

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-

DATE: April 20, 2017

TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk

FROM: Giovanni Wolmers, Public Utility Analyst I, Division of Accounting & Finance *GAW*

RE: Docket #160222-Application for staff-assisted rate case in Highlands County by LP Waterworks, Inc. - Customer Comment

The attached customer comment was collected from customer, David F. Boyle, at the LP Waterworks, Inc.'s customer meeting on 4/18/2017. Please file in docket #160222-WS.

RECEIVED-FPSC
2017 APR 20 AM 11:59
COMMISSION
CLERK

1. Received water bill on 12/8/2016 through 1/3/2017 for \$640.04
Indicating 81,000 gallons used.
2. Called USW utility billing indicating:
 - A. We have no pool.
 - B. We have no leak.
 - C. We have a sprinkler system that has not been turned on or used.
 - D. We were only at the billing address for one week of the period.

Therefore, impossible to use 81,000 gallons.

3. USW field agent checked the meter and said usage was impossible.
He recommended changing the meter.
4. Company billing rep said meter was correct and did not note recommendation
of field agent.

New theory was that someone must have tapped in and stole 81,000 gallons.

5. These locations are either cement pads for RV's or Park Model homes
with no possible use for that much water.
I invite anyone to come to the site and explain this to me.
6. I believe that we have been grossly overcharged and several other property
owners have also been likewise.

David F. Boyle
34 Windward Dr.
Lake Placid, FL 33852
(734) 646-3340

Account 