

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:** August 9, 2016  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Traci Matthews, Engineering Specialist, Division of Engineering *TM POE*  
**RE:** Docket No.150257-WS-Application for staff-assisted rate case in Marion County,  
by East Marion Utilities, LLC.

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Please file the attached "DEP response to request for customer complaints" in the above mentioned Docket File.

Thank you.

## Traci Matthews

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**From:** Festa, Daun <Daun.Festa@dep.state.fl.us> on behalf of DEP\_CD  
<DEP\_CD@dep.state.fl.us>  
**Sent:** Thursday, August 04, 2016 3:35 PM  
**To:** Traci Matthews  
**Cc:** Lawson, Jeffrey; Hess, Nathan; Farris, Jill; Ammon, Pamela  
**Subject:** PUBLIC RECORDS REQUEST / WW - FLA010709 LAKE VIEW WOODS WWTF  
**Attachments:** 150257-WS (East Marion) Complaint Letter to Mr. Lawson Dated August 1, 2016..pdf;  
Complaints Past 5 years-DEP.docx

Dear Ms. Matthews,

Thank you for your recent records request, which has been forwarded to the FDEP's Central District for processing.

The FDEP Central District Business Program has processed your request as outlined below:

### **Records Requested:**

**RE: Docket No. 150257**  
FLA010709 –

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 five years. To comply with this statutory provision, we are asking your office to forward any complaints received from customers of East Marion Utilities for the period of January 1, 2011, to December 31, 2015.

**There were no Central District records located in response to your request.**

Please note, FDEP can only be responsible for any files retrieved based on information provided to us. Very often, there might not be enough information provided to determine if records applicable to your search request exist.

If I have misunderstood your request in any way, please let me know.

Thank you very much,

Daun M. Festa  
Central District  
Florida Department of Environmental Protection  
3319 Maguire Blvd, Suite 232  
Orlando, Florida 32803-3767  
[DEP\\_CD@dep.state.fl.us](mailto:DEP_CD@dep.state.fl.us)  
<http://www.dep.state.fl.us/central/Home/CitizensServices/RecordsRequests.htm>

*Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.*

-----Original Message-----

Priority: Normal

From: (Hess, Nathan) [Nathan.Hess@dep.state.fl.us](mailto:Nathan.Hess@dep.state.fl.us)

Sent: 8/2/2016

Cc: (Farris, Jill) [Jill.Farris@dep.state.fl.us](mailto:Jill.Farris@dep.state.fl.us); (Daniel, Christine) [Christine.Daniel@dep.state.fl.us](mailto:Christine.Daniel@dep.state.fl.us)

Subject: PRR - FW: 150257-WS Complaint letter...

Public records request from Public Service Commission.

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From: Lawson, Jeffrey

Sent: Tuesday, August 02, 2016 11:04 AM

To: Farris, Jill <[Jill.Farris@dep.state.fl.us](mailto:Jill.Farris@dep.state.fl.us)>; Hess, Nathan <[Nathan.Hess@dep.state.fl.us](mailto:Nathan.Hess@dep.state.fl.us)>

Subject: FW: 150257-WS Complaint letter...

Request from PSC attached



**Jeffrey Lawson**  
Program Administrator  
Florida Department of Environmental Protection  
Drinking Water and Aquifer Protection  
[jeffrey.lawson@dep.state.fl.us](mailto:jeffrey.lawson@dep.state.fl.us)  
Office: 850.245.8599

From: Terri Jones [<mailto:tjones@psc.state.fl.us>]

Sent: Monday, August 01, 2016 8:30 AM

To: Lawson, Jeffrey <[Jeffrey.Lawson@dep.state.fl.us](mailto:Jeffrey.Lawson@dep.state.fl.us)>

Cc: Traci Matthews <[tmatthew@PSC.STATE.FL.US](mailto:tmatthew@PSC.STATE.FL.US)>

Subject: 150257-WS Complaint letter...

Good Morning Mr. Lawson,

Attached is the complaint letter for 150257-WS (East Marion) that was electronically filed with the Clerk today and sent via US mail to you. I have attached the "PDF" version of the letter with the original signature as well as the "Word" version. Thank you ~

Thank You!

Terri Jones

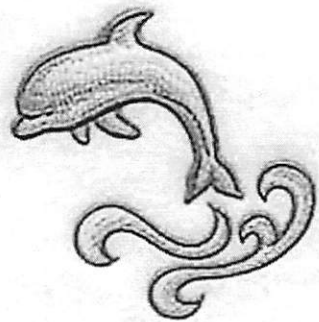
Administrative Assistant

Room 215-H

Telephone Number : (850) 413-6127

Fax: (850) 413-6128

E-Mail: [tjones@psc.state.fl.us](mailto:tjones@psc.state.fl.us)



{CMI: FLDEP987967}

