

**Antonia Hover**

---

**From:** Ashley Weisenfeld  
**Sent:** Wednesday, April 15, 2020 5:00 PM  
**To:** Records Clerk  
**Subject:** FW: Florida Public Service Commission Docket No. 20190125-WS

Greetings,

Please place the email below in Consumer Correspondence for Docket No. 20190125-WS.

Thank you,

**Ashley J. Weisenfeld**  
Attorney  
Office of the General Counsel  
Florida Public Service Commission  
Phone: (850) 413-6220  
[ashley.weisenfeld@psc.state.fl.us](mailto:ashley.weisenfeld@psc.state.fl.us)

*PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.*

---

**From:** Mitzie Hodgson <[snoozeandscootrvcampground@gmail.com](mailto:snoozeandscootrvcampground@gmail.com)>  
**Sent:** Wednesday, April 15, 2020 4:04 PM  
**To:** Records Clerk <[CLERK@PSC.STATE.FL.US](mailto:CLERK@PSC.STATE.FL.US)>  
**Subject:** Fwd: Florida Public Service Commission Docket No. 20190125-WS

Re: Docket 20190125-WS  
File a Petition for a formal proceeding  
In Re: Application for staff-assisted rate case in Sumter County by The Woods Utility Company.

Dear Commission,  
At this time, I not capable to convert the document to Adobe PDF.  
Thank you for your consideration.  
Regards,  
Mitzie Hodgson  
Snooze N Scoot RV Campground, Inc.

Agency: Florida Public Service Commission  
  
Office of Commission Clerk  
  
2540 Shumard Oak Boulevard

Tallahassee, FL 32399-0850

[clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us)

1-800-342-3552 fax: 1-800-511-0809

[www.Florida.PSC.com](http://www.Florida.PSC.com)

Petitioner: Mitzie Sue Hodgson

Snooze N Scoot RV Campground, Inc.

11380 South U.S. Highway 301

Webster, FL 33597-5622

[snoozeandscootrvcampground@gmail.com](mailto:snoozeandscootrvcampground@gmail.com)

1-352-568-2003 Fax: n/a

RE: File a petition for a formal proceeding Rule 25-22.029 in the form provided by Rule 28-106.201

Florida Administration Code (F.A.C.)

Order No. PSC-2020-0087-PAA-WS was received March 26, 2020 from the Florida Public Service Commission via email.

Mitzie Hodgson's business of Snooze N Scoot RV Campground, Inc. receives water service from The Woods Utility Company (The Woods). Per Docket No. 20190125-WS, June 6, 2019, The Woods filed an application with the Florida Public Service Commission for an increase in water rates.

To object to the proposed water rate increase, Mitzie Hodgson, known as the one General Service Customer of The Woods, attended the open-to-the-public "Rate Case Overview" customer meeting, Wednesday, December 18, 2019 in Webster, FL. The ISSUES of discolored water, low and fluctuating water pressure, water outages, various samples of the sediment in the water and slime-coated RV water filters were presented to the members of the Public Service Commission. Rule 25-30.433(1)(d)(2)(c)

To object to the proposed water rate increase, Mitzie Hodgson attended the Public Service Commission Agenda Conference Tuesday, March 3, 2020 in Tallahassee, FL. Prior to the Agenda Conference, Mitzie Hodgson mailed a 57-page LOG listing dates and times of reporting the ISSUES to The Woods regarding discolored water, low and fluctuating water pressure, water outages and malfunctions of The Woods equipment. In addition to the LOG, a USB included over 1500 photos of the ISSUES of discolored water, water gauge readings of low water pressure and fluctuating water pressure shown at various minutes within the hour of the day, water outages, and malfunctions of The Woods maintenance equipment. Time allotted and limited by the Public Service Commission Agenda Conference, Mitzie Hodgson narrated the details of 10 photographs displaying the source of PVC tubing discharging discolored water at The Woods Flush Point within Snooze N Scoot RV Campground. Other photographs displayed the source of discolored water received into the premises of Snooze N Scoot RV Campground servicing 34 RV sites, servicing 60 people, which distributes the discolored water into customers' RV's, and Snooze N Scoot RV Campground's common areas of the laundry room, the men's and ladies restrooms and showers, the office and the community pavilion. Rule 25-30.433(1)(d)(2)(c)

The Woods has supplied discolored water with fluctuating water pressure or no water pressure since Hurricane IRMA, September 11, 2017. To date, April 2020: The Woods continues to supply discolored water. The Woods continues to disregard maintenance repairs. Just recently The Woods has improved the water pressure.

Per Order No. PSC-2020-0087-PAA-WS, the Florida Public Service Commission has ORDERED the overall quality of service provided by The Woods Utility Company is UNSATISFACTORY.

It is further ORDERED that The Woods Utility Company shall file..., shall engage..., shall be considered,

etc.

It is further ORDERED that the Woods Utility Company's "Commission Approved Rates" structure and monthly water rates are shown per Order No. PSC-2020-0087-PAAWS Schedule No. 4, Docket No. 20190125-WS, page 37.

Snooze N Scoot RV Campground, Inc.'s recent billing from The Woods shows the monthly water usage was 42 units. The billing total using the CURRENT RATE was \$405.51. Calculating The Woods PROPOSED RATE the billing total would be \$610.46 (50.5% increase). Calculating the COMMISSION APPROVAL RATE per Schedule No. 4, the billing total would be \$505.94 (25% increase).

Due to the ISSUES, the purpose of filing this PETITION is to protest and object to the proposed temporary increase of the "Commission Approved Rates". The ISSUES of the quality of water including discolored water, low water pressure, no water pressure; and the ISSUES of poor maintenance of equipment including the removal of the auto-flusher, the malfunction of the water shut-off valve, and the malfunction of the water meter and readings'; and the ISSUES of poor customer service including lack of communication regarding flushing, the auto-flushing, water outages, Boil/Rescind notices, and the failure to disclose to the customers the problems at the water distribution plant and the distribution's waterlines servicing each customer ARE NOT COMPLIANT Pursuant to Rule 25-30.225(2) F.A.C. "each utility shall maintain and operate its plant and facilities by employing qualified operators in accordance with the rules of the Department of Environmental Protection. Rule 25-30.225 (5) Each water utility shall operate and maintain in safe, efficient, and proper condition, all of its facilities and water utility shall operate and maintain in safe, efficient, and proper condition, all of its facilities and equipment used to distribute, regulate, measure or deliver service up to and including the point of

delivery into the piping owned by the customer. Rule 25-30.433, The Commission shall consider(1)(d) Any testimony, complaints and comments of the utility's customer and others with knowledge of the utility's quality of service; and (2)(c) Any testimony, complaints and comments of the utility's customer and others with knowledge of the infrastructure and operational conditions of the utility's plant and facilities. The LOG of 57 pages and the USB of over 1500 photos in detail describes and shows the utility's quality of service and operations regarding the ISSUES The Woods provides to Snooze N Scoot RV Campground.

For years, The Woods has denied responsibility to disclose to The Woods customers the lead and copper exceedances. In turn, from the time of Hurricane IRMA, September 11, 2017, The Woods has claimed the previous owners of the water utility lacked maintenance of the water distribution plant. The Woods' has claimed Residential and General Service customers have unique ISSUES at each household or location, as The Woods commonly responds "no one else has called in and complained" when customers report any one of the various ISSUES.

To save the business of Snooze N Scoot RV Campground, Inc., at my expense, and financing, I purchased a water filter system (\$7,364.40) to purify The Woods water supply coming into the campground; and contracted the plumbing company (\$296.00) to install and maintain a shut-off valve on my side of The Woods water meter, requiring immediate access to shut off the water due to an emergency.

The Woods Utility Company pursuant to Docket No. 20190125-WS which I received in a postal mailing requested a "rate increase to recover the cost of operating the utility and allow the company an opportunity to earn a fair rate of return on its investment". The knowledge of this rate increase request infuriates myself as a paying customer, of the idea of investors/employees benefiting from profits, when Per Order No. PSC-2020-0087-PAA-WS, the Florida Public Service Commission has ORDERED the overall quality of service provided by The Woods Utility Company is UNSATISFACTORY.

To object to the rate increase proposed, I attended the meetings of December 18, 2019 and, March 3, 2020. Today, April 15, 2020 I am currently filing a petition to the attention of the Florida Public Service Commission. My position has not changed. I object to a rate increase, meaning NO increase. ZERO.

In the future, Should The Woods ISSUES improve to provide the quality, maintenance and customer service a Paying Customer deserves, Then perhaps I will not object to a proposed rate increase.

Sincerely,

Mitzie Hodgson, President

Snooze N Scoot RV Campground, Inc.

Sent from [Mail](#) for Windows 10