

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: December 3, 2019

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Amber M. Norris, Public Utilities Supervisor, Division of Accounting & Finance *Am*

RE: Docket No. 20190113-WS: Application for staff-assisted rate case in Manatee County by Heather Hills Utilities, LLC.

Please place the attached customer email into the correspondence side of the docket file.

RECEIVED-FPSC
2019 DEC -3 PM 1:19
COMMISSION

Amber Norris

From: David Harper <gritodave@aol.com>
Sent: Tuesday, November 26, 2019 9:57 AM
To: Amber Norris; Kennahh353@yahoo.com
Subject: Heather Hills water system

Hi Ms. Norris. Thank you for listening to our concerns the other day. It seems these days that seniors are trod upon and taken advantage with more and more frequency. most of the time it seems we aren't taken seriously and don't matter in these modern times. It appears you and your department believes in everyone having a voice. Again I thank you for that. Getting to the issue I raised regarding the water meters. I am a retired plumber of over 38 years in the trade. I know my way around water meters. My concern is that if a leak occurs between the meter and the home, the homeowners need that meter shut off ASAP to prevent being charged for said water loss. I was in a position to have to turn off my water at one point. I was unable to turn off the curb cock as it was frozen shut. I was fortunate that the previous owner of the water company was local. He came over immediately, but had to shut off the main valve affecting other homes nearby. No notice was given and then he proceeded to "stack" a new curb cock on top of the other one instead of replacing the original one. Not the proper way to fix it, but it was taken care of. My concern is that the new owner (Smallridge), does not have a contingency plan in place as his company is a good 2 hours away. If you are lucky to get a call back from Smallridge, he will probably tell us to contact a plumber. I know from experience that if a plumber cannot shut off a curb cock he will tell the customer to contact the water company (Smallridge). Given the history of response from Smallridge this is very concerning to me and others. I hope it is within your powers to address this issue. Again thanks for listening. Sincerely, david harper.

Sent from my iPad