

Alexus Austin

From: Angela Charles
Sent: Tuesday, October 13, 2015 3:27 PM
Subject: PSC Hearing 10-13-15 Docket # 140217-WU

Good morning,

We will be placing your comments below in parties' correspondence in Docket No. 140217-WU and forwarding your comments to the Office of Consumer Assistance and Outreach.

Have a good day,

Angela Charles

From: jjklfl@aol.com [<mailto:jjklfl@aol.com>]
Sent: Tuesday, October 13, 2015 10:04 AM
To: Leslie Ames; Records Clerk
Subject: Fwd: PSC Hearing 10-13-15 Docket # 140217-WU

-----Original Message-----

From: jjklfl <jjklfl@aol.com>
To: merchant.tricia <merchant.tricia@leg.state.fl.us>; mikemanninglmt <mikemanninglmt@aol.com>
Sent: Mon, Oct 12, 2015 10:26 am
Subject: PSC Hearing 10-13-15 Docket # 140217-WU

As it seems the PSC is now not going to allow telephonic participation, I'd like to share my observations of PSC proposal dated 10-1-15 Docket # 06181-15 aka 14027-WU .

PAGE

3 - We are not in the SW Fla water district we are now governed by Orlando, FL. Historical input from SW-Fla (ie Consent Order 11-0615-60-PW) including the uncollected penalties should be considered.

4 - No DEP changes have been made since before 2012 -- PSC description is unsatisfactory. The Sumter County Health Department has discussed previous issues with Cedar Acres and reported them to the DEP.

5 - No progress made on emergency responses, nor any progress on the "boil water " communication, nor any equipment improvements have been made per DEP recommendations.

5 - Cedar Acres, nor Universal Waters, nor Artesian (billing) are documenting any complaints received. The PSC is not accurate in this area. There have been numerous complaints.

6 - The amount of water sold and the 14.3 % unaccounted water from the PSC memo to Bart Fletcher dated 4-14-15 has changed or been left out of the 10- 1-15 information. What changed ?

11 - Is there a real plan for meter replacement ? Can it be reviewed and who will monitor the plan. Please ensure that when the meters are being replaced that a \$60.00 deposit is not collected from the old customer as the \$60.00 is supposed to be for new customers. There should be no charges for anything connected with the meter changeovers.

12- Who is monitoring the salary reductions of the Cedar Acres manager & President ?

14 - Are the Tri-annual test results available to the DEP & to customers. How do customers review this information ?

18 - The water system is not developer owned.

21 - The PSC average consumption is 5797 gal per month. This is average with use in neighboring communities. The PSC claim the water consumption is going to reduce to 4103 gal per month is not realistic.

22- Customers should be provided proof of rate increase by certified mail.

23 - Is Cedar Acres legally bound to reduce rates after 4 years or is this just an unenforceable recommendation by the PSC ? What is the anticipated rate reduction going to be and how does the PSC justify the reduction ?

24 - Will PSC reviews of the Cedar Acres escrow account be reviewable by the customers ?

26 - Will the security be via bond or letter of credit ? There should be no conflict with other companies associated with Cedar Acres.

32 - Specifically define normal work hour times and "after hour " times.

Other - Although Cedar Acres appears to be privately owned, they have offered stock shares to the public. As such, are there additional provisions or rules which may apply to Cedar Acres classifying them as a public utility ? If so, has the PSC considered this information in their decision making process ?

Thanks for your timeJohn / Sue Kroll