



Deer Creek RV Golf & Country Club, Inc.

42749 Highway 27, Davenport, Florida 33837

PH: (863) 424-2839 FX: (863) 424-3336

October 16, 2019

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

Re: Docket No. 20190071-WS – Application for a Staff-Assisted Rate Case in Polk County by
Deer Creek RV Golf & Country Club, Inc.

Commission Clerk,

Please find attached, for the docket file. Deer Creek RV Golf & Country Club, Inc.'s. (Utility) correspondence, dated October 8, 2019, with Century Retail, LLC, the management company representing Deer Creek Crossings (DCC), in Davenport, Florida. DCC is a commercial business center within the Utility's certificated territory. The Utility provides water and wastewater services to approximately 22 customers at this location. In September of this year, the Utility determined that a 2" metered service line was drawing water from the Utility's potable water system to supplement DCC surface water (well) irrigation system. The attached document represents the Utility's attempt to collect from DCC water use per Commission rule.

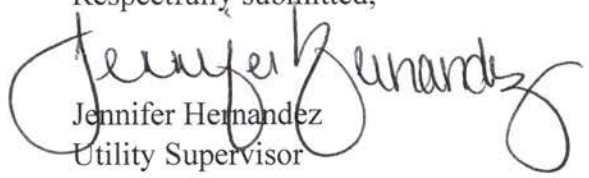
The Utility became aware of this unknown/unauthorized connection as part of an ongoing program to determine and account for the difference between the amount of water purchased from Polk County Utilities and the amount of water sold to its customers and believes that the it may affect the SARC proceeding referenced above.

Also attached is the Utility's invoice, dated October 14, 2019, to DCC for the subsequent billing period, which includes the application for utility service that was inadvertently left out in the letter to DCC dated October 8, 2019.

If you have any questions, please do not hesitate to contact me at (863)-424-2839.

RECEIVED-FPSC
2019 OCT 22 AM 8:13
COMMISSION
CLERK

Respectfully submitted,

A handwritten signature in black ink that reads "Jennifer Hernandez". The signature is written in a cursive style with a large, looping initial "J".

Jennifer Hernandez
Utility Supervisor

Deer Creek RV Golf & Country Club, Inc.

Enclosures



Deer Creek RV Golf & Country Club, Inc.

42749 Highway 27, Davenport, Florida 33837

PH: (863) 424-2839 FX: (863) 424-3336

October 8, 2019

Michelle McPherson
Century Retail, LLC
500 Florida Avenue S
Suite 700
Lakeland, FL 33801

Dear Ms. McPherson,

Deer Creek RV Golf & Country Club, Inc. (DCU) was granted a certificate by the Florida Public Service Commission (FPSC) to provide water and wastewater services to the Deer Creek community, and specifically, Deer Creek Crossings (DCC), in Davenport, FL, on November, 11, 2017. On December 13, 2017, DCU reached out to Mr. Braxton Bone of Century Retail, LLC to inquire about an irrigation meter located at the southern end of DCC property. At that time, Mr. Bone advised our staff that the DCC irrigation system was serviced by a well and not DCU potable water system. DCU recorded a meter reading of 15,351,200, on December 13, 2017. Attached is a photo of the meter in question. As you will see, the DCC irrigation system is supplied by a 2" line connected to DCU potable water system and a 2" line from a non-potable supply system such as a surface well. There is also a 2" pressure reducing backflow preventor installed after the 2" meter that protects DCU potable water supply from cross contamination from the non-potable surface well supply system.

The above information was discussed during an on-site visit by Mr. Bone with DCU staff, on September 25, 2019. On October 1, 2019, DCU met with DCC maintenance staff, Steve, on-site, to discuss the non-potable surface wells operation. It was determined by Steve during the visit that the non-potable surface well pump was not operating. Steve further explained that when the well pump fails to provide a sufficient quantity of non-potable water for irrigation purposes the system automatically draws water from the potable water system, DCU system, to make up the difference. The information provided by Steve confirms DCU understanding of how the DCC irrigation system interconnects with DCU potable water lines and reconciles with the picture provided and discussed above.

It is now evident, based on the events and findings discussed above, that DCC has, to its benefit, been receiving uncompensated potable water from DCU for an indeterminate period of time. On September 9, 2019, DCU recorded a meter reading of 18,305,700, when action was taken by DCU to shut off the potable water supply to the DCC irrigation system. In the 21-month period

from December 2017 to September 2019, DCC consumed 2,654,286 (18,305,700 – 15,351,200) gallons of uncompensated potable water, or an average of 140,690 (2,654,286/21) gallons per month from DCU.

Rule 25-30.350 (1)–Underbillings and Overbillings for Water and Wastewater Services, Florida Administrative Code (FAC), allows utility’s to backbill customers for periods not to exceed 12-months for any undercharge in billing which is the result of the utility’s mistake. DCU calculates that the total amount now due from DCC is \$44,561.40 (\$3,713.45 per month x 12-months) based on the average monthly consumption calculated above, times DCU authorized tariff rates for water and wastewater service.

Attached to this letter you will find, 1) An application for service that enables DCU to set up an account for DCC in our data base, 2) A consolidated DCC utility bill for the prior 12-months of potable water service, and, 3) A schedule that provides the calculation for the amount owed.

DCC will be billed, from this date forward, on a monthly basis, for all water use registered through the 2” meter identified above, based on the terms and provisions of DCU authorized water and wastewater tariffs.

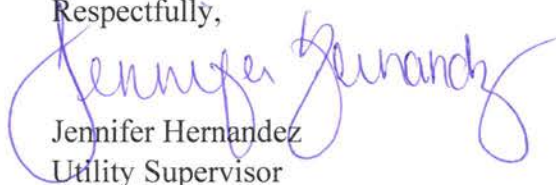
Additionally, DCU water and wastewater tariffs authorize the collection of a customer deposit to satisfactorily establish credit from all applicants for water and wastewater service. DCU tariff allows for a customer deposit equal to 2x the average estimated bill for all commercial accounts. Based on the estimated bills for the 12-month period discussed above, DCC customer deposit amount to be collected is \$7,426.90 (\$3,713.45 x 2).

The 12-month consolidated bill of \$44,561.40, for the period October 2018 through September 2019, and a customer deposit of \$7,426.90, are now due upon receipt of this notice, along with the enclosed application for service.

DCU reserves the right to seek an additional payment of \$33,421.05, for the 9-month period, January 2018 through September 2019, for potable water service in accordance with, Rule 25-30.351–Unauthorized Use, F.A.C., based on a finding, by the Florida Public Service Commission that supports DCU position.

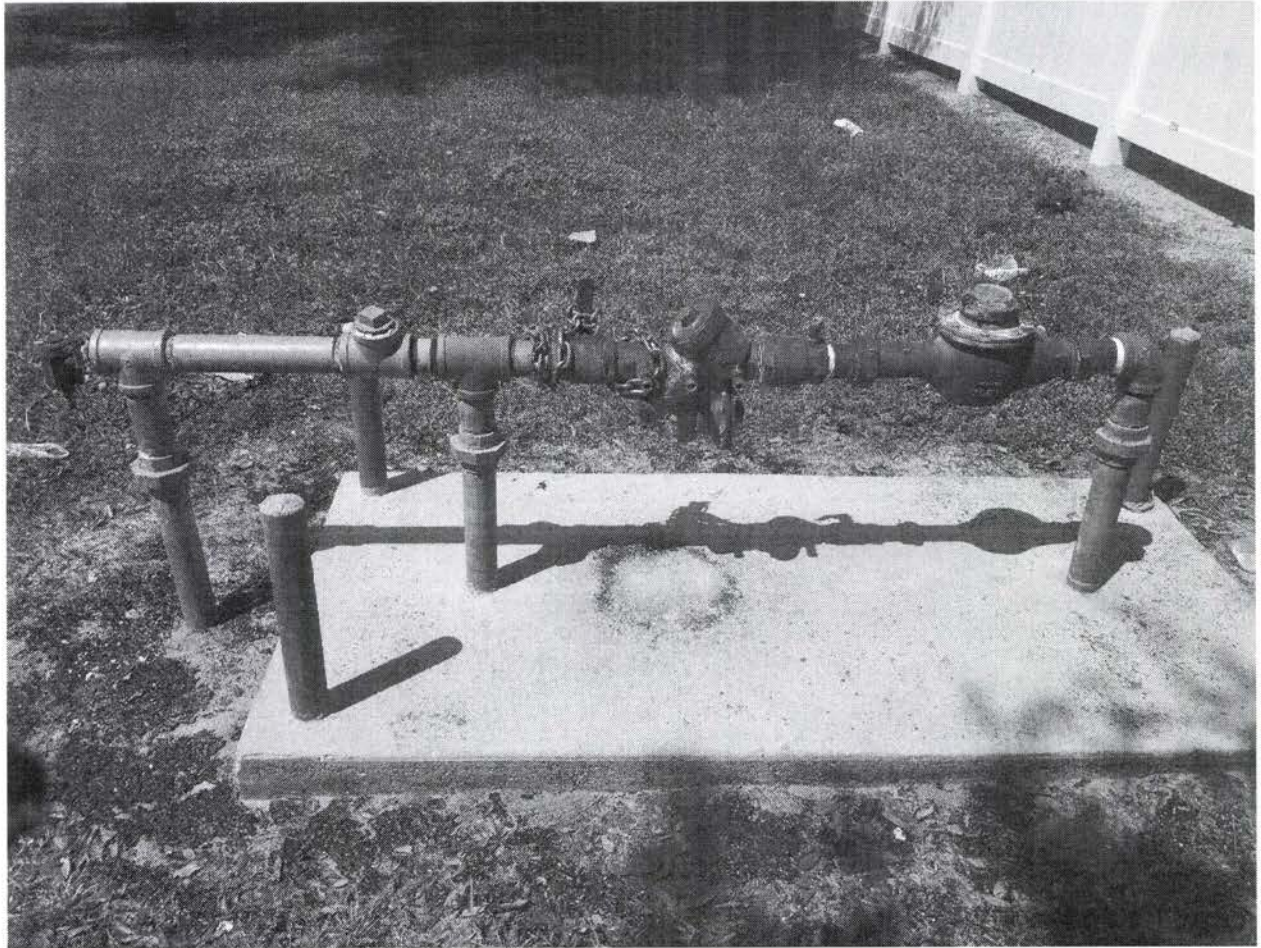
Should you have any questions, please do not hesitate to contact me at (863)-424-2839.

Respectfully,



Jennifer Hernandez
Utility Supervisor

Deer Creek RV Golf & Country Club, Inc.



Period	Beg Read	End Read	Usage	Water	FF Tax	Water	Sewer	Total
Dec-17	15,351,200							
Jan-18			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Feb-18			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Mar-18			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Apr-18			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
May-18			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Jun-18			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Jul-18			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Aug-18			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Sep-18		16,617,414	140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Oct-18	16,617,414		140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Nov-18			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Dec-18			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Jan-19			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Feb-19			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Mar-19			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Apr-19			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
May-19			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Jun-19			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Jul-19			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Aug-19			140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45
Sep-19		18,305,700	140,690	\$2,501.84	\$250.18	\$2,752.02	\$961.43	\$3,713.45

9 - Months			1,266,214	\$22,516.56	\$2,251.62	\$24,768.18	\$8,652.87	\$33,421.05
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12 - Months			1,688,286	\$30,022.08	\$3,002.16	\$33,024.24	\$11,537.16	\$44,561.40
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All Months		2,954,500	2,954,500			\$57,792.42	\$20,190.03	\$77,982.45
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Water Charge Calculation (per month)			
Base	\$2.45	\$2.45	
0-2400	\$2.93	\$7.03	2,400
2401 to 4700	\$5.51	\$12.67	2,300
4701 to 9500	\$10.70	\$51.36	4,800
>9500	\$18.51	\$2,428.33	131,190
		\$2,501.84	

Wastewater Charge Calculation (per month)			
Base	\$8.96	\$8.96	
All	\$6.77	\$952.47	140,690
		\$961.43	

(Ending Sep & Begining Oct 2018 meter reads are estimates based on claulations)

DEER CREEK RV GOLF & CC, INC..
 42749 HWY 27
 DAVENPORT, FL 33837

METER READ	09/09/18	09/09/19	USAGE
	16,617,414	15,351,200	1,688,286

Prior Balance
 Payment(s)
 Polk County Franchise Fee \$ 3,002.16
 Water \$ 30,022.08
 Sewer \$ 11,537.16

DUE DATE	10/29/2019	AMT. DUE	\$44,421.05
ACCT. NO	TBD	IF LATE PAY	\$44,427.55
BILL DATE	10/08/2019	SRV. TYPE	Commercial

Deer Creek Commons / Century Retail, LLC		STREET ADDRESS	
		42605-42681 Hwy 27, Davenport, FL 33837	
DUE DATE	10/24/2019	IF LATE PAY	\$44,427.55
		RETURN THIS STUB WITH PAYMENT	
ACCT. NO	TBD	AMT. DUE	\$44,421.05

Make checks payable to:
 Deer Creek RV Golf & Country Club, Inc.

Deer Creek Crossings c/o
 Century Retail, LLC
 500 South Florida Avenue S
 Suite 700
 Lakeland, FL 32801

DEER CREEK RV GOLF & CC, INC..
 42749 HWY 27
 DAVENPORT, FL 33837

METER READ			USAGE

Customer Deposit
 For 2" Commercial Service
 Deer Creek Crossings
 Hwy 27
 Davenport, FL 33837

DUE DATE	Upon Receipt	AMT. DUE	\$7,426.90
ACCT. NO	TBD	IF LATE PAY	\$7,426.90
BILL DATE	10/08/19	SRV. TYPE	Commercial

Deer Creek Commons / Century Retail, LLC		STREET ADDRESS	
		42605-42681 Hwy 27, Davenport, FL 33837	
DUE DATE	Upon Receipt	IF LATE PAY	\$7,426.90
		RETURN THIS STUB WITH PAYMENT	
ACCT. NO	TBD	AMT. DUE	\$7,426.90

Make checks payable to:
 Deer Creek RV Golf & Country Club, Inc.

Deer Creek Crossings c/o
 Century Retail, LLC
 500 South Florida, Avenue S
 Suite 700
 Lakeland, FL 32801



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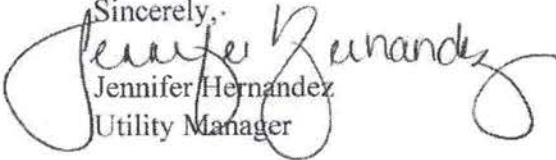
October 15, 2019

Michelle McPherson
Century Retail, LLC
500 Florida Avenue S
Suite 700
Lakeland, FL 33801

Dear Ms. McPherson,

Please find enclosed the Water Application that was accidently left out and not sent with the letter dated 10/08/2019. Also please find a second water bill that is from the billing cycle of 9/9/2019 to 10/9/2019. Please fill out the Water Application and mail it back to me via mail or email at deercreekutilities@artemislifestyles.com. Thank you for your cooperation in this matter.

Sincerely,


Jennifer Hernandez
Utility Manager



Deer Creek RV Golf & Country Club, Inc.

42749 Highway 27, Davenport, Florida 33837

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APPLICATION FOR WATER AND SEWER SERVICE

NAME: _____

MAILING ADDRESS: _____

DAY PHONE: () _____

EVENING PHONE:() _____

Email Address: _____

DOB: / / DL: _____

DOB: / / DL: _____

SERVICE ADDRESS: _____

METER# _____

READING _____

BEGINNING SERVICE DATE: / /

PAYMENT SHOULD BE MAILED TO:

Deer Creek RV Golf & Country Club, Inc.
Attn: Utility Dept.
42749 Highway 27
Davenport, FL 33837

UTILITY RELATED QUESTIONS: call us (863) 424-2839 opt. 4 or e-mail us deerereckutilities@aegisems.com

PAYMENTS RECEIVED AFTER THE "DUE DATE" WILL ACCRUE A \$6.50 LATE CHARGE.

Pursuant to Section 68.065, Florida Statutes, the following NSF Charges may be assessed:

- \$25.00, if the face value does not exceed \$50.00
- \$30.00, if the face value exceeds \$50.00 but goes not exceed \$300.00
- \$40.00, if the face value exceeds \$300.00.
- Or by five percent (5%) of the face amount of the check, whichever is greater.
- Security Deposit is due per application in the amount of \$ 60.00
- Initial Connection charge is due per application in the amount of \$ 11.70
- If service is interrupted a \$ 20.50 reconnection fee will apply and a deposit will be required before reconnection.

SIGNATURE: _____

SIGNATURE: _____

DATE: _____

DATE: _____

DEER CREEK RV GOLF & CC, INC.
 42749 HWY 27
 DAVENPORT, FL 33837

METER READ	09/09/19	10/09/19	USAGE
	18,305,700	18,388,000	82,300

Prior Balance

Payment(s)

Polk County Franchise Fee \$ 142.10

Water \$ 1,421.04

Sewer \$ 566.13

DUE DATE	11/05/2019	AMT. DUE	\$2,129.27
ACCT. NO.	TBD		\$2,135.77
BILL DATE	10/14/2019	SRV. TYPE	Commercial

Deer Creek Commons / Century Retail, LLC	STREET ADDRESS 42605-42681 Hwy 27, Davenport, FL 33837		
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DUE DATE	11/05/2019	AMT. DUE	\$2,129.27	RETURN THIS STUB WITH PAYMENT	ACCT. NO.	TBD	AMT. DUE	\$2,129.27
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Make checks payable to:
 Deer Creek RV Golf & Country Club, Inc.

Deer Creek Crossings c/o
 Century Retail, LLC
 500 South Florida Avenue S
 Suite 700
 Lakeland, FL 33801

METER READ			USAGE

DUE DATE		AMT. DUE	
ACCT. NO.			
BILL DATE		SRV. TYPE	

Deer Creek Commons / Century Retail, LLC	STREET ADDRESS		
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DUE DATE		AMT. DUE		RETURN THIS STUB WITH PAYMENT	ACCT. NO.		AMT. DUE	
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