

STATE OF FLORIDA



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DIVISION OF
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Public Service Commission

September 18, 2015

RECEIVED PSC
15 SEP 18 AM 9:55
COMMISSION
CLERK

Ms. Donna M. Luty
7592 County Road 109-E
Lady Lake, FL 32159

Re: Docket No. 140217-WU - Application for increase in water rates in Sumter County by Cedar Acres, Inc.

Dear Ms. Luty:

Thank you for your letter expressing your concerns about the rate increase petition filed by Cedar Acres, Inc. (Cedar Acres or utility). 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.

Our staff is aware of and troubled by the situation surrounding the generator failure in July of this year. We are addressing that concern, among other concerns, as we proceed with our recommendation to the Commissioners for the above-referenced docket. The Florida Department of Environmental Protection (DEP) is also aware of the July event and, that the utility has not used proper protocol for boil water notices. The Commission along with DEP are monitoring the utility as repairs are made in an effort to correct the problems which caused the outage, the failure of the alarm system, and the failure of the back-up generator.

In your letter, you mention that a few years ago, the utility owner expressed his intent to create a "reverse 911 calling system" to let customers know if boiling water is necessary. The utility does not have that system in place at this time. Even so, the utility is required to alert customers in a timely fashion when a "boil water" situation exists. Their failure to do so is of great concern to this agency and to DEP. As stated above, Commission staff will address this situation in our recommendation to the Commissioners. The recommendation is tentatively scheduled to be filed on October 1, 2015, and heard by the Commissioners on October 13, 2015.

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We appreciate your letter and understand your concerns regarding the utility's past actions and its quality of service. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6922 or email me at cgallowa@psc.state.fl.us.

Sincerely,



Cecilia Galloway
Public Utility Analyst

cc: Division of Accounting and Finance (Norris, Fletcher, Smith)
Division of Engineering (Mtenga, Rieger, Vickery)
Division of Economics (Thompson, Hudson)
Office of Commission Clerk (Docket No. 140217-WU)