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STATE OF FLORIDA



DIVISION OF ECONOMICS  
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Public Service Commission

September 25, 2020

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2020 SEP 25 AM 11:18  
COMMISSION  
CLERK

Mr. Omar Salazar  
6031 Citrus Highlands Dr., S.  
Bartow, FL 33830

**Re: Docket No. 20200152-WS - Application for a limited alternative rate increase proceeding in Polk and Marion Counties, by Alturas Water, LLC, Sunrise Water, LLC, Pinecrest Utilities, LLC, and East Marion Utilities, LLC.**

Dear Mr. Salazar:

Thank you for expressing your concerns regarding the quality of service provided by your utility. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file.

In evaluating the utility's request for a rate increase, staff investigates the utility's current compliance with the Florida Department of Environmental Protection's secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, Commission staff reviews documents on file with the Florida Department of Environmental Protection and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the utility's requested rate increase. We filed this recommendation on September 24, 2020. The recommendation is available for your review on the Commission's website at [www.floridapsc.com](http://www.floridapsc.com) in Docket No. 20200152-WS. The Commissioners are scheduled to vote on staff's recommendation on October 6, 2020.

We thank you for taking the time to express your concerns regarding the utility's proposed rate increase and its quality of service. If you have any additional questions, or require further assistance, please reach me by phone at (850) 413-6994 or e-mail at [sbruce@psc.state.fl.us](mailto:sbruce@psc.state.fl.us)

Sincerely,

*Sonica Bruce*

Sonica Bruce  
Division of Economics

cc: Office of Commission Clerk (Docket No. 20200152-WS)