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Public Service Commission

July 13, 2017

Ms. Elizabeth Hartong
202 Bangkok Island Lane
Leesburg, Florida 34788

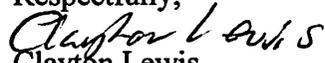
Re: Docket 20160195 – WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc. - Document No. 05352-2017.

Dear Ms. Hartong,

Thank you for your comments in which you expressed concerns regarding Lakeside Waterworks, Inc.'s application for a rate increase. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your customer comment form has been placed in the correspondence section of the docket file for all to review.

The Commission's staff will make 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 Department of Environmental Protection.

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. We appreciate your letter and hope the above information is helpful. Should you have additional concerns or questions, please contact Clayton Lewis by telephone at (850) 413-6578 or email at clewis@psc.state.fl.us.

Respectfully,

Clayton Lewis
US Engineering Specialist
Division of Engineering

CL:tj

cc: Office of Commission Clerk (Docket No. 20160195-WS)

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