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STATE OF FLORIDA



DIVISION OF ENGINEERING  
TOM BALLINGER  
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(850) 413-6910

## Public Service Commission

April 26, 2016

Mr. Jeffrey Lawson  
Source and Drinking Water Program  
FL Department of Environmental Protection  
2600 Blair Stone Rd, MS 3520  
Tallahassee, FL 32399-2400

**Re: Customer complaints against Raintree Waterworks, Inc. (DEP PWS # 335-4687) to be considered in Docket No. 150199-WU**

Dear Mr. Lawson:

On September 11, 2015, Raintree Waterworks, Inc. (Raintree) filed its application to increase rates for water service provided in Lake County. As part of the rate setting process, Section 367.0812(1)(c), F.S., requires that the Commission consider:

Complaints regarding the applicable secondary water quality standards filed by customers with the commission, the Department of Environmental Protection, the respective local governmental entity, or a county health department during the past 5 years.

To comply with this statutory provision, we are asking your office to forward any complaints received from customers of Raintree. Please provide this information for the 5 year period ending on the date of this letter. Please send any documents to the Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 and reference the docket number noted above. If you do not have any documents, please email me at [mwatts@psc.state.fl.us](mailto:mwatts@psc.state.fl.us) stating that your office had not received any complaints during the designated period.

Thank you for your assistance in helping us meet this important provision. Should you have any questions, please contact me by phone at (850) 413-6952.

Sincerely,

A handwritten signature in purple ink that reads "Melinda Watts".

Melinda Watts  
Engineering Specialist  
Division of Engineering

MW:tj

cc: Office of Commission Clerk (Docket No. 150199-WU)