

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: September 24, 2015

TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk

FROM: Cecilia Galloway, Public Utility Analyst, Division of Accounting & Finance *CG*

RE: 140217-WU - Application for staff-assisted rate case in Sumter County by Cedar Acres, Inc.

Please place the following letters in the correspondence side of the above-referenced docket file.

RECEIVED-PSC
15 SEP 24 PM 2:47
COMMISSION
CLERK

September 21 2015

Mr Jason Seyfert
Florida Department of Environmental Protection
3319 Maguire Blvd.
Suite -232
Orlando, Florida 32803

Re: Cedar Acres Inc Formal Complaint / Requesting our tracking #

Docket No. 140217-WU

-Mr Jason Seyfert

This letter is written as a formal complaint. My wife and I live in Oakland Hills with a mailing address of 7991 CR 109 Lady Lake Florida 32159.

In July 2015 the residents of Oakland Hills lost water, the first occasion we are told that Cedar Acres did not pay their water bill and Duke Energy turned off the electric power, the back up generator did not start because the switch was off, leaving around 300 homes without water. Then again in July we lost our water again and this time we were advised that the back -up generator started but soon turned off because of low oil.

On July 28th at 11:42AM I called Universal Water emergency phone number 352-288-5150 to report a major water leak at the corner of 109 and 109A. The repair person did not even show up to do the repair until some three plus hours later. I have no idea how long this leak had been running but when we discovered it, the road gutters were full and a very large ground area was fully saturated. This leak must have been going on for a very long time (possibly days) I realize I am not a water expert however I believe the above examples demonstrates a total lack of responsibility from Universal Water and Cedar Acres Inc.

I also would like to point out that the Cedar Acres water meters are some twenty one years old and are not reading the correct gals used. I will use our water bills as an example. Our lives are constant, therefore our water use should not drastically change, however according to our water bill it sure does. We have bills that indicate use from 7430 gals per billing period to 208680 (yes that is what the bills shows). This difference of course is not correct. I am also aware of residents receiving bills with zero usage..

I do believe that Cedar Acres deserves a rate increase, however rates should be compatible with other water companies in the area and of course Cedar Acres must provide better customer service.

Milton and Beth Bourassa



C Patricia Merchant - Florida Office of Public Counsel
C Cissy Galloway - Florida Public Service Commission

Oakland Hills Homeowners Association
P O Box 702
Lady Lake, FL 32158

Sept 20, 2015

Mr. Jason Seyfert
Florida Department of Environmental Protection
3319 Maguire Blvd.
Suite 232
Orlando, FL 32803

Re: Cedar Acres, Inc.
Docket No. 140217-WU

Formal Complaint / Our tracking # Requested

Dear Mr. Seyfert

We, the undersigned officers of the Oakland Hills Homeowners Association, are writing on behalf of our residents. We are a small community of about 319 homes with mainly senior citizens living on a fixed income and a small percentage of young working couples who are trying to make ends meet. Our rates here have remained the same for many years; and although we realize an increase is inevitable, we feel that the proposed increase of 300-600 percent is much more than we can handle. If Cedar Acres had made gradual increases over the years, we probably would have been able to keep up.

Recently our water shut down because, as we later learned, Cedar Acres had not paid the electric bill. There is a back-up generator on our well site which did start up, but failed after a few hours because it had run out of oil. It seems that proper maintenance is not being performed by the company Cedar Acres has hired for this task.

Also, the log book for our water system was withheld from residents who asked to see it at the time we were experiencing water outages. Later, it became apparent that the last entry in the log book was from 2011. There was some speculation at the time that Universal Water and some of its employees were not very responsive and not completely honest in answering some of our questions. Furthermore, there was no mass notification of the boil water alert or the lifting thereof despite many residents having provided phone numbers for years (purportedly for that purpose) when paying their water bills.

Due to the accumulation of aforementioned problems, we have become very apprehensive of the handling of a utility as vital as water. We, therefore, request a response addressing these complaints at your earliest convenience.

Yours truly,

Oakland Hills Homeowners Association

Beth Bourassa

Beth Bourassa, President

Eileen Moore

Eileen Moore, 1st Vice President

Don Miller

Don Miller, 2nd Vice President

Virginia Staffan, Treasurer

Virginia Staffan

Jeff Gregson, 2 Yr Director

Frank Spoto

Frank Spoto, 1 Yr Director

Jeff Gregson is away on vacation
B.B.

C: Florida Public Service Commission

Florida Office of Public Counsel