

March 21, 2021

To: The Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

From: Citra Highlands Water System, LLC.  
PO Box 4  
Inglis, FL 34449

Docket No. 20200238-WU – Application for certificate to operate water utility in Marion County by Citra Highlands Water System LLC.

Filed by;  
Marshall Hash  
PO Box 4  
Inglis, FL 34449  
352-613-0103  
[marshall@hash.com](mailto:marshall@hash.com)

Ref: Answers to letter dated March 17, 2021

1 Pages Following  
Page 1 – Answers to questions

Thank you,

s/ 

Marshall T. Hash

Question 1 –

On pages 1 and 2 of its application, the Utility provides a brief history for the water system. In paragraph 3a, it states that Citra was organized to “manage” the water system separate from the homeowner’s association (HOA). In paragraph 3b, it states that “we” started managing the system in 2007. The remaining paragraphs deal with numbers of connections added in ensuing years. Please clarify the history of ownership of the water service by listing the entities providing the service (setting rates, terms and conditions, and billing for service) and the approximate dates that each entity exercised ownership and control of the water service.

Answer to Question 1

I began managing the system in 2007 and proceeded to buy the property from the current developer. I purchased the water plant, its property, and the assets owned by the developer in April 2008 and created Citra Highlands Water System. The representatives from the homeowners group had the list of names of the connected homes, and I agreed to operate the system with their oversight. We never increased the fees, and I do not know how the bills were paid prior to my involvement.

Question 2 –

In Exhibit “D” of its application regarding the applicant’s experience in the water or wastewater industry, the Utility stated that engineering services are provided by Mark Schroeder. Please state whether Mr. Schroeder is a licensed professional engineer in the State of Florida.

Answer to Question 2

Mark E. Schroder, P.E.  
Florida License #67585

Question 3 –

On February 17, 2021, Mr. Jonathan Fernandez filed a letter with the Florida Public Service Commission in response to the notice issued by Citra. Mr. Fernandez stated in his letter that he objected to a rate increase. In a subsequent telephone conversation with staff, you stated that you met with Mr. Fernandez and resolved his issue. Please provide a summary of how you resolved Mr. Fernandez’ concerns, including the date that you spoke to him.

Answer to Question 3

I stopped by the Fernandez home on about March 10<sup>th</sup> and spoke with Mrs. Fernandez. She explained that her, and her husband, did not understand the letter we had sent on behalf of the PSC application. They were concerned that the letter was notifying them of a rate increase. After speaking with them for a few minutes, I realized that they have recently had some months that their bills were very high. I reviewed their billing history and discovered the home consumption would jump from 5,000 to 17,000 per month. I then spent some time explaining to them about their varied consumption, and that the water usage is from something that turns on and off, because the leak indicator on the meter was not turning while I was there. Their home has automatic sprinklers, and I tried to get them to understand that the sprinkler system left on an automatic setting will use a lot of water. They did not realize that they were having such varied consumption from the sprinklers, and that was the reason for their high bills, not actually the water rates. They apologized for the letter and offered to send a new letter to the PSC, but I stated that was unnecessary, and if they had anymore high consumption bills that we would be more than happy to help figure it out.