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STATE OF FLORIDA



DIVISION OF ECONOMICS  
JUDY HARLOW  
DIRECTOR  
(850) 413-6842

# Public Service Commission

September 20, 2019

Jennifer Haak  
102 Bell Place NW  
Lake Placid, FL 33852

**Re: Docket No. 20190031-WU - In re: Application for increase in water rates in Highlands County by Placid Lakes Utilities, Inc.**

Dear Ms. Haak:

Thank you for your customer correspondence in which you expressed concerns regarding the application for a rate increase by Placid Lakes Utilities, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your comments have been placed in the correspondence section of the docket file for all to review.

The Commission's staff makes a recommendation regarding the overall quality of service provided by a utility after evaluating: (1) the quality of the utility's product; (2) the operating conditions of the utility's facilities; and, (3) the utility's attempt to address customers' satisfaction. As part of this evaluation Commission staff reviews sanitary surveys, outstanding citations, violations, and consent orders on file with the Florida Department of Environmental Protection (FDEP). Commission staff additionally reviews complaints regarding secondary water quality standards for a five year period and considers customer comments and complaints. Secondary water standards regulate debris in water as well as contaminants that may impact the taste odor, and color of drinking water. Staff's recommendation is scheduled to tentatively be filed on November 26, 2019. A copy of the recommendation can be obtained from the Commission's website located at [www.floridapsc.com](http://www.floridapsc.com).

Thank you for providing the Commission with your comments. If you have any further questions, or require assistance, please feel free to contact me at (850) 413-6473 or by email at [mramos@psc.state.fl](mailto:mramos@psc.state.fl).

Sincerely,

A handwritten signature in cursive script that reads "M Ramos".

Marissa Ramos  
Public Utility Analyst III

cc: Division of Commission Clerk (Docket No. 20190031-WU)

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2019 SEP 20 AM 10:33  
COMMISSION  
CLERK