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STATE OF FLORIDA



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

Public Service Commission

November 15, 2016

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2016 NOV 15 AM 8:58
COMMISSION
CLERK

Mr. David Wales
Florida Department of Environmental Protection
3900 Commonwealth Blvd., M.S 49
Tallahassee, FL 32399

Re: Customer Complaints Against Four Lakes Golf Club, Ltd. (DEP ID # FLA013066) to be Considered in Docket No. 160176-WS

Dear Mr. Wales:

On July 27, 2016, Four Lakes Golf Club, Ltd. filed its application to increase rates for water and wastewater services provided in Polk 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 Four Lakes Golf Club, Ltd for the period of January 1, 2011, to November 14, 2016. Please send any documents to the Commission Clerk, 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 Orlando Wooten at owooten@psc.state.fl.us stating that your office has 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 Orlando Wooten by phone at (850) 413-6686.

Sincerely,

A handwritten signature in black ink, appearing to read 'Orlando Wooten', with a long horizontal flourish extending to the right.

Orlando Wooten
Engineering Specialist I

cc: Office of Commission Clerk (Docket No. 160176-WS)