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

Public Service Commission

February 18, 2015

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

VIA ELECTRONIC MAIL

Re: Customer Complaints against Alturas Utilities LLC (PWS ID No. 6530057) to be considered in Docket No. 140219-WU

Dear Mr. Lawson:

On November 17, 2014, Alturas Utilities LLC (Alturas) filed its application to increase rates for water service 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 Alturas for the period of January 1, 2010, to February 16, 2015. 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 Clayton Lewis at clewis@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 me by e-mail at clewis@psc.state.fl.us or by phone at (850) 413-6578.

Sincerely,

A handwritten signature in cursive script that reads "Clayton Lewis".

Clayton Lewis
U. S. Engineering Specialist
Division of Engineering

CKL:tj

cc: Office of Commission Clerk (Docket No. 140219-WU)