

PINECREST UTILITIES, LLC
1902 BARTON PARK RD #201
AUBURNDALE, FL. 33823
863-904-5574

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COMMISSION
CLERK

5/28/13

Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399

RE: Docket # 120269-WU

Dear Commission Clerk:

Please add the enclosed letter to the above docket file.

Thank You

On behalf of the utility,


Mike Smallridge

DOCUMENT NUMBER-DATE

03103 JUN-6 2

FPSC-COMMISSION CLERK

Pinecrest Utilities, LLC
1902 Barton Park Road Suite 201
Auburndale, FL 33823
863-904-5574
utilitymessage@yahoo.com

May 23, 2013

Kevin Warren
371 Highlands Way
Bartow, FL 33830

RE: Docket # 120269 WU. Response to customer comments


Dear Mr. Warren,

Thank you for submitting your comments to the Florida Public Service Commission as part of the staff assisted rate case.

In response to your comments concerning water quality, we have added a new treatment process that has been approved by the Polk County Health Department. This adjustment to the water treatment process will make great improvement to the water quality. Please note: It has been my experience that flushing your hot water heater and replacing or cleaning the filter to your ice maker will greatly improve the water quality in your home. I appreciate the desire to take a shower after a day's work, as I often do the same. According to our log books and talking with my field tech, I have not seen where the water service has been shut-off after 9pm. I would suggest if you have any type of filters on your home that they be checked and properly maintained.

As always, you are welcome to call my personal cell phone of 352-302-7406.

On behalf of the utility,


Mike Smallridge
Owner

DOCUMENT NUMBER - DATE

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FPSC-COMMISSION CLERK