

Sandra Soto

From: Sandra Soto on behalf of Records Clerk
Sent: Wednesday, May 31, 2017 8:48 AM
To: 'Gary Wiepking'
Cc: Consumer Contact
Subject: RE: Docket No. 160195-WS-Lakeside Waterworks, Inc.

Good morning Mr. Wiepking,

We will be placing your comments below in consumer correspondence in Docket No. 160195-EI and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
(850) 413-6010

-----Original Message-----

From: Gary Wiepking [<mailto:gwiepking@aol.com>]
Sent: Tuesday, May 30, 2017 9:55 PM
To: Records Clerk
Subject: Docket No. 160195-WS-Lakeside Waterworks, Inc.

To Whom It May Concern:

Currently US Water Services Corporation is planning to increase their water and sewer rates by 42%. Since moving into Shangri La 4+ years ago our water rates on the average have gone up approximately 64%. There are 131 homes in Shangri La of which the majority of the owners are either on Social Security only or have a modest retirement in addition. 1/3 of our residents are living on a single fixed income (widows and widowers). Trust me these funds have not gone up by 64%. In fact, the increase in Social Security this year only covered the increase of the premium of Part B of Medicare. There have been residents that have moved out of Shangri La because of these increasing rates. US Water bought this water facility from the Werners for next to nothing and knew they had to put money into it. They were looking to make an instant profit at the expense of their captive customers who had no where else to go for these services. Believe it or not they have seen a modest profit in 4 years. It took them forever to drill a new well. Hard to believe this would happen in Florida. Now they want us to pay for it. We have had issues with this water company over inaccurate water readings, billing overcharges, bad quality of water, back pressures causing damage to toilets and plumbing, many boil water notices, infrequent water quality reports, etc. Where do we stand in comparison to water rates of other water companies? Since the water quality is marginal my wife and I only drink bottled water. I feel the water rates that US Water is charging is out of control. Hopefully the PSC can put a stop to this price gouging. I believe you are to represent the consumer. My wife and I will not be able to attend the June 1 meeting since we will be out of town. Unfortunately many of our residents will not be attending since they are "snowbirds" and the meeting was rescheduled while they were gone. Isn't that surprising! I hope my comments are heard by you and are taken into consideration. Sincerely, Gary Wiepking 160 Formosa Island Road Leesburg, Fl. 34788 Sent from my iPhone