

State of Florida



ORIGINAL

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD, 3
TALLAHASSEE, FLORIDA 32399-0850

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-M-E-M-O-R-A-N-D-U-M- COMMISSION CLERK

DATE: November 13, 2006

TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director

FROM: Jay B. Revell, Regulatory Analyst III, Division of Economic Regulation

RE: Docket No. 060257-WS - Application for Increase in water and wastewater rates in Polk County by Cypress Lakes Utilities, Inc.

Enclosed is a letter dated November 8, 2006, from representatives of the Cypress Lakes Homeowners Association. Please place this letter in the docket file for this docket.

- CMP _____
- COM _____
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- ECR _____
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DOCUMENT NUMBER-DATE

10445 NOV 14 06

FPSC-COMMISSION CLERK

November 8, 2006

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Attention: W. Troy Rendell
Public Utilities Supervisor
Division of Economic Regulation

In our continuing effort to keep you informed as to the product and service comments from our residents, the following is submitted:

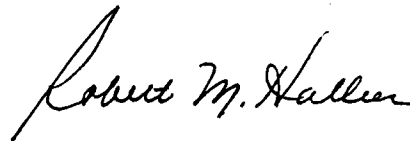
1. Although, amazingly, the day you were here and Mr. Gerald Edwards rode around the community to observe the flushing that has been going on 24-7 for many weeks, none of the flushes were running. The following day, the flushing began again and as of this writing, continues 24-7. Concern: Who is paying for this gallonage?
2. Water quality continues to be a major concern and we have asked the Polk County Health Department to again visit us and evaluate water quality. We will send you their report as it becomes available. This is a continuation of our Spring effort with the Health Department that revealed very low Chlorine levels in many areas of the community. A copy of that report was given to your staff at the meeting on the 19th. A senior community such as ours has a very definite concern for the welfare of its residents and poor water quality becomes a serious issue.

Again, we thank you for coming to Cypress Lakes to hear first hand from our residents their concerns. We sincerely hope that as we continue to update you with regard to product, service and financial issues, you will take these issues serious and evaluate them with regard to the proposed rate increase.

Respectfully,



Richard Holzschuh
Director, CLHA
Utility Rate Increase Project



Robert M. Halleen
Director, CLHA
Utility Rate Increase Project

Cc: Office of Public Council

REGULATION
ECONOMIC
06 NOV -8 AM 9:47

REG SERVICE