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DIVISION OF ECONOMICS  
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Public Service Commission

June 5, 2015

RECEIVED - PSC  
15 JUN -5 PM 3:57  
COMMISSION  
CLERK

Norma Crum-Grunwell  
137 Quiver Leaf Street  
Sebring, FL 33876

**Re: Docket No. 140158-WS Application for increase in water and wastewater rates in Highlands County by HC Waterworks, Inc.**

Dear Mrs. Crum-Grunwell:

Thank you for your letter in which you expressed your concerns regarding the proposed rate increase filed by HC Waterworks, Inc. (HC or Utility) and the quality of the water. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding HC's proposed rate increase. With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory as dictated by Chapter 367, Florida Statutes. During a rate case, the Commission's accountants, engineers, and economists examine the Utility's financial and engineering information to make a recommendation to the Commissioners.

In regards to the water quality, the Utility's water has a high sulfur content, which is found in the raw ground water. Sulfur is considered a secondary contaminant, which is generally what customers notice like color or smell. DEP does not typically undertake enforcement actions for secondary contaminants, unless another type of contaminant exceeds the maximum contaminant level. The most recent tests show that the water meets DEP standards and is safe to drink. Based on staff's review, the utility has been diligent in its efforts to reduce the unpleasant odor and taste of the water given the naturally-occurring high sulfur content and the seasonal customer base.

Norma Crum-Grunwell

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June 5, 2015

Staff filed its recommendation on June 4, 2015, in Docket No. 140158-WS and is available on the Commission's website at [www.floridapsc.com](http://www.floridapsc.com). The Commissioners are scheduled to vote on staff's recommendation on June 18, 2015. Hopefully, this letter addresses your concerns. If you have any additional questions, or require assistance, please feel free to contact Sonica Bruce at (850) 413-6994 or by email at [sbruce@psc.state.fl.us](mailto:sbruce@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Shannon J. Hudson". The signature is written in a cursive style with a large initial "S".

Shannon J. Hudson  
Economic Supervisor  
Division of Economics

cc: Office of Commission Clerk (Docket No. 140158-WS)

Application for increase in water and wastewater rates in Highlands County by

**HC Waterworks, Inc.**

DOCKET NO. 140158-WS

Name Vorma Crum-Grunwell  
Address 137 Quiver Leaf St.  
Sebring Fh 33876

COMMISSION  
CLERK

15 MAY 18 AM 9:13

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Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I still am not in favor of granting an increase, even larger than the previous request. Water quality is still questionable at best. Also, the Company finally completed the valve change and rectified the charge for turning water off but only because their feet was to the fire.

I don't believe they should be rewarded for only giving service because of external pressure. Reward should be earn. Give good service, thank good product then we can talk more money.

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Grand Rapids, MI 49504

*Grunwell*  
*137 Quiver Leaf St*  
*Spring H. 33876*

NOV 11 1994



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399085099



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**Norma Crum-Grunwell**  
674 Colindale Ave. NW

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