

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
JULIE I. BROWN  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF ENGINEERING  
TOM BALLINGER  
DIRECTOR  
(850) 413-6910

## Public Service Commission

January 15, 2015

Mr. Jeffrey Lawson  
Department of Environmental Protection  
3900 Commonwealth Blvd., M.S. 49  
Tallahassee, FL 32399

**Re: Customer Complaints Against Orchid Springs Water (DEP Number 6531313) and Sewer (DEP Number FLA012992) to be Considered in Docket No. 140239-WS**

Dear Mr. Lawson:

On December 10, 2014, Orchid Springs Development Corporation filed its application to increase rates for water and wastewater service provided by Orchid Springs Water and Sewer in Polk County. As part of the rate setting process, Section 367.0812(1)(c), Florida Statutes, requires that the Commission consider:

Complaints regarding the applicable secondary water quality standards filed by customers with the commission, the Department of Environmental Protection, the respective local governmental entity, or a county health department during the past 5 years.

To comply with this statutory provision, we are asking your office to forward any complaints received from customers of Orchid Springs Water and Sewer for the period of January 1, 2009, to December 31, 2013. Please send any documents to the Commission Clerk, Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 and reference the docket number noted above. If you do not have any documents, please e-mail me at [tmattew@psc.state.fl.us](mailto:tmattew@psc.state.fl.us) stating that your office has not received any complaints during the designated period.

Thank you for your assistance in helping us meet this important provision. Should you have any questions, please contact me by phone at (850) 413-6682.

Sincerely,

A handwritten signature in blue ink that reads "Traci Matthews".

Traci Matthews  
Engineering Specialist

TM: tj

cc: Office of Commission Clerk Docket No. (140239-WS)