

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** May 22, 2020

**TO:** Docket File

**FROM:** Adam J. Teitzman, Commission Clerk, Office of Commission Clerk AT

**RE:** 20190166-WS - Application for increase in water rates in Highlands County by HC Waterworks, Inc.

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Please place the attached communication and letters dated 5/21/20 from Commissioner R. Greg Harris, Highlands County Board of County Commissioners, in the above-referenced docket as consumer correspondence.

**From:** [Durbin, Carolyn](#)  
**To:** [Adam Teitzman](#)  
**Cc:** [Vosburg, Randal E.](#); [Carmichael, Joy](#); [Keith Hetrick](#); [JR Kelly](#); [trendell@uswatercorp.net](mailto:trendell@uswatercorp.net); [Harris, R. Gregory](#)  
**Subject:** Docket No. 20190166-WU, HC Waterworks  
**Date:** Thursday, May 21, 2020 3:19:11 PM  
**Attachments:** [image001.png](#)  
[ltr to Commission Clerk 052120.pdf](#)  
[ltr to Chairman Clark 052120.pdf](#)  
[ltr to Commissioner Brown 052120.pdf](#)  
[ltr to Commissioner Fav 052120.pdf](#)  
[ltr to Commissioner Graham 052120.pdf](#)  
[ltr to Commissioner Polmann 052120.pdf](#)

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Mr. Teitzman:

Please see attached letter from Highlands County Commissioner R. Gregory Harris, along with its enclosures for filing in the above-referenced matter.

Should you have any questions please feel free to contact our office.

Sincerely,



**Carolyn G. Durbin**

Paralegal

Highlands County Board of County Commissioners

Direct: 863-402-6501

Online: <http://www.highlandsfl.gov>

Physical: [600 S Commerce Ave, Sebring, FL 33870](#)



**HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS**

600 S. Commerce Ave., Sebring, Florida 33870

Office (863) 402-6500 Fax (863) 402-6835 [www.highlandsfl.gov](http://www.highlandsfl.gov)

May 21, 2020

VIA ELECTRONIC MAIL DELIVERY

FLORIDA PUBLIC SERVICE COMMISSION  
c/o Adam Teitzman, Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Re: Docket No. 20190166-WU, HC Waterworks

Dear Mr. Teitzman:

I have enclosed for filing in the rate case proceeding pertaining to HC Waterworks, Docket No. 20190166-WU, HC Waterworks, copies of a letter I sent to each member of the Public Service Commission. That letter includes a copy of an email message that I received from a customer who stated that he failed to promptly receive a boil water message from HC Waterworks following a break in a water main on Tuesday, May 19, 2020.

Thank you for your assistance.

R. Greg Harris  
Commissioner, District 5

Attachment: Letters to Public Service Commissioners

cc: Randy Vosburg, County Administrator  
Joy Cook Carmichael, County Attorney  
Keith Hetrick, General Counsel, Office of the General Counsel, Public Service Commission  
J.R. Kelly, General Counsel, Office of the Public Counsel  
Troy Rendell, Vice President, Investor Owned Utilities for HC Waterworks, Inc.



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May 21, 2020

VIA ELECTRONIC MAIL DELIVERY

Chairman Gary F. Clark  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Re: Docket No. 20190166-WU, HC Waterworks

Dear Chairman Clark:

In follow-up to the rate case proceeding pertaining to HC Waterworks, Docket No. 20190166-WU, HC Waterworks, on May 5, 2020, in which the Public Service Commission conducted a public hearing on the request for a rate increase by HC Waterworks and noted concerns about the quality of service provided by HC Waterworks to customers of HC Waterworks, please be advised of the following email message that I received from a customer yesterday, May 20, 2020, stating that he failed to promptly receive a boil water message from HC Waterworks:

**From:** Manny Ernhart <[mfkqe2@gmail.com](mailto:mfkqe2@gmail.com)>  
**Sent:** Wednesday, May 20, 2020 9:50 AM  
**To:** Harris, R. Gregory <[rharris@highlandsfl.gov](mailto:rharris@highlandsfl.gov)>  
**Subject:** Re: HC Water Rate Increase and Water Quality

Mr. Commissioner:

*Just as a point of interest, got up this AM to no water pressure on Lake Josephine HC Water System. After a few hours I contacted HC water's local person in charge and was told they had a main break. While I understand these things can occur, I ask they had not contacted users and was told it was on the TV and Radio stations. When I asked which stations they replied FOX and all of them which proves to me he either does not live here or is a fool. When asked about a boil order he said most likely and would be on TV or radio !!! THIS ONCE MORE INDICATES THEY DO NOT DESERVE A RATE INCREASE BASED ON THE SERVICE THEY PROVIDE. I guess one needs to check TV/Radio before each water usage ?*

Thanks for your interest;

Manuel and Katherine Ernhart  
1912 Sentinel Point  
Sebring 33875  
863-655-1665



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A copy of this letter will also be filed in the record with the Clerk of the Public Service Commission.

Thank you for your attention to this matter.

R. Greg Harris  
Commissioner, District 5

cc: Randy Vosburg, County Administrator  
Joy Cook Carmichael, County Attorney  
Keith Hetrick, General Counsel, Office of the General Counsel, Public Service Commission  
J.R. Kelly, General Counsel, Office of the Public Counsel  
Troy Rendell, Vice President, Investor Owned Utilities for HC Waterworks, Inc.

C:\Users\cdurbin\Documents\ltr to Florida Public Service Chairman Gary F Clark from Commissioner Harris-052120 (002).docx



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May 21, 2020

VIA ELECTRONIC MAIL DELIVERY

Commissioner Art Graham  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Re: Docket No. 20190166-WU, HC Waterworks

Dear Commissioner Graham:

In follow-up to the rate case proceeding pertaining to HC Waterworks, Docket No. 20190166-WU, HC Waterworks, on May 5, 2020, in which the Public Service Commission conducted a public hearing on the request for a rate increase by HC Waterworks and noted concerns about the quality of service provided by HC Waterworks to customers of HC Waterworks, please be advised of the following email message that I received from a customer yesterday, May 20, 2020, stating that he failed to promptly receive a boil water message from HC Waterworks:

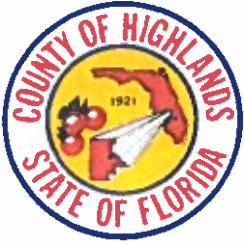
**From:** Manny Erhart <[mfkqe2@gmail.com](mailto:mfkqe2@gmail.com)>  
**Sent:** Wednesday, May 20, 2020 9:50 AM  
**To:** Harris, R. Gregory <[rharris@highlandsfl.gov](mailto:rharris@highlandsfl.gov)>  
**Subject:** Re: HC Water Rate Increase and Water Quality

Mr. Commissioner:

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A copy of this letter will also be filed in the record with the Clerk of the Public Service Commission.

Thank you for your attention to this matter.

R. Greg Harris  
Commissioner, District 5

cc: Randy Vosburg, County Administrator  
Joy Cook Carmichael, County Attorney  
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Troy Rendell, Vice President, Investor Owned Utilities for HC Waterworks, Inc.

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May 21, 2020

VIA ELECTRONIC MAIL DELIVERY

Commissioner Julie Imanuel Brown  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Re: Docket No. 20190166-WU, HC Waterworks

Dear Commissioner Brown:

In follow-up to the rate case proceeding pertaining to HC Waterworks, Docket No. 20190166-WU, HC Waterworks, on May 5, 2020, in which the Public Service Commission conducted a public hearing on the request for a rate increase by HC Waterworks and noted concerns about the quality of service provided by HC Waterworks to customers of HC Waterworks, please be advised of the following email message that I received from a customer yesterday, May 20, 2020, stating that he failed to promptly receive a boil water message from HC Waterworks:

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**Subject:** Re: HC Water Rate Increase and Water Quality

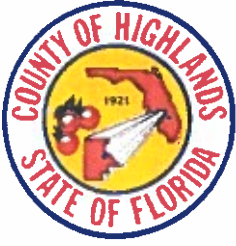
*Mr. Commissioner:*

*Just as a point of interest, got up this AM to no water pressure on Lake Josephine HC Water System. After a few hours I contacted HC water's local person in charge and was told they had a main break. While I understand these things can occur, I ask they had not contacted users and was told it was on the TV and Radio stations. When I asked which stations they replied FOX and all of them which proves to me he either does not live here or is a fool. When asked about a boil order he said most likely and would be on TV or radio !!! THIS ONCE MORE INDICATES THEY DO NOT DESERVE A RATE INCREASE BASED ON THE SERVICE THEY PROVIDE. I guess one needs to check TV/Radio before each water usage ?*

*Thanks for your interest;*

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Thank you for your attention to this matter.

R. Greg Harris  
Commissioner, District 5

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J.R. Kelly, General Counsel, Office of the Public Counsel  
Troy Rendell, Vice President, Investor Owned Utilities for HC Waterworks, Inc.

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May 21, 2020

VIA ELECTRONIC MAIL DELIVERY

Commissioner Donald J. Polmann  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Re: Docket No. 20190166-WU, HC Waterworks

Dear Commissioner Polmann:

In follow-up to the rate case proceeding pertaining to HC Waterworks, Docket No. 20190166-WU, HC Waterworks, on May 5, 2020, in which the Public Service Commission conducted a public hearing on the request for a rate increase by HC Waterworks and noted concerns about the quality of service provided by HC Waterworks to customers of HC Waterworks, please be advised of the following email message that I received from a customer yesterday, May 20, 2020, stating that he failed to promptly receive a boil water message from HC Waterworks:

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**To:** Harris, R. Gregory <[rharris@highlandsfl.gov](mailto:rharris@highlandsfl.gov)>  
**Subject:** Re: HC Water Rate Increase and Water Quality

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May 21, 2020

VIA ELECTRONIC MAIL DELIVERY

Commissioner Andrew Giles Fay  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Re: Docket No. 20190166-WU, HC Waterworks

Dear Commissioner Fay:

In follow-up to the rate case proceeding pertaining to HC Waterworks, Docket No. 20190166-WU, HC Waterworks, on May 5, 2020, in which the Public Service Commission heard the request for a rate increase by HC Waterworks and noted concerns about the quality of service provided by HC Waterworks to customers of HC Waterworks, please be advised of the following email message that I received from a customer yesterday, May 20, 2020, stating that he failed to promptly receive a boil water message from HC Waterworks:

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