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DIVISION OF
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Public Service Commission

January 12, 2016

Mr. John Kroll
13707 CR 109 B-2
Lady Lake, FL 32159

RECEIVED-FPSC
2016 JAN 12 PM 3:58
COMMISSION
CLERK

Re: Docket No. 140217-WU Cedar Acres Staff Assisted Rate Case

Dear Mr. Kroll:

Thank you for your recent communications with our office. As we discussed by telephone on Friday, January 8, 2016, the management audit by PSC staff is on-going. The auditors are examining and assessing the utility operations along with the implementation of various procedural changes that will address the concerns stated by the Commission in Order No. PSC-15-0535-PAA-WU, issued November 19, 2015.

The two main issues that you conveyed in our conversation last Friday have to do with 1) water pressure problems you are experiencing during morning hours between 6 a.m. and 9 a.m., and 2) your meter not working.

The utility plans to coordinate a time with you for its operator to check on the water pressure during the hours between 6 a.m. and 9 a.m. Further, the utility is aware that your meter is not working. The utility is in the process of evaluating all of its meters in an effort to determine which meters should be replaced and in what order. Until your meter is replaced or repaired, you will be charged only the base facility charge.

If our office can be of further assistance, please advise.

Sincerely,

A handwritten signature in cursive script, appearing to read "Cecilia C. Galloway".

Cecilia C. Galloway
Public Utility Analyst

cc: Office of Commission Clerk (Docket No. 140217-WU)