were others in the office, but it was never really very busy. While I was there, 3 phone calls were allowed to go to voice mail. I only needed to work with one person. Most generally when I call their office, it goes directly to voicemail. If they are not very busy, why do my calls always go to voicemail? I feel that not answering the phone is a poorly run office. Is this Mr. Smallridge properly licensed

to run an LLC water company of which he has 11 wells? Are all of the rate increases to cover all the wells? If he is losing money on some of his businesses, the losses there should not transfer to our well

Well water is water owned by the property owners in this development. No one has to pump it in; it is under our land. We no longer have purification filters on the well head. We also have no water when power goes out any more when we used to have a backup generator for the well. We used to have quality control over the water supply. We had an owner that cared about service to his customers. I believe Mr. Smallridge only cares about how many customers he has to collect money for himself.

I have put a whole house water purifier on my house because of the poor quality of the water that turns my toilets, shower, and tub odd colors without it. I pay for the filters for this system every 3 months. Does the company have proper filtering at the well head as they used to have? What exactly are we paying this LLC for? The property owners have had to go without water for a day and then boil water for a week several times a year. I would think that this is simply a service company that provides no services. They don't even answer the phone or provide detailed billing. We should see a breakdown of each LLC income and expenditures. How much is Mr. Smallridge collecting for his own pocket, selling us the water under our land?

Before you raise the rates on paying for the water under our land, please check out the credentials and business procedures of this man and his company.

Thank you,

Muriel Steves