

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-**

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**DATE:** January 12, 2017  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk *PoE*  
**FROM:** Traci Matthews, Engineering Specialist, Division of Engineering *TM*  
**RE:** Docket No.150257-WS- Application for staff-assisted rate case in Marion County,  
by East Marion Utilities, LLC.

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Please file the attached "Company response to customer at customer meeting" in the above mentioned docket file.

Thank you ~

## Traci Matthews

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**From:** Mike Smallridge <mike@fus1llc.com>  
**Sent:** Tuesday, January 10, 2017 5:02 PM  
**To:** Traci Matthews  
**Subject:** East Marion SARC-company Response to customer at customer meeting.

East Marion Utilities, LLC would offer the following response to the customer comments at the PSC customer meeting.

1. Ms. Klotz- Ms. Klotz comment regarding a bad water smell.  
Company response: The utility is in the process of working with engineers at Florida Rural Water Association to correct the " bad smell" hydrogen sulfide issue and will be installing a new hydro tank to relieve the water age problem.
2. Ms. Klotz: Money for lease? Company response. Company is not aware of such arrangement. Ms. Klotz should contact the land owners.
3. Ms. Wilson: Company response- for Ms. Wilson water quality response, see above. Her meter was replaced on or about October 25, 2016. The \$1,800 connection fee for irrigation is in the companies tariff sheet approved by the commission from the previous owner.
4. Joe Price: Company response- The company has not recorded any low pressure complaints, other than periods of water line flushing. The company flushes the water lines and water tank weekly and also on an as needed basis ( the water age problem). Company anticipates that customer maybe experiencing low pressure because of water or tank flushing.

On behalf of the utility,

Mike Smallridge  
352-302-7406