

Antonia Hover

From: Office of Chairman Clark
Sent: Monday, October 19, 2020 12:52 PM
To: Commissioner Correspondence
Subject: FW: Royal Waterworks - Ramblewood East
Attachments: Rep.Daley Letter to Royal Waterworks.pdf

Good afternoon,

Please place the attached email and letter in Docket NO. 20200000.

Hannah E. Barker

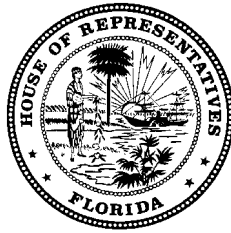
Executive Assistant to Chairman Clark
Florida Public Service Commission
[2540 Shumard Oak Blvd.](#)
[Tallahassee, FL 32399](#)
(850) 413-6004

From: Daley, Dan [mailto:Dan.Daley@myfloridahouse.gov]
Sent: Tuesday, October 13, 2020 5:45 PM
To: trendell@uswatercorp.net; info@royalutility.com
Cc: Office of Commissioner Polmann; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Brown; Office of Commissioner Fay; jhearn@coralsprings.org; fbabinec@coralsprings.org; sbrook@coralsprings.org; joycarter@coralsprings.org; scerra@coralsprings.org; lvignola@coralsprings.org; JSimmons@coralsprings.org; Pariseau, Sarah
Subject: Royal Waterworks - Ramblewood East

Good Evening, Please see attached.

Best,

Dan Daley
State Representative
House District 97
E: Dan.Daley@MyFloridaHouse.gov
O: 850-717-5097
C: 954-778-3304



Florida House of Representatives

Representative Dan Daley

District 97

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Sunrise, FL 33323
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402 South Monroe Street
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(850) 717-5097

Gary Deremer
President & CEO
U.S. Water Services Corporation
4939 Cross Bayou Blvd
New Port Richey, FL 34652

October 13, 2020

Dear Mr. Deremer,

I am writing to you today to ask for your intervention in the impending disconnection of water services by Royal Waterworks, a subsidiary of US Water Services Corporation ("Royal Waterworks"). It has been brought to my attention that due to the COVID-19 Pandemic, the Ramblewood East Condominium Complex ("Ramblewood East"), located in Coral Springs, is delinquent in their payments, resulting in threats of water disconnection to approximately 3,000 residents in the complex. Royal Waterworks has stated that disconnections are scheduled this week.

As I'm sure you know, in Ramblewood East, water fees are part of monthly HOA assessments, and included in tenants monthly rental payments. Over 60% of the 1,020 units at Ramblewood East are rental units. It is my understanding that approximately 25% of the owners/tenants are behind in their rental/association payments due to financial hardship caused by COVID-19, but because Ramblewood East has one water service account with Royal Waterworks, the company has stated its intention is to shut off all 3,000 residents. This action is gravely concerning and, quite frankly, could be a matter of life and death for some.

It is also my understanding that Royal Waterworks has failed to offer a reasonable alternative, asking for the payment of the current portion of the bill, which includes \$58,225.36 immediately, while then entering Ramblewood East into a Promissory Note to pay the remaining balance over a twenty-four (24) month period at an interest rate of 4.25%, adding an additional \$11,250.90 to the amount owed. It should be noted that prior to the global pandemic that has ravished our nation, the account was current. The delinquent payments are squarely due to COVID-19 related reasons. It is crucial to consider that we are still under a general state of emergency, issued by Governor DeSantis, and most businesses within South Florida have only just begun to reopen. At the height of this pandemic, the State of Florida reached an unemployment rate of 11.3%, and within Broward County, where Ramblewood East is located, the unemployment rate skyrocketed to 14.5%.

Beginning in May, the Governor enacted a phased approach to reopening the State economy. Nonetheless, due to the high number of COVID-19 cases in the South Florida tri-county area, the Governor intentionally excluded Broward County from the start of this reopening process. With months of Broward County families living unemployed, forced to navigate a broken unemployment system, and even then, only provided a short-term livable supplement, it will take time for residents to reasonably catch up and resume their monthly expenditures. These are extraordinary times due to the COVID-19 pandemic and deserve to be met with extraordinary measures and compassionate solutions, not the predatory payment plan that Royal Waterworks is currently attempting to force through. All businesses are bearing

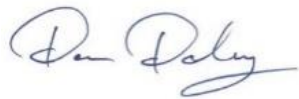
the brunt of this pandemic, and the prospect of a utility attempting to earn a profit on a loan to deliver essential water to its customers in the height of financial strain is unconscionable.

Now is not the time to deprive families of a necessity such as water. This entire complex of 3,000 Coral Springs families will be negatively affected by this water service discontinuation. This egregious act would, in normal circumstances, raise great concern; however, during a global pandemic, specifically within an area considered a "hotspot," is unacceptable. Water services are essential to hygiene and cleanliness, reducing the chance of contracting and spreading this deadly disease.

This letter serves as a request for an intervention in the impending disconnection of the water utility services at Ramblewood East, pending further discussion and an agreed-upon resolution from all parties involved. I have copied the Florida Public Service Commission as the regulatory body in this matter. My office is also analyzing potential legal action should you choose to unilaterally shut off water to Ramblewood East.

I look forward to your response regarding this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dan Daley".

Dan Daley
State Representative, District 97

CC: Florida Public Service Commission