

**Antonia Hover**

**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Tuesday, March 15, 2022 8:32 AM  
**To:** 'Tri Dang'  
**Cc:** Consumer Contact  
**Subject:** RE: RE. Docket #20200226-SU

Good Morning, Tri Dang.

We will be placing your comments below in consumer correspondence in Docket No. 20200226, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

*Toni Hover*

*Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6467*

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**From:** Tri Dang <trindang@yahoo.com>  
**Sent:** Monday, March 14, 2022 9:22 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** RE. Docket #20200226-SU

Dear Sir/Madame:

My name is Tri Dang. my wife (Jennifer) and I own a lot on Palm Island in Placida, Florida, where we plan to build our retirement home within the next few years. For the past sixteen months, homeowners including us on the Island are very concerned about issues with the proposed centralized waste collection services put forth by Mr. Jack Boyer, owner of the Environmental Utilities (EU) LLC. While we could not be there in person to support the Palm Island Estates (PIE) community, I was able to keep up-to-date with the ongoing issues. I am formally requesting that the PSC **DENY** EU's application for wastewater services for the following reasons:

1) **Unreasonable high costs:** After several revisions, EU proposed cost to connect each unit on the Island to the "centralized collection service," which is estimated to be \$13,221, plus monthly charges of \$178.78. These cost estimates are way too high for individual households and will mostly likely be higher depending on the number of occupancies. In addition to these costs, homeowners are responsible for installing and maintaining other services such as pumps.

2) **Lack of experiences in operating a project of this scope:** I reviewed Mr. Boyer's biography and I appreciate his services to the country; however, if you compare his wastewater experience on a submarine and

that of running a wastewater collection business providing services on a barrier island - something must have overlooked. If anything goes awry on a submarine, you will always have the backing of the Department of the Navy, Department of Defense, and lastly that of the US Government to address issues. If anything goes awry with wastewater on Palm Island, will EU be that single point of contact to address and remediate all issues? It does not appear that way based on Mr. Boyer's deposition. I am afraid that it will be the people on Palm Island who will bear the cost to address those issues. In my opinion, this proposal does not have the support of potential customers – more specifically the homeowners on the Island.

3) **Ability to participate or opt-out:** According to Mr. Boyer, one of the benefits that EU provides is to create and maintain an environmental-friendly system, where sewage water is collected, transferred, and treated off-island. This approach will prevent wastewater spillage on the barrier island that contaminate and cause damage to sea life. EU's proposed to replace existing concrete tanks with new tanks that made of composite material. These nouveau ideas are unproven as composite materials are not known to withstand the harsh conditions of salt water. According to concrete experts, the best material for sea water is concrete with reinforced steel though even these materials require periodic inspections to address performance degradation. EU's proposal requires full participation with one- or two-year phased in. This is the United States of America and thus, I believe that we have the right to not be forced to accept a high cost, unknown quality of service solution. We, the people on the Island, can address the issue through enforcement and due diligence maintenance of our septic tanks according to the County Health Department guidelines.

Again, I respectfully request that the PSC **DENY** EU's application for wastewater services to Palm Island. It is absolutely the wrong proposal, the wrong team, and the wrong approach.

Sincerely yours,

Tri Dang

Email: [trindang@yahoo.com](mailto:trindang@yahoo.com)