

Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dona
7222 S.W. 127 Place
Miami, FL 33183
(305) 386-4618

RE: DKT. No. 160222-WS-LP Waterworks, INC.

May 5, 2017

Dear Director,

Ofcourse, while no one looks foward to paying a rate increase for any goods or services, the quality of those same goods or services already delivered- in all fairness- should be considered.


After a discrepency developed associated with my account that occurred soon after I initiated service with LP Waterworks, (Jan. 2016) LP Waterworks soon corrected that account discrepency to my satisfaction. One principle tenet of any successful business is not so much a matter of their customer's particular problem, but rather, how that business went about resolving that customer's problem that counts the most, as was the case with me.

Since then, LP Waterworks has consistantly provided me accurate account management, and overall, good customer service. Good customer service as demonstrated by the fact that I've had no need to contact LP Waterworks Customer Service at all. In short, that's simply good management which occurs behind the scenes, that in turn, provides a trouble-free customer experience.

But perhaps more importantly, the quality of the water delivered to my home in Camp Florida Resort in Lake Placid has improved dramatically. I now consider that water to be as good as any I've ever tasted anywhere else.

Summarizing, LP Waterworks has delivered a quality product to me, its customer. And if the economics of delivering that same product has increased for LP Waterworks, then the proposed modest rate increase seems to be entirely justified, as well as essential, so that LP Waterworks can continue to deliver quality water to my home for years to come.

Thank-you for your consideration,


Donald Lenardson

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Miami, FL 33183

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