

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:** July 22, 2015  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Kelly J. Thompson, Public Utility Analyst II, Division of Economics  
**RE:** Docket No. 140239-WS - Application for staff-assisted rate case in Polk County by Orchid Springs Development Corporation.

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Please incorporate the attached documents into the docket file.

RECEIVED FPSC  
15 JUL 22 PM 4:20  
COMMISSION  
CLERK

Kelly Thompson

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**From:** Carol Rhinehart <carol@cassidyhomes.com>  
**Sent:** Monday, June 15, 2015 10:24 AM  
**To:** Kelly Thompson  
**Cc:** Steve Cassidy; Mike Cassidy  
**Subject:** Public Meeting  
**Attachments:** LATE FEE ANALYSIS.2012.2015.pdf; PAST DUE CUSTOMER LIST.REDACTED.2015.06.12.pdf

Kelly,

Thank you to you and your staff for conducting the public meeting for the Orchid Springs Water rate case this past Thursday evening. Your presentation was informative and the speakers had adequate time and opportunity to voice their concerns and opinions.

Based on discussion during the meeting, I would like to provide some information that I believe is relevant:

1. Attached is the list of our customers (names redacted) who are currently past due more than the current billing cycle along with a narrative for each account. The customer for account #98 has made payment in full according to their promise to pay.
2. We are unaware of any past due fees paid to the City of Winter Haven, much less \$2,600.00, worth. If there is a source for this number, we would like to review it.
3. I will be in contact this week with the City of Winter Haven to document boil water notices for the past 18 months.

Also attached is an analysis of our late fees (charges and adjustments) beginning January, 2012.

If you have any questions or need additional information, please let me know.

Sincerely,

*Carol Cassidy Rhinehart*

346 E. Central Avenue  
Winter Haven, FL 33880

863/324-3698 ext. 236

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