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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

October 23, 2014

Mr. Jeffrey Lawson
Department of Environmental Protection
3900 Commonwealth Blvd., M.S. 49
Tallahassee, FL 32399

Re: Customer Complaints Against Sanlando Utilities Corporation to be Considered in Docket No. 140060-WS

Dear Mr. Lawson:

On June 30, 2014, Sanlando Utilities Corporation filed its application to increase rates for water service provided in Seminole County. As part of the rate setting process, Section 367.0812(1)(c), F.S., requires that the Commission consider:

Complaints regarding the applicable secondary water quality standards filed by customers with the commission, the Department of Environmental Protection, the respective local governmental entity, or a county health department during the past 5 years.

To comply with this statutory provision, we are asking your office to forward any complaints received from customers of Sanlando Utilities Corporation for the period of January 1, 2009, to December 31, 2013. Please send any documents to the Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 and reference the docket number noted above. If you do not have any documents, please e-mail Robert Graves at rgraves@psc.state.fl.us stating that your office had not received any complaints during the designated period.

Thank you for your assistance in helping us meet this important provision. Should you have any questions, please contact Robert Graves by phone at (850) 413-7009.

Sincerely,

A handwritten signature in blue ink, appearing to read "R. Graves".

Robert Graves
Engineering Specialist
Division of Engineering

RG:pz

cc: Office of Commission Clerk (DN 140060-WS)