

HC Waterworks, Inc.

June 3, 2015

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

Re: Docket No. 140158-WS – Application for increase in water and wastewater rates in Highlands County by HC Waterworks, Inc. – Response to Customer’s Letters

Dear Commission Clerk,

HC Waterworks, Inc. (HC Waterworks) submits its response to the customer comment letters submitted in the above referenced docket file. The majority of the comments received were related to the rate increase requested. HC Waterworks requested increase is related to the capital investments made to address water quality and FDEP requirements, as well as the appropriate related operating costs. A number of customers provided comments on water quality and notices received. HC Waterworks previously responded to these comments in Document No. **01177-15** filed on February 27, 2015 and will not be repeated here.

However, HC Waterworks submits its response to certain specific comments received by the Commission.

W.S. Saunders – 39 Jasmine St.

Mr. Saunders indicated that the water meter is not being read on a regular basis. This is incorrect. A review of Mr. Saunders account and meter reading clearly show that his water meter was consistently read on either the 1st, 2nd, or 3rd of each month for the past 16 months. This is consistent with Rule 25-30.261(1), Florida Administrative Code. On September 8, 2014, Mr. Saunders contacted customer service concerning his bills. The CSR thoroughly went over his account and past meter readings with Mr. Saunders. The CSR offered to send Mr. Saunders his past statements but he refused.

Mr. Stanley Godfrey – 11 Jasmine St.

Mr. Godfrey indicated that the utility failed to repair his lawn after repairing a water break. The technician inspected the customer’s yard and the sod was subsequently replaced. The Utility Manager contacted Mr. Godfrey and discussed the replacement of his sod. Mr. Godfrey was satisfied with the lawn repairs.

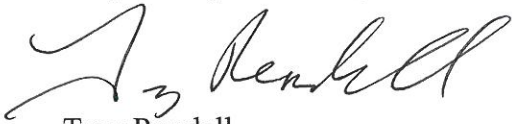
E.A. Miller – 179 Woodside

5320 Captains Court, New Port Richey, Florida 34652
Mailing: C/O 4939 Cross Bayou Boulevard, New Port Richey, Florida 34652
Tel: 727-848-8292

HC Waterworks, Inc.
Response to Customer Meeting

Mr. Miller indicated that he was billed for 6,000 gallons that he did not use. Mr. Miller previously contacted customer service and a service order was issued to inspect the meter test and re-read. Mr. Miller was contacted on March 11, 2015 and was informed of the results of the inspection. It was explained that the meter was operating properly and the water usage through the meter was accurate.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with a large initial "T" and "R".

Troy Rendell
Manager of Regulated Utilities
// for HC Waterworks, Inc.