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STATE OF FLORIDA



CORRESPONDENCE
MAR 28, 2017
DOCUMENT NO. 03857-17
DIVISION OF ECONOMICS
GREG SHAFER
DIRECTOR
(850) 413-6410

Public Service Commission

March 28, 2017

Mr. and Mrs. Reuben G. Norfleet
1057 Sparrow Road
Wauchula, FL 33873

Re: Docket No. 160143-WU Application for increase in wastewater rates in Hardee County by Charlie Creek Utilities, LLC

RECEIVED-FPSC
2017 MAR 28 AM 10:35
COMMISSION
CLERK

Dear Mr. and Mrs. Norfleet:

Thank you for your letter in which you expressed concerns regarding Charlie Creek Utilities, LLC's (Charlie Creek) application for a rate increase. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

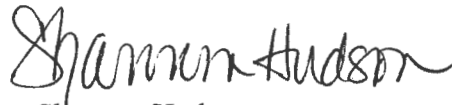
We understand your concerns regarding Charlie Creek's requested rate increase and recognize that during these tough economic times any increase in your utility bill may be an additional hardship. In your letter, you addressed your water quality. The quality of service and the water you receive is analyzed by the Commission's staff. The Commission's staff makes a recommendation regarding the overall quality of service provided by a utility after evaluating: (1) the quality of the utility's product; (2) the operating conditions of the utility's facilities; and, (3) the utility's attempt to address customers' satisfaction. As part of this evaluation Commission staff reviews sanitary surveys, outstanding citations, violations, and consent orders on file with the Florida Department of Environmental Protection (FDEP). Commission staff additionally reviews complaints regarding secondary water quality standards for a five year period and considers customer comments and complaints.

The Commission's staff is aware that the utility has received customer calls in relation to an odor from the water. In response, the utility installed two flushing valves in order to help with the hydrogen sulfide that was causing the odor. The Florida Department of Environmental Protection (FDEP) considers hydrogen sulfide a secondary contaminant and does not typically undertake enforcement actions for this level of contaminants, unless another type of contaminant exceeds the maximum contaminant level. Additionally, the most recent tests show that the water meets DEP's standards.

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In the recommendation filed by staff on March 23, 2017, these concerns were addressed. A copy of the recommendation can be obtained from the Commission's website located at www.flpsc.com. If you have any additional questions, or require further assistance, please call Marissa Friedrich at (850) 413-6473 or e-mail her at mfriedri@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink that reads "Shannon Hudson". The signature is written in a cursive, flowing style.

Shannon Hudson
Economic Supervisor
Division of Economics

cc: Office of Commission Clerk (Docket No. 160143-WU)