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STATE OF FLORIDA



DIVISION OF ECONOMICS
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Public Service Commission

March 30, 2017

Ms. Kirby Clarke
1252 Blue Jay Road
Wauchula, FL 33873

RECEIVED-FPSC
2017 MAR 30 PM 4:27
COMMISSION
CLERK

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

Dear Ms. Clarke:

Thank you for your customer complaint 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 complaint information has been placed in the correspondence section of the docket file for all to review.

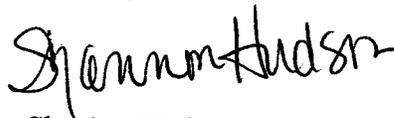
The Commission's staff makes a recommendation regarding the overall quality of service provided by a utility after evaluating: (1) the quality of the utility's product; (2) the operating conditions of the utility's facilities; and, (3) the utility's attempt to address customers' satisfaction. As part 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. Secondary water standards regulate debris in water as well as contaminants that may impact the taste odor, and color of drinking water.

Commission staff's recommendation additionally addresses unaccounted for water which is all water produced that is not sold, metered, or accounted for in the records of the utility. Unaccounted for water typically results from water lost due to line leaks or inaccurate customer meters. Based on staff's review, described in the recommendation, the Utility's unaccounted for water is not excessive.

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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. The Commissioners are scheduled to vote on staff's recommendation on April 4, 2017. 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)