

Sandra Soto

From: Office of Commissioner Brown
Sent: Thursday, April 13, 2017 2:44 PM
To: Commissioner Correspondence
Subject: Docket No. 160101- WS - Application for Increase in Water and Wastewater Rates by Utilities Inc. of Florida - FW: PDF Summertree Recreational Facility
Attachments: Full page photo.pdf

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 160101-WS. Thank you.

From: terry dettmer [<mailto:tkd712@yahoo.com>]
Sent: Thursday, April 13, 2017 2:19 PM
To: Office of Commissioner Brown
Subject: Fw: PDF Summertree Recreational Facility

Subject: Docket No. 160101-UIF rate case ongoing Summertree Water Quality Issue

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Thursday, April 13, 2017, 2:00 PM, terry dettmer <tkd712@yahoo.com> wrote:

Letter from Summertree Recreational Facility
To Patrick Flynn, Utilities Inc.

Sent from my iPhone



SUMMERTREE RECREATION FACILITY



12005 Paradise Pointe Way
New Port Richey, FL 34654
Phone (727) 856-2332

April 4, 2017

RE: Water issues

This office was not properly notified of the connection date or flushing and has resulted in additional costs of cleaning and maintaining the facilities. The maintenance staff has had to clean all shower heads and sink faucets on an almost daily basis since the flushing. If we had been notified properly we could have taken precautions to help alleviate these issues.

We have also had continued issues with our water pressure since the water connection. We have toilets that fail to flush properly, showers that are not working at full capacity, sinks that do not have enough pressure to properly wash hands and even the steam rooms are not working correctly.

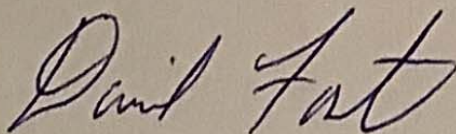
Utilities Inc. staff has been out to the building and took several water pressure measurements. The measurement coming into the building is a paltry 34 before any water is being used. Once two showers were turned on and a couple of toilets were flushed the water pressure dropped all the way down to 21. This is also affecting the laundromat, with the pressure there being as low as 19.

Along with these issues we have constant complaints from residents who expect to be able to enjoy the facilities but are unable to because of this. We also have complaints from contractors who need water to perform their work but are unable to complete jobs in a timely fashion.

These issues are becoming a safety concern and need to be addressed and corrected.

If you have any questions please feel free to contact me at the recreation office.

On behalf of the Board of Directors,



David Foster, LCAM
BHHS

For Summertree Recreation Facility

POINTE WEST RECREATION FACILITY, INC.