

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** November 12, 2024

**TO:** Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

**FROM:** Segundo Sanchez, Engineering Specialist I, Division of Engineering *SS LK*

**RE:** Docket No. 20240126-WU - Application for grandfather certificate to operate water utility in Citrus County, by Cinnamon Ridge Utilities, Inc.

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Please file the attached emails regarding Cinnamon Ridge Utilities, Inc.'s delayed response to staff's September 13, 2024 deficiency letter in Docket No. 20240126-WU.

SS:da

Attachment

**From:** [Segundo Sanchez](#)  
**To:** "Cinnamon Ridge Utilities, Inc."  
**Subject:** RE: DN 20240126-WU Cinnamon Ridge - Deficiency Corrections Extension  
**Date:** Tuesday, October 29, 2024 9:26:23 AM

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Good Morning Ms. Smith,

Staff is understanding of both the initial communication breakdown and the impacts of Hurricane Helene on your utility. We're sorry to hear about the damages your office received as a result of Helene. As we mentioned in our prior email, we can accommodate extensions to respond to our deficiency letter regarding your company's certification with the Commission in Docket No. 20240126. We understand that due to damage from the storm there may be difficulties in acquiring or recreating some records and/or a limited ability to access some resources needed to correct the deficiencies due to high demand.

If possible, please provide by November 22, 2024, a response to each of the deficiencies from our September 13, 2024 deficiency letter. If by that date you are unable to resolve a deficiency, please provide an estimate of when you believe you would be able to do so as the response. Staff will continue to work with you to process your grandfather certificate application and appreciate your cooperation. If you have any questions or need additional time for the initial response, please feel free to contact me at [SSanchez@psc.state.fl.us](mailto:SSanchez@psc.state.fl.us) or (850) 413-6226.

Link to Docket File: <https://www.floridapsc.com/clerks-office-dockets-level2?DocketNo=20240126>

Link to Deficiency Letter: <https://www.floridapsc.com/pscfiles/library/filings/2024/08997-2024/08997-2024.pdf>

Thanks,

Segundo Sanchez  
Engineering Specialist  
Division of Engineering  
(850) 413-6226

**From:** Cinnamon Ridge Utilities, Inc. <[cinnamonridgeutilities@gmail.com](mailto:cinnamonridgeutilities@gmail.com)>  
**Sent:** Monday, October 28, 2024 2:37 PM  
**To:** Segundo Sanchez <[SSanchez@psc.state.fl.us](mailto:SSanchez@psc.state.fl.us)>  
**Subject:** Re: DN 20240126-WU Cinnamon Ridge - Deficiency Corrections Extension

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Mr. Sanchez,

I just located this email as well as the original Deficiency Email in a SPAM folder.

We are requesting more time to correct these deficiencies as our office was flooded by Hurricane Helene.

We are still in the process of cleaning up the office. Most of our records were destroyed by water intrusion.

Frontier Communications just recently changed us over to a different sub-station, as the one for our office is still underwater, it has been crazy to say the least.

I left you a message, please call me on my cell phone 727-243-6560.

I have been working from home.

*Jennifer Smith  
Cinnamon Ridge Utilities, Inc.  
6909 Beach Blvd.  
Hudson, FL 34667  
727/863-2560-office  
727/243-6560- Jennifer Cell*

On Tue, Oct 8, 2024 at 4:40 PM Segundo Sanchez <[SSanchez@psc.state.fl.us](mailto:SSanchez@psc.state.fl.us)> wrote:

Dear Ms. Paxton,

Due to the incoming Hurricane Milton, Staff is aware that the city of Hudson and the Utility's territory in Citrus County will be impacted by the storm. As a result, Staff is aware that there may be delays in responding to the deficiency letter by the original requested date of October 11, 2024. If possible, please notify Staff if the utility anticipates filing the necessary deficiency corrections sometime after Friday, October 25, 2024, due to the storm. Staff will review the filings whenever they are received to help you promptly process the certificate docket.

Thanks,

Segundo Sanchez  
Engineering Specialist  
Division of Engineering  
(850) 413-6226

**From:** [Segundo Sanchez](#)  
**To:** ["Cinnamon Ridge Utilities, Inc."](#)  
**Cc:** [Phillip Ellis](#); [Shaw Stiller](#)  
**Subject:** RE: FW: Scans Hudson  
**Date:** Tuesday, November 12, 2024 2:14:45 PM

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Good afternoon,

There should be no problem with the desired extension and your request for additional time is approved by staff. We hope to have your corrections for the remaining deficiencies submitted by **Monday, March 3, 2025** instead. If by this date you anticipate requiring more additional time to file all the necessary corrections, please let us know. As always, staff will continue to work with you to process your grandfather certificate application in the face of the damages to your office and records caused by the recent hurricanes.

If you have any questions, please feel free to contact me ([SSanchez@psc.state.fl.us](mailto:SSanchez@psc.state.fl.us) or 850-413-6226) or Phillip Ellis at ([pellis@psc.state.fl.us](mailto:pellis@psc.state.fl.us) or 850-413-6626) at your convenience.

Thanks,

Segundo Sanchez  
Engineering Specialist  
Division of Engineering  
(850) 413-6226

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**From:** Shaw Stiller <[SStiller@psc.state.fl.us](mailto:SStiller@psc.state.fl.us)>  
**Sent:** Tuesday, November 12, 2024 11:31 AM  
**To:** Segundo Sanchez <[SSanchez@psc.state.fl.us](mailto:SSanchez@psc.state.fl.us)>  
**Subject:** FW: FW: Scans Hudson

**From:** Cinnamon Ridge Utilities, Inc. <[cinnamonridgeutilities@gmail.com](mailto:cinnamonridgeutilities@gmail.com)>  
**Sent:** Tuesday, November 12, 2024 11:25 AM  
**To:** Shaw Stiller <[SStiller@psc.state.fl.us](mailto:SStiller@psc.state.fl.us)>  
**Subject:** Fwd: FW: Scans Hudson

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Mr. Stiller,

Thank you for your understanding during our recent phone call concerning the Hurricane damage and impact on our office. It is quite the undertaking, the damage to the entire office, devastating all our files and documents. Please accept this request for additional time to address the deficiencies outlined in the letter dated September 13, 2024.

I have attached the Statement requested for Deficiency #1.  
We are working to address the next 4 deficiencies, however we will not be able to meet the November 22, 2024 deadline.

Due to the upcoming holidays, we are asking for a 3 month extension. Please let me know if this is acceptable.

Thank you again for all your time and consideration.

With Regards,

Paula Paxton, President  
Cinnamon Ridge Utilities, Inc.

&

*Jennifer Smith*  
*Cinnamon Ridge Utilities, Inc.*  
*6909 Beach Blvd.*  
*Hudson, FL 34667*  
*727/863-2560*

----- Forwarded message -----

From: **jensmith6909** <[jensmith6909@aol.com](mailto:jensmith6909@aol.com)>  
Date: Tue, Nov 12, 2024 at 11:06 AM  
Subject: FW: Scans Hudson  
To: <[Cinnamonridgeutilities@gmail.com](mailto:Cinnamonridgeutilities@gmail.com)>

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: [copieracrscanner@gmail.com](mailto:copieracrscanner@gmail.com)  
Date: 11/7/24 1:57 PM (GMT-05:00)  
To: Jen AOL <[Jensmith6909@aol.com](mailto:Jensmith6909@aol.com)>  
Subject: Scans Hudson

This E-mail was sent from "RNP5838796120FB" (IM C3000).

Scan Date: 11.07.2024 14:12:07 (-0500)  
Queries to: [copieracrscanner@gmail.com](mailto:copieracrscanner@gmail.com)