

Ashley Quick

From: Office of Commissioner Brown
Sent: Tuesday, March 29, 2016 9:15 AM
To: Commissioner Correspondence
Subject: FW: UIF Mailing & John Hoy Letter
Attachments: 3-21-16, John Hoy Letter.pdf; 2016 - Customer Survey Ballot, AMR, 03-09-16.docx; 2016 - Customer Survey Letter, AMR, 03-09-16.docx

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 150269-WS.

Thank you,
Katherine

From: Ann Ryan [<mailto:amr328@hotmail.com>]
Sent: Monday, March 28, 2016 3:22 PM
To: Office of Commissioner Brisé; Office of Commissioner Patronis; Office Of Commissioner Edgar; Office of Commissioner Brown; Office Of Commissioner Graham
Cc: Senator Wilton Simpson; Representative Richard Corcoran; Mike Fasano; PC Commissioner Jack Mariano; Erik Sayler; JR KELLY; Denise Vandiver; John Hoy; Patrick Flynn Utilities, Inc.; Jared Ochs; Andrew Maurey; Jennifer Crawford; PC Commissioner Mike Wells; PC Commissioner Kathryn Starkey; PC Commissioner Ted Schrader - Chairman; leerobida@gmail.com; Chuck Hoehn - Greens HOA Presi.; Bill White; George Metz - Villas HOA Pres; Terry Copenhofer - Fairways Pres; Maria Cristiano - PW Condo Pres.; Richard Neilson - Arborwood HOA Pres.; jstall@yahoo.com; Lorraine Mack; Greens - Ed Youngs; vweeks3@tampabay.rr.com; Joe Mitchell; Ken Jennings - CCHOA Pres.; PARKER.JUDY@flsenate.gov; Ann Marie Ryan
Subject: FW: UIF Mailing & John Hoy Letter

Dear Commissioners,

Attached is the 3-21-16 John Hoy Letter (PDF copy) from Utilities Inc. mailing received Monday, March 21, 2016 by the Summertree residents. **The Summertree Water Alliance (SWA) Taskforce feels it was inappropriate, unwarranted, and unprofessional for UIF to include John Hoy's two page letter with the PSC approved Customer Hearing Notice.** This letter from John Hoy arrived without prior notice to Office of Public Counsel or Summertree Water Alliance Taskforce; its contents confused several Summertree customers.

John Hoy and Patrick Flynn knew that the SWA Taskforce would send out the Customer Survey Letter and Customer Survey Ballot by March 15th. We ran it by OPC and PSC to make sure it meet the January 2014 PSC PAA Order. Additionally, Erik Sayler checked with John Hoy and he OK'd the letter and ballot on Thursday, March 10, 2016.

DRY: John Hoy, UIF President, created an impasse on the March 7, 2016 Phone Conference by refusing to sign the original negotiated CUSTOMER LETTER and CUSTOMER BOLLLOT. Jennifer Crawford and Andrew Maurey, PSC Staff and Judy Parker Legislative Assistant with Senator

Wilton Simpson 's Office were also on the call. Ms. Parker asked John Hoy how long UIF knew they were NOT going to sign the letter or mail the ballot, he responded, "He knew for several weeks", thus causing the impasse. Attached is the 2016 Summertree Customer Survey Ballot and Summertree Customer Survey Letter as revised by the Summertree Water Alliance Taskforce and Associate Members. Erik Saylor, OPC, presented these documents to the PSC staff and John Hoy ; both accepted the changes by Thursday, March 10, 2016 with PSC stipulation that UIF provide the customer mailing labels. The Taskforce put the mailing out at our expense within 72 hours and were mail on Monday, March 14, 2016.

Hoy only participated with the Taskforce in trying to secure a SWFMD grant back in early 2015. We believe that UIF has tried to sabotage our negotiations. All progress with alternative funding has been initiated by the SWA Taskforce who worked with the OPC, our legislators, county officials, and agencies. The Taskforce has and will continue to represent the wishes of our Summertree community. **On behalf of Summertree residents, the Summertree Water Alliance Taskforce feels this unauthorized, unofficial letter from Utilities, Inc. may have adversely impacted the ballot process and may effect how customers' vote.** I received 26 phone calls from residents who were concerned that their votes don't count as a result of this letter. I have no idea how many people did not call me who might have the same concerns.

Summertree customers want UIF permanently out of Summertree as a result of 25 years of poor quality water, constant rate increases, lack of customer services, and failure to negotiate in good faith as ordered by the January 2014 PSC PAA Order.

Taskforce and Summertree community feel that this was an inappropriate letter. We would like to know how you plan to address this issue.

Regards.

Marie Ryan

Summertree Water Alliance Taskforce

Windstar Court

Fort Richey, FL 34654

7.856.2203



Important Notice Enclosed



PO BOX 160609
Altamonte Springs, FL 32716

UTN0316D
2000003997 667/1



LORRAINE E MACK
11913 BAYONET LN
NEW PRT RCHY FL 34654-1605





Dear Summertree Customer,

On December 30, 2016 Utilities, Inc. of Florida (UIF) applied for a water rate increase with the Florida Public Service Commission (PSC). The formal details of the application can be found in the enclosed document. As you will see in the attachment, the proposed increase is broken into two phases.

Given the high level of interest surrounding this issue I wanted to write in an effort to correct some of the misinformation that has been circulating in the media and elsewhere. Additionally, you have recently received a survey regarding the proposed interconnection between our system and Pasco County which is described in detail below under the Phase II heading.

Phase I

The first phase is intended to adjust the water rates to achieve the revenue that was allowed in our last rate case. This is particularly important because while our fixed costs of operating the system have remained the same (e.g., the cost of distribution pipes, pumps, valves, etc.), the volume of water that was sold to recover those costs has dropped significantly as a result of the shift from the use of potable water for irrigation in Arborwood, The Greens, and The Fairways to their own non-potable irrigation wells. Just as your home mortgage doesn't change whether you occupy the home or not, or your car payment doesn't change if you drive the vehicle or not, our fixed costs to have water available at your tap do not change with the reduced volume moving through the system because we no longer supply irrigation water to you. Stated another way, our fixed costs must be recovered from fewer gallons of water sold, even after taking into account the water sold to newly constructed homes.

The average increase in this phase is less than \$5 per month. There are some offsetting savings to the community since you are no longer paying for irrigation water and by taking the irrigation systems off of the potable water supply, you reduced the initial fees that Pasco County charges for bulk service from \$2 million to \$1 million, should you vote for that option in Phase II.

Phase II

The second phase of the increase will occur if and when an interconnection to the County water supply is approved and implemented which was recommended in our engineering study. As was mentioned in the letter accompanying the survey, the interconnection with the County's system is the most straightforward and quickest means to resolve the aesthetic issues that we have all been grappling with for some time. Initial estimates of the costs associated with this plan included a substantial "connection fee" charged to us by the County that would, in turn, impact your rates. That issue has been eliminated as a result of the shift to non-potable irrigation wells in Arborwood, The Greens, and The Villas along with the application of a state grant to cover the remaining \$1 million in connection costs. These connection costs have been removed from the proposed rate structure, which results in a much smaller proposed increase. The rates also reflect a reduction in operating expenses that will occur once the wells are taken off line permanently. There is a cost to abandon the existing wells and remove our facilities from the well sites (offset by any equipment salvage value generated in the process), which will also temper the rate increase.

a Utilities, Inc. company **Utilities Inc. of Florida**

200 Weathersfield Ave. • Altamonte Springs, FL 32714-4027 • P:407-869-1919 • F:407-869-6961 • www.uiwater.com

Importantly, there will be a 'bulk rate' charge incurred from the County for the water that will be purchased from the County once the interconnection is established. You should be aware that the proposed wholesale rate charged to us by the County is 32% higher than the retail rate currently paid by other Pasco County residents who are currently served by the County system. We have attempted to secure a lower rate from the County but so far the County has been unable to reduce it.

The overall impact to Summertree residents of our Phase II request, including the cost of the County water, is an average increase of less than \$2 per month. This change would only be made if the residents vote to move ahead with the interconnection.

Additional Considerations

There has been much talk of Summertree customers paying the "highest rates" in the County. That is simply not true. Even a cursory examination of the rates for some of the communities currently served by FGUA owned systems in Pasco County will clearly demonstrate that Summertree is not the highest. The average monthly water bill in Summertree over the past year was about \$22 plus an additional \$34 for sewer. There are other water and sewer systems in Pasco County that charge much more than that.

Finally, there have been repeated assertions that we are unwilling to entertain offers to sell our system to either the FGUA or the County. Again, this is simply not true. While we strongly prefer to continue to operate the system and believe that with the interconnection, the historical issues in the Summertree community will be resolved, we are willing to consider any legitimate offer that reflects a valuation of the business that is consistent with the types of valuations seen in recent times in the sale of other utility companies. To date, no such offer has been presented to us.

The Summertree issues have generated considerable discussion and emotion. We are committed to our goal of providing residents with high quality, safe and reliable water service. To do this we need to equip our professional operating and managerial staff with the proper resources to guarantee the delivery of a product that meets your needs and expectations. These proposed rate changes will do just that and do it at a rate of approximately a penny per gallon of drinking water delivered to your taps.

It is our sincere desire to move forward as quickly as possible to complete the survey of all of our Summertree customers, finalize the water supply agreement with the County and construct the interconnection so that these issues are resolved once and for all. Please be aware that we provided the County with a revised water supply agreement in October for consideration. To date, the County has not offered any feedback or indicated when a response will be forthcoming.

I appreciate your thoughtful consideration of all of the points above and look forward to a successful resolution.

Best regards,

John Hoy

President

Utilities, Inc. of Florida

BEFORE THE PUBLIC SERVICE COMMISSION
NOTICE OF PROPOSED RATE INCREASE
TO THE CUSTOMERS OF UTILITIES, INC. OF FLORIDA

AND

ALL OTHER INTERESTED PERSONS

RE: DOCKET NO. 150269-WS

APPLICATION FOR A LIMITED PROCEEDING WATER RATE INCREASE IN
MARION, PASCO AND SEMINOLE COUNTIES BY UTILITIES, INC. OF FLORIDA

Issued: March 18, 2016

Notice is hereby given, pursuant to Rule 25-30.446, Florida Administrative Code, that Utilities, Inc. of Florida has filed a petition for a water limited proceeding rate increase with the Florida Public Service Commission. The general reasons for the requested increase in Pasco County is to achieve revenues established in PSC Order No. PSC-14-0025-PAA-WS due to discontinuance of irrigation service (Phase I), and to recover the cost of the Summertree water quality improvements (Phase II).

Copies of the petition, and minimum filing requirements are available for inspection at the following locations:

Regency Park Branch Library 9701 Little Road New Port Richey, Florida 34652	Hours: Monday: Closed Tuesday: 10:00am – 6:00pm Wednesday: 11:00am – 6:00pm Thursday: 11:00am – 8:00pm Friday: 11:00am – 5:00pm Saturday: 11:00am – 4:00pm Sunday: Closed
Utilities, Inc. of Florida 200 Weathersfield Avenue Altamonte Springs, FL 32714	Office Hours: Monday through Friday 8:00 a.m. to 4:30 p.m.

The current and proposed rates are as follows:

SCHEDULE OF PRESENT AND PROPOSED RATES

<u>Summertree</u>	Present Rates	Utility Proposed Phase I Rates	Utility Proposed Phase II Rates
<u>Residential, and General Service</u>			
Base Facility Charge By Meter Size			
5/8" x 3/4"	\$11.19	\$13.63	\$14.24
3/4"	\$16.78	\$20.44	\$21.36
1"	\$27.96	\$34.06	\$35.58
1 1/2"	\$55.91	\$68.11	\$71.16
2"	\$89.45	\$108.97	\$113.84
3"	\$178.91	\$217.95	\$227.70
4"	\$279.55	\$340.55	\$355.78
6"	\$549.02	\$668.83	\$698.74
Charge per 1,000 gallons	\$5.17	\$6.30	\$6.58

<u>Orangewood</u>	Present Rates.	Utility Proposed Phase I Rates	Utility Proposed Phase II Rates
<u>Residential, and General Service</u>			
Base Facility Charge By Meter Size			
5/8" x 3/4"	\$11.81	\$14.39	\$15.03
3/4"	\$17.72	\$21.59	\$22.55
1"	\$29.53	\$35.97	\$37.58
1 1/2"	\$59.03	\$71.91	\$75.13
2"	\$94.45	\$115.06	\$120.21
3"	\$188.90	\$230.12	\$240.41
4"	\$295.17	\$359.58	\$375.66
6"	\$590.33	\$719.15	\$751.31
Charge per 1,000 gallons	\$5.45	\$6.64	\$6.94

Any person who wishes to comment or provide information to Commission Staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

Florida Public Service Commission
Director, Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

All correspondence should refer to "Docket No. 150269-WS, Utilities, Inc. of Florida." Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Florida Public Service Commission's toll-free facsimile line at 1-800-511-0809, or the Commission's website available at <http://floridapsc.com/consumers/complaint/index.cfm>.

If you wish to contact the Florida Public Service Commission regarding complaints about service, you may call the Commission's Division of Consumer Assistance and Outreach at the following toll-free number 1-800-342-3552.

This notice was prepared by the Utility and approved by Commission staff for distribution by the Utility to its customers. If you have any questions, please call the Utility's office at 866-842-8432.

BEFORE THE PUBLIC SERVICE COMMISSION
NOTICE OF CUSTOMER MEETING
TO THE CUSTOMERS OF UTILITIES, INC. OF FLORIDA

AND

ALL OTHER INTERESTED PERSONS

RE: DOCKET NO. 150269-WS

APPLICATION FOR A LIMITED PROCEEDING WATER RATE INCREASE IN
MARION, PASCO AND SEMINOLE COUNTIES BY UTILITIES, INC. OF FLORIDA

Issued: March 18, 2016

NOTICE is hereby given that the Staff of the Florida Public Service Commission (Commission) will conduct a customer meeting to discuss Utilities, Inc. of Florida's application for a limited proceeding rate increase. The meeting will be held at the following time and place:

Tuesday, April 12, 2016, 9:00 a.m. to 2:00 p.m.
Summertree Recreation Facility
12005 Paradise Point Way
New Port Richey, FL 34654

Tuesday, April 12, 2016, 6:00 p.m.
West Pasco Government Center
Commission Chambers Board Room
8731 Citizens Drive
New Port Richey, FL 34654

All persons who wish to comment are urged to be present at the beginning of the meeting, since the meeting may be adjourned early if no customers are present. One or more of the Commissioners of the Commission may attend and participate in this meeting. The meeting will begin as scheduled and will continue until all of the customers have been heard.

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation of the meeting will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found at the bottom of the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

Pursuant to provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting because of a physical impairment should call the

Office of Commission Clerk at (850) 413-6770 at least five calendar days prior to the meeting. Any person who is hearing or speech impaired should contact the Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD) or 1-800-955-8770 (Voice).

PURPOSE

The purpose of this meeting is to give customers and other interested persons an opportunity to offer comments to Commission staff regarding the quality of service the Utility provides, the requested rate increase, and to ask questions. Staff members will summarize the Utility's filing; the preliminary work accomplished, and answer questions to the extent possible.

At the beginning of the meeting, procedures will be established for the order of comments. Commission staff will have sign-up sheets, and customers will be called to speak in the order that they sign up. Staff will be available to coordinate customers' comments and to assist members of the public.

Any person who wishes to comment or provide information to staff may do so at the meetings, orally or in writing. Written comments may also be sent to the Commission at the address given at the end of this notice. Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Commission's toll-free facsimile line at 1-800-511-0809.

BACKGROUND

Utilities, Inc. of Florida (the "Utility") is a water and wastewater utility whose corporate offices are located at 200 Weathersfield Avenue, Altamonte Springs, Florida 32714. The Utility has water and wastewater facilities located in Pasco County, Florida.

On December 30, 2015, the Utility filed a limited proceeding application with the Florida Public Service Commission (the "Commission") for an increase in its water rates to its customers in Pasco County. The application is assigned Docket No. 150269-WS.

The Utility is requesting a rate increase to allow the Utility to achieve revenues established in PSC Order No. PSC-14-0025-PAA-WS due to discontinuance of irrigation service (Phase I), and to recover the cost of the Summertree water quality improvements (Phase II). The Company's last rate proceeding before the Commission was in Docket No. 120209-WS, utilizing a test year ending December 31, 2011, which culminated in Order No. PSC-14-0025-PAA-WS dated January 10, 2014.

SCHEDULE OF PRESENT AND PROPOSED RATES – PASCO COUNTY

<u>Summertree</u>	Present Rates	Utility Proposed Phase I Rates	Utility Proposed Phase II Rates
<u>Residential, and General Service</u>			
Base Facility Charge By Meter Size			
5/8" x 3/4"	\$11.19	\$13.63	\$14.24
3/4"	\$16.78	\$20.44	\$21.36
1"	\$27.96	\$34.06	\$35.58
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6"	\$549.02	\$668.83	\$698.74
 Charge per 1,000 gallons	 \$5.17	 \$6.30	 \$6.58

<u>Orangewood</u>	Present Rates	Utility Proposed Phase I Rates	Utility Proposed Phase II Rates
<u>Residential, and General Service</u>			
Base Facility Charge By Meter Size			
5/8" x 3/4"	\$11.81	\$14.39	\$15.03
3/4"	\$17.72	\$21.59	\$22.55
1"	\$29.53	\$35.97	\$37.58
1 1/2"	\$59.03	\$71.91	\$75.13
2"	\$94.45	\$115.06	\$120.21
3"	\$188.90	\$230.12	\$240.41
4"	\$295.17	\$359.58	\$375.66
6"	\$590.33	\$719.15	\$751.31
 Charge per 1,000 gallons	 \$5.45	 \$6.64	 \$6.94

HOW TO CONTACT THE COMMISSION

Any person who wishes to comment or provide information to Commission staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

Florida Public Service Commission
 Director, Office of Commission Clerk
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399-0850

A courtesy copy of written comments and complaints may be mailed to the following:

Martin S. Friedman, Esquire
Friedman & Friedman, P.A.
766 North Sun Drive, Suite 4030
Lake Mary, Florida 32746

All correspondence should refer to "Docket No. 150269-WS, Utilities, Inc. of Florida." Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Florida Public Service Commission's toll-free facsimile line at 1-800-511-0809, or the Commission's website available at <http://floridapsc.com/consumers/complaint/index.cfm>.

If you wish to contact the Florida Public Service Commission regarding complaints about service, you may call the Commission's Division of Consumer Assistance and Outreach at the following toll-free number 1-800-342-3552.

This notice was prepared by the Utility and approved by Commission staff for distribution by the Utility to its customers. If you have any questions, please call the Utility's office at 866-842-8432.



Summertree Customer Survey Ballot



Customer Name (print): _____ Billing Account Number: _____

Summertree Street Address _____

_____ New Port Richey, FL 34654

You MUST Complete Parts 1, 2, and 3 to validate this Ballot.

Reminder: Only 1 Ballot per household.

PART 1: Do you want Summertree to Interconnect with Pasco County Utilities for better quality water?

Please Circle: Yes / No

If you select **YES**, the estimated monthly rate impact to interconnect will be between \$2 to \$5 for a customer using 3,000 gallons per month. The impact on your bill will vary based on your actual water consumption. The estimated rate impact is subject to review and approval by the Florida Public Service Commission (FPSC).

If you select **NO**, Utilities, Inc. of Florida (UIF) will take no further action to correct the secondary water quality problems. UIF will continue to operate the system as they do currently and Summertree's water quality will remain the same; however, UIF may seek to raise your rates for other reasons in the future.

Note: The engineering firm determined that interconnecting to Pasco County is the best and lowest cost solution to resolve Summertree's secondary water quality problems with taste, color, and odor. Rather than incurring a \$21 to \$58 per month for the other engineering options, the interconnection option was selected by UIF as the best, lowest cost solution for customers. In the last rate case, the FPSC ordered UIF to survey customers as to what solution you want, hence your vote is very important.

Whether you vote YES or NO to interconnect, UIF will continue to request periodic rate increases. On December 30, 2015, UIF filed a rate increase request with the FPSC in order to recover lost irrigation revenues, engineering study costs, and rate case expense as well as the expense of interconnecting and purchasing water from Pasco County at a later date. The amount of the rate increase will depend on how the FPSC allocates or spreads the costs among utility customers.

PART 2: How would you rate the quality of water service that UIF provides?

Please Circle: Satisfactory Marginal Unsatisfactory

PART 3: Please Sign, Date, and Return by April 18, 2016:

By signing this Summertree Customer Survey Ballot, I understand that the actual rate impact may differ from the estimated rate impact. Any rate increase will be determined by the Florida Public Service Commission. Any Survey Ballot post-marked or received after April 18, 2016 will not be counted.

Signature

Date

*Please mail your completed Summertree Customer Survey Ballot in the enclosed addressed envelope on or before April 18, 2016 to **Summertree Customer Survey Ballot, c/o Summertree Recreation Facility, 12005 Paradise Pointe Way, New Port Richey, FL 34654** or place in the ballot box located at the Summertree Recreation Facility Office.*



Summertree Water Alliance Taskforce



March 15, 2016

Dear Summertree Resident,

Summertree Water Alliance Taskforce and the Office of Public Counsel (OPC) have been working with the Utilities, Inc. of Florida (UIF) for over two years to find a solution to the community's secondary water quality concerns. At the conclusion of the utility's last rate case (November 2013), the Florida Public Service Commission (FPSC) directed UIF to work with the customers and OPC to address the complaints regarding the hardness, taste, color, and smell of the water in the Summertree water system.

WATER QUALITY IMPROVEMENT OPTIONS

As required by the FPSC, UIF retained an engineering firm to identify and evaluate suitable options to address the secondary water quality issues. The engineering firm evaluated four water treatment options for the groundwater withdrawn from UIF's existing wells within Summertree.

Those options included (1) building a central aeration plant, (2) installing individual Magnetic Ion Exchange (MIEX) treatment facilities at each well, (3) constructing a central MIEX treatment plant, and (4) building a central reverse osmosis treatment plant. The engineering firm's report determined that the four water treatment options would not cost-effectively resolve the secondary water quality problems.

The engineering firm also investigated the option of replacing Summertree's water source by interconnecting with Pasco County's water system and then relying solely on purchased water to meet customer demand. *The engineering firm determined that interconnecting to Pasco County is the best and lowest cost solution to resolve the secondary water quality problems.*

Each of the water quality improvement options identified by the engineering firm will result in an increase in your water rates. The Customer Survey Ballot accompanying this letter shows the estimated rate impacts for customers using 3,000 gallons per month. The impact on your bill will vary based on your actual water consumption.

There are also potential customer savings associated with choosing to interconnect with Pasco County. With better water quality, customers can avoid the cost of purchasing bottled water, in-home filters, and maintaining water softening systems. This reduction in household living expenses could act as a partial or complete offset to the rate impact associated with choosing the interconnection option.

Whether you vote Yes or No to interconnect, UIF will continue to request periodic rate increases. On December 30, 2015, UIF filed a rate increase request with the FPSC in order to recover lost irrigation revenues, engineering study costs, and rate case expense as well as the expense of interconnecting and purchasing water from Pasco County. Recovery of these costs are subject to FPSC review and approval.

STATE GRANT FOR INTERCONNECTION OPTION

In the 2015 Legislative Session, Senator Simpson and Representative Corcoran secured a \$1 million grant to Pasco County to be applied to the cost of interconnecting the UIF-Summertree water system to Pasco County and paying for impact fees. This grant can only be applied towards the interconnection option. The County will own and construct the interconnection between the two water systems. The grant will help reduce the rate impact if you vote **YES** to support the interconnection option.

YOUR DECISION:

In order to gauge the community's support for resolving its secondary water quality issues, the FPSC directed UIF to survey Summertree residents as to which option they would like UIF to pursue. Enclosed with this letter is the Summertree Customer Survey Ballot. **Only one vote per customer account.** Completed Ballots can be returned by U.S. Mail in the enclosed envelope post-marked on or before April 18, 2016 to *Summertree Customer Survey Ballot, c/o Summertree Recreation Facility, 12005 Paradise Pointe Way, New Port Richey, FL 34654* or by placing it in a sealed ballot box located at the Summertree Recreation Office on or before April 18, 2016. The Customer Survey Ballots will be opened and counted by UIF staff in the presence of members of the Summertree Water Alliance Taskforce. The results of the survey will be compiled and shared with the Summertree community, and then submitted to the FPSC.

To aid in understanding the various options and estimated rate impacts, the Summertree Water Alliance Taskforce previously hosted community-wide meetings at the Summertree Recreation Facility in January and March. Representatives from OPC were also present to answer questions. If you were unable to attend those meetings or still have questions about the Customer Survey Ballot or this letter, please call Ms. Ann Marie Ryan with the Summertree Water Alliance Taskforce ((727) 856-2203) or Mr. Erik Sayler with OPC ((850) 717-0337).

The Summertree Water Alliance Taskforce, OPC, and UIF want to encourage you to take a moment to cast your vote on this important issue and thank you in advance for your participation in this process. **You MUST complete Parts 1, 2, and 3 to validate the attached Summertree Customer Survey Ballot.** Please return completed Summertree Customer Survey Ballot by April 18, 2016. Surveys received after this date will not be counted.

Sincerely,

Summertree Water Alliance Taskforce: Ann Marie Ryan, Leader, Lorraine Mack, Joe Mitchell
Richard Neilson, Lee Robida, and Ed Youngs

Ann Marie Ryan, Leader

Lorraine Mack

Joe Mitchell

Richard Neilson

Lee Robida

Fred Stall

Ed Youngs

Associate Taskforce Members: Maria Cristiano (PW), Chuck Hoehn (GR), Ken Jennings (CC), George Metz (Villas), Fred Stall (ARB), Violet Weeks (SRF), Bill White (GR)

Maria Cristiano

Chuck Hoehn

Ken Jennings

George Metz

Fred Stall

Violet Weeks

Bill White

Office of Public Counsel: Erik Sayler

Utilities Inc. of Florida: John Hoy, President