

February 10, 2020

To the Florida PSC commission:

I am writing to protest the Water rate increase being requested in **Docket #20190071-WS**. I am an owner in Deer Creek UDI POA Phase II. 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 water and have a loss of 30% of their supply. And they have done little to prevent or correct this loss. They also have residences in the subdivision, Mocking Bird, taking water from their lines who are customers of Polk County.

I am an owner in Deer Creek UDI POA Phase II, commonly known as Fawn Ridge. We maintain our own water lines and pay for every gallon of water that goes through our meter. Deer Creek Utilities does not do anything to maintain our lines. The majority of our owners are retired and on fixed incomes. An increase of the requested amount would be devastating to each owner and our park. Under these circumstances, our rate increase should be lessened.

The original local hearing on the request was held when, due to the holidays, most owners were not present to be at the hearing. Mismanagement and greed on the part of Caruso and Maxwell is not an excuse to need to raise rates to the level requested.

For several years, Caruso and Maxwell tried to become the water utility and were refused due to financial ineptitude. To that point, we were not notified of this change until after it was approved. During those years, Polk County raised rates between 2% and 3%. While any increase is questionable, at least those increases gave each owner a chance.

I ask that this rate increase request be lowered to a more manageable 3% - 5%. I want this complaint be added to the record for this matter.

Sincerely,

*Gwen J Gilbert, Ph.D.
Deer Creek UDI POA Phase II
42759 Highway 27
Davenport, FL 33837*

COMMISSION
CLERK

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