

Ashley Quick

From: Office of Commissioner Brown
Sent: Thursday, January 12, 2017 3:10 PM
To: Commissioner Correspondence
Subject: FW: Thank you from Summertree

Please place the attached 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 2:27 PM
To: Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis; Office of Commissioner Brisé; Office of Commissioner Polmann
Subject: 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 is intimidating for many residents to speak in a formal setting such as the hearing. We all appreciated how engaged you all were with our residents. The feedback was so positive and it 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 so accommodating and friendly which 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 from UIF on December 29, 2016. Many people were confused and thought that these consolidated rates were due to the interconnect. They expected the limited rate proceeding rates which will get of \$2/1,000 gallons - \$5/3,000 gallons but received the interim rates on their December bill.

We would like to see rate consolidation ONLY if UIF is willing to be more transparent in the rates and billing process. Summertree is cur consolidated with Orangewood and we do not know when this consolidation took place. We have asked this question many times from the PSC and OPC.. Both communities wonder where the rate money is going. We do not ever see improvements in our respective communities. The thought of UIF putting 25 systems in 12 counties under one flat, will make in almost impossible for individual communities to determine their rights and have the information needed to come before the PSC.

We ask that you continue to use your discretion to fine tune Docket 16010. We are concerned the UIF is getting to much consideration. It is our understanding the UIF on November 1, 2016 was granted their interim rate with the approval of PSC staff before over over 1000 pages of documentation was filed with PSC staff.