

RECEIVED-FPSC
2017 OCT 17 AM 8:51
COMMISSION
CLERK

October 10, 2017

Florida Public Service Commission Clerk

2540 Shumard Oak Blvd

Tallahassee Florida 32399-0850

Re: Docket Number 20160248-WS

I apologize for the late filing of this concern but the information was just made available.

On October 3rd 2017, the legal team for Deer Creek Golf and Country Club filed additional information at the Commission's request to supplement their application as per your file document number 08068-2017.

In that submission there was well over a couple of hundred pages of consumer complaints in regards to "Spikes" in apparent water consumption. While the staff of Deer Creek did attend the numerous consumers homes to check for issues and in most cases a 2 gallon water meter test was preformed, in the majority of the cases, the apparent "Spike" in consumption was recorded as "No fault found" or was blamed on an irrigation system.

Similar unreported occurrences have happened in virtually all of the phases within the Deer Creek community.

The lot owners in Deer Creek get their water bills from NES and usually when there is a problem the first phone call is to NES instead of Deer Creek so Deer Creek may not be aware of an issue.

If the "Spike" is nominal at say less than \$100.00, people are inclined to just pay it instead of spending allot of time trying to figure out what happened.

This is very concerning as most of the Deer Creek community is seasonal or part time and many of these occurrences happen when the resident has gone home up north a month or two previous.

It should be noted that all of the meters within Deer Creek have been replaced within the past two years approximately and additional meters have been installed by Deer Creek in an effort to determine where the unaccounted for water is going.

My second concern is the fact that Deer Creek is proposing an automatic increase to everyone's rates to help pay for the missing or unaccounted for water.

Why should the consumer pay for something that is beyond their control?

Awhile ago while looking for water leaks, the Deer Creek staff found an uncapped water pipe near the Golf Course that was happily sending thousands of gallons of water into the ground possibly for the past several years.

The current Deer Creek proposal would make all of the residents pay for that leak.

The piping infrastructure in Deer Creek is at least 25 years old and is bound to have issues. As a business owner, Deer Creek should be responsible to maintain their infrastructure to keep their cost of doing business in line instead of just passing it all on to the consumer.

Another concern is due to the fact the irrigation system for the golf course is currently controlled by a series of hydraulic control water lines that are supplied by the same water system that is supplied to the residents.

A copy of a newsletter that was put out by Deer Creek clearly states that they are aware of ongoing water leakage problems in these control lines. The proposed general increase to cover for this water loss would be passed on to the consumer. I have attached a copy of part of this newsletter.

Yet another concern is that since Deer Creek was constructed, I am assuming that a small amount of the water/waste water bill was put into reserves monthly to help or pay for potential repairs to the infrastructure if and when the need arose. Will this money or some of it be made available to Deer Creek upon them being granted a license? If not, what happens if there is a major problem? Do the residents get a special assessment from Deer Creek to pay for the repairs?

I understand the rather haphazard way that some of the plumbing has been done within Deer Creek is causing issues that are potentially effecting Deer Creeks operation and bottom line. In my opinion these issues should have been resolved before the corporation made the purchase of the property from the previous owner.

Yet another concern is Deer Creek not paying attention to the fact that it looks like NES is billing Deer Creek for reading and accounting for 907 water meters and Deer Creek maintains that there are only 862 in their application. However in a Golf and DC Common Area Assessment document (attached) from a couple of years ago, Deer Creek claimed that there were 819 units NOT including the approximately 82 units in the Fawnridge Campground, the unsold lots within the Regal Point phase of Deer Creek or any of the commercial lots and or meters.

The total lots numbers is a major portion of at least two of the pending lawsuits that Deer Creek is involved in.

My final concern is that allot of residents within the Deer Creek community find that it is difficult for anyone to voice their concerns to management or in this case to government officials without retribution of one sort or another. Generally speaking, most of the residents are over 55 years old, retired, and are at that stage in life that they "just don't want to get involved". Right or wrong they will just pay. Plain and simple, and that is just not right.

Thank you for your consideration.

Golf and DC Common Area
Assessment

MBR 71 lots

~~DC Common Area Assessment (Revised 9/22/16)~~

Number of Total Lots	140	116	109	239		
Number of Occupied Lots	140	116	109	217		
Monthly Assessments	\$135	\$137	\$130	\$115		
Monthly Common Areas Assessments	\$17	\$17	\$17	\$17		
Corporate Memberships	139	94	97	100		
	OP (3)	EV (4)	PP (5)	RP (6)	Golf (7)	DC Common

INCOME

Assessments			
Common Area - MB			\$1,207
RR			\$2,822
OP			\$2,380
EV			\$1,972
PP			\$1,853
RP			\$3,689
Golf Revenue		\$22,398	
Revenue - Water			\$23,867
Revenue - Misc			\$809
Owner discount - MB			-\$1,377
RR			-\$969
OP			
EV			
PP			
RP			
Reserves			\$6,653
Lift Station/water/sewer reserve			\$2,217
Total Income		\$22,398	\$45,123

EXPENSES

Salaries - Office			\$2,452
Salaries - Rangers			\$2,385
Salaries - Maintenance			\$1,735
Salaries - Housekeeping			\$394
Salaries - Golf Shop		\$5,051	
Advertising			\$228
Commissions paid			\$200
Credit card charges		\$749	\$1,014
Dues and subscriptions			\$94
Electric		\$2,810	\$2,873
Equipment rental		\$2,096	\$0
Gas			\$1,032
Grounds maintenance		\$26,318	\$1,835
Insurance		\$360	\$1,661
Lease expense		\$289	\$83
Mortgage - Principal		\$524	\$2,423

Golf and DC Common Area
Assessment

Mortgage - Interest	\$939	\$4,328
Office supplies and expense		\$1,040
Payroll taxes		\$717
Payroll taxes	\$508	
Pool expense		\$675
Professional Fees		\$723
Rent		\$647
Repairs and maintenance	\$1,341	\$4,994
Supplies		\$177
Taxes and licenses	\$506	\$2,338
Telephone		\$463
Utilities		\$936
Water		\$23,867
Total Expenses	\$41,491	\$59,314
Income (-loss) from Operations	-\$19,093	-\$14,191
Golf + Common Area		-\$33,284

Total # of Lots Assessed

Community assessment

Osprey Point - 140 lots
Eagles View - 116 lots
Partridge Pines - 109
Regal Pointe - 217 lots

Common Assessment

lots stated above - 582
RR - 166, MB 71
Total lots for Common Assessment - 819
Common area Assessment (Plus \$17)

\$40.64

\$57.64

Irrigation

This past year we have put a lot of focus on finding leaks in the supply line for hydraulics. This past spring we installed a meter on this line so we could determine how much water we were losing. This water is city water. Unfortunately, these leaks are not easy to find because in most cases, the water never surfaces. We have used dyes and soaps to try and locate them and that has been unsuccessful. We figured the only way to truly find them is to install ball valves and keep isolating them until we locate it. This past week, we found a leak on number 7. This took over a week with two men on it. Before this was found and repaired, we were losing over 4,000 gals of city water a day. As of today, we are still losing 840 gals a day. The problem with the system is the supply lines are over twenty years old and every time we repair one area, the next weakest point begins to leak. This has become a cost factor because we all know "City water is not cheap". Our long term plan is to convert the system to electric and never have to use city water again. Based on our meter readings, the average cost of water per year is approx. \$16,000. Converting the system will pay for itself in about 4 years.



The leak on 7
(Finally found and repaired!)

It's great to see everyone coming back for the season. We hope that you enjoy your course. We are committed to taking this course back to her full potential.

Your Superintendent,

Ryan Herren

TAMPA FL 335
SAINT PETERSBURG
12 OCT 2017 PM 3:1



DISTRIBUTION CENTER

2017 OCT 17 AM 8:49

Florida Public Service
Commission Clerk

2540 Shumard Oak Blvd

Tallahassee, FL

92399-085099

32399-0550