

Ashley Quick

From: Office of Commissioner Brown
Sent: Thursday, January 12, 2017 3:01 PM
To: Commissioner Correspondence
Subject: FW: COMPLETE - THANK YOU FROM SUMMERTREE

Please place in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 150269 & 160101.

Thank you.

Joann

From: Ann Marie Ryan [<mailto:amr328@hotmail.com>]
Sent: Thursday, January 12, 2017 2:37 PM
To: Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis; Office of Commissioner Brisé; Office of Commissioner Polmann
Subject: COMPLETE - THANK YOU FROM SUMMERTREE

Chairwoman Brown, Commissioners and Staff,

On behalf of the Summertree Water Alliance and Community, I would like to thank for coming to Summertree for the Customer Hearing on Tuesday, January 10, 2017. It can be intimidating for residents to speak in a formal setting such as this hearing. We all appreciated how engaged and cordial you were with our residents which really helped our residents to take the leap to speak.

Our task force and many volunteers tried to facilitate moving everyone along. The PSC staff was very accommodating and friendly which also made our residents comfortable.

We feel you understand our issues. We are delighted to have the Pasco/Summertree interconnect completed on December 21, 2016 and providing clean, clear, palatable water to the Summertree residents. The frustration our residents expressed was due to the many years of failed secondary quality water, poor service and continual rate increases.

Our residents only receive the rate information dated December 23, 2016 from UIF on December 29, 2016. Many people still were confused and thought that these consolidated rates were due to the interconnect. They expected the limited rate proceeding rates of \$2/1,000 gallons - \$5/3,000 gallons but instead received the interim rates on their December bill.

We would open to rate consolidation ONLY if UIF is willing to be more transparent in the rate and billing process. As you are aware, Summertree is currently consolidated with Orangewood; we do not know when this consolidation took place. Senator Simpson, Commissioner Mariano and my colleague, Lorraine Mack have requested answers to this question many times at the PSC hearing and customer meetings with no answer to date. Both Summertree and Orangewood communities wonder where the rate money has gone. We do not ever see improvements in our respective communities. The thought of UIF putting 25 systems in 12 counties under one flat rate will make it almost impossible for individual communities to determine their rights or have the information needed to come before the PSC to challenge future rate increases.

On November 1, 2016, UIF was granted their interim rate requests as recommended by PSC staff. Later, we noticed this approval occurred before over 1,000 pages of deficiency documentation was filed with PSC staff in December. UIF should NOT be entitled to interim or final rates until they have completed the required documentation and it has passed the review of PSC and OPC staff.

The Commission determines the outcome of these filings; we realize that it is a monumental task. We also realize that you must work within policy and statute regulations while trying to balance the rates. We ask the PSC Commission to continue to use your discretion to fine tune Docket 16010. These rates need to be much leaner as pooling the rates impact 60,000+ customers.

Thank you again for giving our Summertree community the opportunity and convenience to address the Commission in our community's auditorium.

Regards,

Ann Marie Ryan, Leader

Summertree Water Alliance

Florida Consumer Water/Wastewater Alliance

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