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STATE OF FLORIDA



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

Public Service Commission

December 10, 2015

Mr. Jeffrey Lawson
Source and Drinking Water Program
FL Department of Environmental Protection
2600 Blair Stone Rd, MS 3520
Tallahassee, FL 32399-2400

Re: Customer complaints against Neighborhood Utilities, Inc. (DEP PWS # 2164279) to be considered in Docket No. 150181-WU

Dear Mr. Lawson:

On August 10, 2015, Neighborhood Utilities, Inc. filed its application to increase rates for water service provided in Duval County. As part of the rate setting process, Section 367.0812(1)(c), F.S., 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 Neighborhood Utilities, Inc. for the period of July 1, 2010, through June 30, 2015. Please send any documents to the 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 email me at pbuys@psc.state.fl.us stating that your office had 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 850-413-6518.

Sincerely,

Penelope D. Buys
Penelope D. Buys
Engineering Specialist
Division of Engineering

PDB:tj

cc: Office of Commission Clerk (Docket No. 150181-WU)