

Antonia Hover

From: Angie Calhoun
Sent: Friday, February 7, 2020 4:10 PM
To: Consumer Correspondence
Cc: Diana Vizcarrondo
Subject: FW: CLK docket 20190071

Customer correspondence for docket 20190071.

Sincerely,

Angela Calhoun

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Friday, February 07, 2020 9:08 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 160637

CUSTOMER INFORMATION

Name: James Windt
Telephone:
Email: djwindt@gmail.com
Address: 42759 Highway 27 Davenport FL 33837

BUSINESS INFORMATION

Business Account Name: James Windt
Account Number:
Address: 42759 Highway 27 Davenport FL 33837

Water County Selected: Polk

COMPLAINT INFORMATION

Complaint: Other Complaint against Deer Creek RV Golf & Country Club, Inc.
Details:
Docket #20190071-WS

I am writing to protest the water rate increase being requested in Docket #20190071-WS. The 300% increase being requested by Deer Creek Utilities is absurd and unfair to everyone. They have had rate increases the past 2 years, and while a utility is entitled to make a profit for their investors, the manner in which this utility is managed, is not in the best interests of the customers.

They admit they are losing and have lost 30% of their supply. They have done little if anything to correct this loss. They also have customers in in the subdivision, Mocking Bird, getting water through Deer Creek lines but billed by Polk County.

I am an owner and board member in Deer Creek POA UDI Phase II, commonly known as Fawn Ridge. We maintain our own water lines and pay for every gallon of water that passes through our meter. Deer Creek Utilities does nothing to

maintain our lines. The majority of our owners are retired, seniors on fixed incomes. An increase in the amount being requested will be devastating to us. Therefore, I am asking that the requested rate increase be lessened.

The original hearing on this request was held when, due to the holidays, most of our owners were not present for the hearing. Mismanagement and greed on the part of Caruso and Maxwell is not an excuse to need an increase of this magnitude.

For several years, Caruso and Maxwell tried to become the water utility and they were denied due to financial ineptitude.

I ask that this rate increase be reduced to a more appropriate 2%- 3%.

I want this letter to be added to the recorded for this matter.