

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, March 18, 2025 8:31 AM
To: 'angelbrown38@gmail.com'
Cc: Consumer Contact
Subject: FW: Docket No. 20240106-WU, North Florida Community Water Systems
Attachments: Meter photo March 2025.jpg

Good Morning, Angel Brown.

We will be placing your comments below in consumer correspondence in Docket No. 20240106, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

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From: Angel Brown <angelbrown38@gmail.com>
Sent: Monday, March 17, 2025 9:35 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20240106-WU, North Florida Community Water Systems

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I would like to offer comments about the proposed water utility increase and our level of service. I reside in Gainesville, FL and in my area, we have US Water Services. Overall, I am deeply disappointed in their services. For starters, our bills vary so much that I do not know what the base water rates are pertaining to our usage. One month it was \$61.40, the very next month it was \$44 and the next month was exactly \$61.40 again, without any change in usage; this was from the past few months, but it has been like that since we saw an increase in rates. In terms of water quality, the water smells and tastes strongly of chlorine. A few years ago, we brought to their attention our low water pressure, which resulted in them telling us that it is low, but it is at the bottom of their accepted range, meaning it was not a concern for them. This has prevented us from power washing our home, amongst other things.

Our water meter and our neighbor's water meter is directly under a tree and located within its root system (I have attached a photo). Our meter was originally away from trees, but was moved to that location, with zero

communication about it. There are 2 trees there, and they have given our neighbor trouble, resulting in the neighbor having to pay out of pocket to remove the tree over their meter due to roots growing in the pipes. We are currently having an issue with a very small, nearly undetectable leak on the property, and the company has been very dismissive about it. A professional has found that there may be an issue with the meter, but the company will not thoroughly investigate it. In conclusion, the level of service we receive from this company is extremely subpar and I wish we could have a different company to provide us water.

