

State of Florida



## Public Service Commission

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

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** June 18, 2015  
**TO:** Carlotta Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Kelly J. Thompson, Public Utility Analyst II, Division of Economics *KG*  
**RE:** Docket No. 140239-WS Application for staff-assisted rate case in Polk County by Orchid Springs Development Corporation.

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Please place the attached consumer complaint letter on the correspondence side of the docket file referenced above.

RECEIVED-PISC  
15 JUN 19 AM 10:11  
COMMISSION  
CLERK

Kelly Thompson

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**From:** Kelly Thompson  
**Sent:** Thursday, June 18, 2015 4:35 PM  
**To:** 'grammyduggan@yahoo.com'  
**Subject:** Orchid Springs Docket No. 140239-WS  
**Attachments:** Consumer Complaints.docx

Ms. Duggan,

Please find attached a response to your complaint filed via email on June 10, 2015.

Thank you  
Kelly

Kelly Thompson  
Public Utility Analyst II  
Rate Design Section  
Florida Public Service Commission  
(850) 413-6986

COMMISSIONERS:  
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STATE OF FLORIDA



DIVISION OF ECONOMICS  
JAMES W. DEAN  
DIRECTOR  
(850) 413-6410

## Public Service Commission

June 17, 2015

Ms. Duggan  
Via Email  
Winter Haven, FL

**Re: Docket No. 140239-WS - Application for staff-assisted rate case in Polk County by Orchid Springs Development Corporation**

Dear Ms. Duggan:

Thank you for your letter in which you expressed your concerns about the proposed increase for Orchid Springs Development Corporation (Orchid Springs or Utility). To ensure that the Commissioners and Commission staff have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's management practices and financial data to ensure it is in compliance with statutes and rules that govern our regulation of Orchid Springs. The operation and maintenance expenses are being examined very carefully. Costs found to be imprudent or unreasonable will be disallowed.

All consumer comments, including those that were received at the customer meeting, will be taken into consideration by the Commissioners in reaching their decision. Commissioners will review the Utility's need for a rate increase and the Utility's ability to provide safe and reliable services to its customers. Hopefully, this letter addresses your concerns. However, if you have any additional questions, or require further assistance, please call me at (850) 413-6986 or e-mail me at [kthompson@psc.state.fl.us](mailto:kthompson@psc.state.fl.us).

Sincerely,

*Kelly Thompson*

Kelly Thompson  
Public Utility Analyst II

cc: Office of Commission Clerk (Docket No. 140239-WS)