

Antonia Hover

From: Betty Leland
Sent: Monday, January 13, 2020 7:43 AM
To: Commissioner Correspondence
Subject: Deer Creek Utilities Increase
Attachments: Fwd Docket NO 20190071-WS; Deer Creek Docket # 20190071-WS; Docket No. 20190071-WS ; Docket No. 20190071-WS; Deer Creek - Rate Increases; Fwd Docket No. 20190071-WS; Docket No. 20190071-WS, Deer Creek Increase

Good Morning:

Please place the attached e-mails in Docket # 20190071.

Thanks.

*Betty Leland, Executive Assistant to
Commissioner Art Graham
Florida Public Service Commission
bleland@psc.state.fl.us
(850) 413-6024*

Antonia Hover

From: Marianne Borst <marianneborst@gmail.com>
Sent: Monday, January 13, 2020 6:28 AM
To: Office Of Commissioner Graham
Subject: Fwd: Docket NO 20190071-WS

----- Forwarded message -----

From: **Marianne Borst** <marianneborst@gmail.com>
Date: Mon, Jan 13, 2020 at 6:19 AM
Subject: Docket NO 20190071-WS

Dear Commissioner Graham

I am William “Bill” Bayer a member of Fawn Ridge. We have been informed of a very large water cost increase due to a 30,000 gallon water loss. Where did it go? I know for a fact that our water meter is ready daily. Why are we being billed for the water loss when Fawn Ridge has not lost any water.

There are many people at Fawn Ridge who are on a very limited income - and it only gets worse with the increase Medicare premiums, copays, prescription cost not to mention other daily living cost: gas, food, and more.

I recently lost my wife of 60years so have incurred funeral expenses. I also help support our handicap son who lives in a group home with his expenses since again social security does not cover all his expenses.

Why did it take so long to find the water loss? Who is responsible for this? Where’s the justice! I believe far is far. The right thing should be done. Please vote NO regarding the 300% increase.

Sincerely,

William H. Bayer

Antonia Hover

From: Bonnie_ray@rayconsulting-llc.com
Sent: Saturday, January 11, 2020 4:59 PM
To: Office of Commissioner Polmann; Office Of Commissioner Graham; Office Of Commissioner Clark; Office of Commissioner Brown; Office of Commissioner Fay
Subject: Deer Creek Docket # 20190071-WS
Importance: High

December 19, 2019

REFERENCE : Docket No. 20190071-WS

Application for increase in water rates in Polk County by : Deer Creek RV Golf & Country Club, Inc.

Dear Chairman Graham and Commissioners Mr. Clark, Ms. Brown, Mr. Polmann, Mr. Fay

We have lived in Deer Creek RV Golf & Country Club, Inc since 2006. We first moved into Deer Creek our maintenance fees were \$107 a month. Once the property was sold to Deer Creek RV Golf & Country Club, Inc., we have had rate increases every year and currently we pay \$253 a month.

Now they've taken over the water utility they are requesting an increase in the water/sewer usage by 130%. This shows a propensity to increase fees. This is a 55+ community and most of the residents are on fixed income or social security. I'm sure you realize social security increase will be 1.6% for 2020.

We pray that you will review and vote No on this increase because it is exorbitant, extravagant, inordinate, excessive, beyond a normal limit. As you can understand we can't state enough that we consider this increase too great to be reasonable or acceptable.

Again, we appreciate your consideration in this matter and hope that it doesn't just receive a rubber stamp of approval.

Sincerely,

Bennie & Bonnie Ray
2516 St George Dr.
Davenport, FL 33837

Our current water/sewer bill this month is \$54.76, the increase requested by Deer Creek RV Golf & Country Club, Inc. would have made our bill \$126.10 for this month. Some of our residents have stated this would be their grocery money if having to pay such an increase.

Antonia Hover

From: Paul Fore <papfore@hotmail.com>
Sent: Saturday, January 11, 2020 7:21 AM
To: Office Of Commissioner Clark; Office Of Commissioner Graham
Subject: Docket No. 20190071-WS

January 4, 2020

Ref: Docket No. 20190071-WS

Application for increase in water rates in Polk County by: Deer Creek RV Golf & Country Club, Inc.

The Florida Public Service Commission is committed to making sure that Florida's consumers receive some of their most **ESSENTIAL** services — electric, natural gas, telephone, **WATER, AND WASTEWATER** — in a safe, **REASONABLE**, and reliable manner. In doing so, **THE PSC EXERCISES REGULATORY AUTHORITY OVER UTILITIES** in one or more of three key areas: **RATE BASE/ECONOMIC REGULATION**; competitive market oversight; and monitoring of safety, reliability, and service.

Dear Chairman Graham and Commissioners Mr. Clark, Ms. Brown, Mr. Polmann, Mr. Fay,

The above is from your own website. After attending a meeting held today and being made aware first time for the possibility to bear the responsibility of an unbearable rate for water, we now find ourselves having to place our future in your hands.

We are senior citizens. We live on a FIXED INCOME. We have to factor in food, gas, repairs, medical insurance and deductibles, insurance for vehicle and fifth-wheel, ownership and maintenance fees, clothes, and other miscellaneous expenses.

Over our lifetime, we have had to make some difficult decisions. Moving here to Florida was difficult as it put us far from our family but it allowed us to stretch our money a little more. We found a home here and made friends. We "settled". We set up with some excellent doctors. We live in a fifth-wheel and have to move every couple of weeks but we do have a home base at Fawn Ridge. This is where we come to say "Hi!" to our neighbors. This is where we come to hug each other. This is where we come to restore ourselves. FAWN RIDGE IS MORE THAN JUST ABOUT WATER. IT IS OUR LIFE.

We are no longer wage-earners. We have spent our lives working. Now, we are retired. Come visit us. You will find some of us trying to keep the grounds looking nice or doing some minor work on our "homes" that we move every two weeks. It takes a lot of work to keep them up and running. You might also find us working on projects around the clubhouse and the sites. One other thought: How much water can two people in a fifth wheel (no bath tub) use? We do not even water our lawns and have no golf course here at Fawn Ridge!

Please try to understand that there are many of us here that just can't bear more on our financial plates. Consider our age, our circumstances, and our responsibilities to ourselves before making your decision. **We need you to vote "NO" to any increase on a water rate.**

Thank you for your service, time and thoughtful consideration,

Paul and Patricia Fore

(owners)

Antonia Hover

From: Joyce Payne <paynejoyce@roadrunner.com>
Sent: Friday, January 10, 2020 11:28 PM
To: Office Of Commissioner Graham
Subject: Docket No. 20190071-WS
Attachments: image0.jpeg

Sent from my iPhone

Application for increase in water rates in Polk County by

Deer Creek RV Golf & Country Club, Inc.

DOCKET NO. 20190071-WS

Name Bruce & Joyce Payne
Address 42759 Highway 27
Davenport, Florida 33837

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

To Whom it May Concern:

I'm addressing water charge increase 307% to Fawn Ridge. This is just WRONG! We are on fixed income. Social Security increase of 2% while expenses skyrocket - medicare, supplemental insurance, prescriptions, car insurance, groceries - there is "NO" room in our budget. (Bruce) is on medical disability as Viet Nam Veteran - Agent Orange - prostate cancer. This increase is extremely excessive. We set our retirement years ago and incur unnecessary expenses daily.

Please VOTE "NO" on this increase!

Joyce & Bruce Payne

FOLD & TAPE - See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Antonia Hover

From: MikeAnita Stewart <anitamikie@hotmail.com>
Sent: Friday, January 10, 2020 6:56 PM
To: Office Of Commissioner Graham
Subject: Deer Creek - Rate Increases

Docket #20190071-WS

I am on the Board of Directors at Deer Creek Phase II UDI at Fawn Ridge. Deer Creek Utility has requested a rate increase of over 300% in our water rate and 40% in our sewer rate. It was presented to us at their December 17, 2019, meeting that Deer Creek Utility was almost \$200,000 in debt and the Utility needed to raise water and sewer rates to offset this deficiency. Is this a creative accounting deficit? It doesn't make sense that their accountants didn't advise them of this issue, especially during their start up in 2018. Fawn Ridge owners are against this dramatic increase. Please advise the PSC that an increase of a more realistic amount would be appreciated.

Thank you,
Anita Stewart
Vice-President
Deer Creek Phase II UDI
At Fawn Ridge
231-571-5710

Antonia Hover

From: Gale Nagley <galenagley@gmail.com>
Sent: Friday, January 10, 2020 3:12 PM
To: Office Of Commissioner Graham
Subject: Fwd: Docket No. 20190071-WS

----- Forwarded message -----

From: Gale Nagley <galenagley@gmail.com>
Date: Fri, Jan 10, 2020 at 2:45 PM
Subject: Docket No. 20190071-WS
To: <David.tad@leg.state.fl.us>

I am an owner at Fawn Ridge at Deer Creek. As such my wife and I are deeply concerned that the proposed increase of over 300% by Deer Creek Utilities is excessive and creates a hardship to us and our neighbors. Personally we are on a fixed income/budget determined by Social Security and such a tremendous increase would force us out of our community. An increase of this magnitude would never be acceptable in any other operation, be it government or private industry. If this increase happens we will be forced to rethink our residency. Please vote NO to this rate increase ! Thank you.

Antonia Hover

From: Loretta Joy <lsjoy1@gmail.com>
Sent: Friday, January 10, 2020 2:30 PM
To: Commissioner.Polman@psc.state.fl.us; Office Of Commissioner Graham;
Comissioner.Clark@psc.state.fl.us; Comissioner.Brown@psc.state.fl.us;
Commisioner.Fay@psc.state.fl.us
Subject: Docket No. 20190071-WS, Deer Creek Increase
Attachments: 20200110_135424.jpg

Please refer to the attached letter.

Application for increase in water rates in Polk County by
Deer Creek RV Golf & Country Club, Inc.

DOCKET NO. 20190071-WS

Name ARNOLD & LORETTA JOY

Address 413 GOLFVIEW DRIVE
DAVENPORT, FL 33837

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

Email: 15JOY1@GMAIL.COM

CUSTOMER COMMENTS

I AM A REGAL RIDGE OWNER OF DEER CREEK. I HAVE THE FOLLOWING CONCERNS REGARDING THE EXCESSIVE INCREASE FOR WATER AND SEWER: (1) MY HUSBAND AND I ARE ON A FIXED INCOME. (2) WE BOTH HAVE EXTENSIVE MEDICAL ISSUES. MY HUSBAND CURRENTLY HAS A DISABLED PARKING PERMIT. (3) WE CURRENTLY PAY A MORTGAGE, MONTHLY HOA FEE, PLUS INSURANCE AND TAXES FOR OUR LOT. (4) THIS INCREASE WILL SUBSTANTIALLY AFFECT OUR DECISION TO MAINTAIN A LOT IN REGAL RIDGE. (5) LASTLY, THIS INCREASE IS EXCESSIVE AT THE VERY LEAST. THEREFORE, PLEASE VOTE NO ON THIS INCREASE.

Loretta L. Joy

FOLD & TAPE -- See back for address

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