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COMMISSION
CLERK



George R. Gigas

5175 SUNNYBROOK COURT
CAPE CORAL, FL 33904 USA



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NOVEMBER 6, 2022

OFFICE OF THE COMMISSION CLERK
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL 32399-0850

Re.: Docket NO. 20220099.WS, LP Waterworks, Inc.

Dear Ladies and Gentlemen,

I take the opportunity to make my "Customer Comments" to the above referenced Docket.

My wife and I owned a camp site in Camp Florida Resort, Lake Placid, Florida at 40 Freedom Way, Lake Placid, FL 33852 (or CAMP). In the following I would like to highlight issues I had with LP Waterworks, Inc. at this particular address.

Just for information, we now own a different property in the CAMP.

Here, I present my personal experience with the UTILITY which highlights that the UTILITY doesn't respond to complaints being verbal or in writing.

In May of 2020 we received an invoice from the UTILITY stating a water usage of 11Tgal (our typ. consumption was below 1Tgal/month). I went to the CAMP and didn't see any obvious leak. I checked the water meter and observed a wrong meter reading. Instead of 947Tgal it was recorded as 957Tgal (see picture of meter attached, Exhibit 1). I called the Utility and requested a correction of my invoice - **NO RESPONSE** -, I called several times - **MY CALLS WERE NOT ANSWERED** -, I send a letter with picture of the meter attached - **NO ANSWER**.

The Utility harassed me by sending notes to shut down service if I don't pay, making no attempt to investigate my complaint.

This was going on from May 2020 to September of 2020. We kept paying our monthly basic dues to avoid late fees and did not use any water to keep the water meter at the reading when the wrong meter reading had occurred.

Meanwhile, I had the CAMP Park Manager and another property owner confirm the wrong reading of the Meter Reader of the UTILITY. I also called an employee of the UTILITY, who worked in the CAMP, to read the meter. **He was reading the meter wrong and excused himself as not being a Meter Reader.** I was surprised by his answer because this should be fundamental know how for employees in this type of business and a shortcoming of the management of the UTILITY to not have a training program for their employees.

Beginning of September 2020 I was in the CAMP and saw the Meter Reader. I asked him what reading he recorded on his work sheet at our property. **He must have been a new employee because he entered the correct value 947Tgal.**

I sent a letter to the UTILITY to let them know that I saw the correct entry of the status of our meter and requested a correction of the invoice by a fixed date, and if they don't respond I had no other option, but to bring my case to the attention of the COMMISSION. Shortly after this, I got a call from a manager of the UTILITY, who told me that the UTILITY will replace the "confusing meter". I was dumfounded by his remark because the meter was working fine and didn't need replacement. When a managerial employee of a water utility refers to a perfectly functioning meter "confusing", one can understand their problem.

The meter was replaced (see picture of meter attached, Exhibit 2)

My case was settled satisfactorily.

I bring my experience to the attention of the COMMISSION only because this is not an isolated case in Camp Florida Resort. There are now ongoing complaints in the CAMP about the same problems as I have presented, with one difference, I live in Cape Coral, Florida and come to the CAMP for a little vacation and can fight the UTILITY, but how about the folks coming from up North staying half a year in the CAMP? They are screwed if the UTILITY handles their complaints like mine. They have but no other way but to pay the bill or being disconnected. **Is this the way we deal with mostly senior citizens in Florida?**

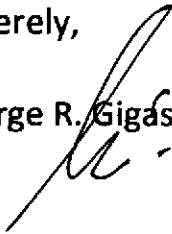
Erroneous meter readings, complete disregard for the complaints of customers by the Utility, and frequent rate increases make people lower their water consumption by converting lawns to rock beds. Furthermore, more property owners in the CAMP are not drinking the water because they don't trust the UTILITY to deliver a drinkable product, and use it mainly to flush their toilets, **use it for irrigation of flower beds,** and general cleaning. This is decreasing the amount of water entering the wastewater treatment plant, and raises the question whether the sewer rates are justified?

Finally, I wonder whether I should get my own water utility. Obviously, I don't have to deal with the complaints of customers, deliver a marginal product, and when I don't make money ask the COMMISSION for a rate hike. This is a perfect business model, isn't it ?

Thank you for your attention.

Sincerely,

George R. Gigas

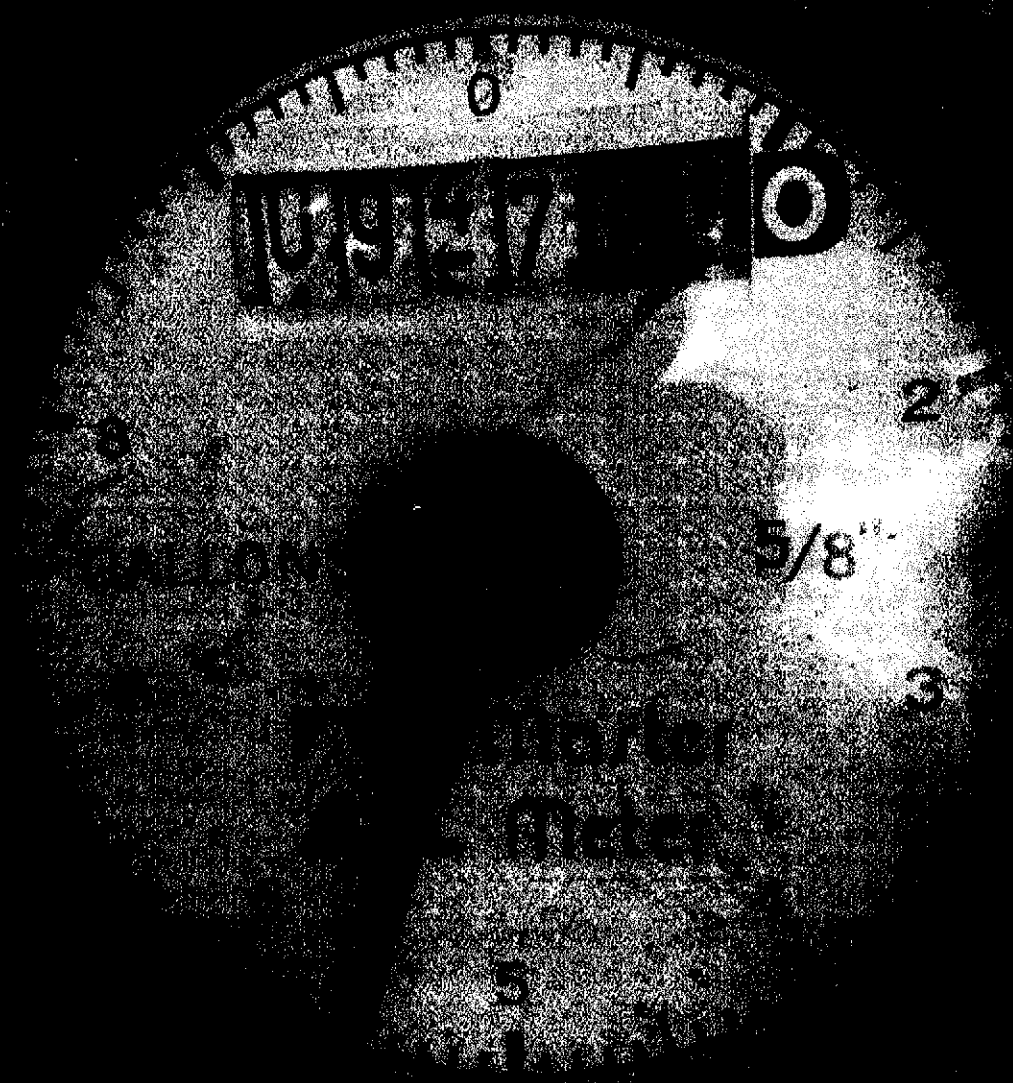
A handwritten signature in black ink, appearing to read 'G.R. Gigas', written over the printed name.

Copy to:

CFR POA President Cindy Leising

CFR POA Park Manager John Sims

Exhibit 1



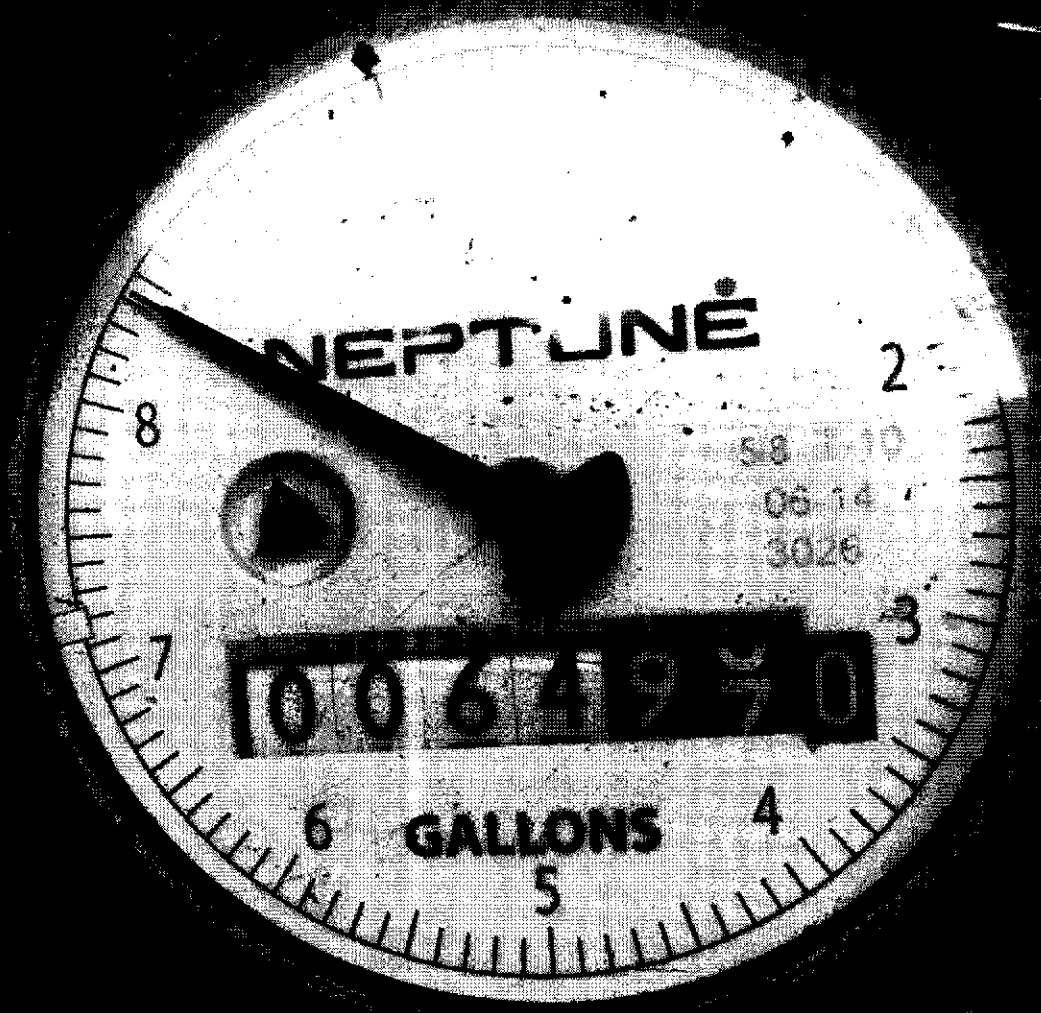


Exhibit 2

Gero Gigas
5175 Sunnybrook Ct.
Cape Coral, FL 33904

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2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0850

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