

Ereecy McNeal

From: Diana Vizcarrondo
Sent: Friday, January 17, 2020 4:10 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20190071
Attachments: FAX.2020-01-17 13_34_16.tif

Customer correspondence for docket 20190071.

-----Original Message-----

From: Consumer Contact
Sent: Friday, January 17, 2020 4:07:18 PM
To: Diana Vizcarrondo
Subject: To CLK Docket 20190071

From: PSC Fax Server [<mailto:fax@psc.state.fl.us>]
Sent: Friday, January 17, 2020 1:36 PM
To: Consumer Contact
Subject: NEW FAX: +14697785140 , 2 page(s)

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Ereecy McNeal

From: PSC Fax Server <fax@psc.state.fl.us>
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Docket No 20190071-WS

Application for staff-assisted rate
case in Polk County by Deer Creek RV
and Golf & Country Club

from:

Jeff Peters
42759 Highway 27
Davenport, FL 33837
1/17/2020

I am writing to express my concern about the proposed rate increase. I am an owner at Deer Creek Phase II (UDI) known as the community of Fawn Ridge. Fawn Ridge pays our water and sewer to Deer Creek as a community with one water meter for all of our owners. The water meter is located on a water main that is between 10 to 12 inches in diameter. According to our board of directors we are responsible for maintaining both the sewer and water lines in our community. As such I believe we would be considered a wholesale customer and not a retail customer. In the fact sheet that Deer Creek has at their office they do not mention what the rate increase for a 10 to 12 inch meter would be, only smaller feeds, such as to a retail customer. As a result it seems that we have been paying and are expected to pay the same rates as a retail user with a meter connected to a 1 inch or smaller feed. For the 2020 year our board has estimated a yearly water bill of \$16,000.00, based on past usage and the current rates. According to our board if the rate increase is approved it would be more than a %300 increase and would in an amount in excess of \$80,000.

Deer Creek is asking for this increase due to what they say is required improvements and operating cost. Most utilities amortize the cost of major improvements over a number of years. As I read their request it seems that they are requesting for the full cost to be recouped in a one year time frame. Also in the area of plans to lower rates in the future they did not enter anything so I can only assume that the rate increases they are requesting would not be lowered after paying for the system maintenance for the current year. This omission to me is highly suspect.

Deer Creek was only approved as a utility last year after a failed attempt at becoming one the previous year. I am concerned that Deer Creek does not have the experience or financial backing to be a viable utility.

I feel that (Fawn Ridge community) do not mind paying a fair price for water but a rate increase of %300 the first year from a new utility is to be questioned. Two years ago the sewer lift station that services Fawn Ridge and other communities failed. It is located just past the property line for Fawn Ridge on the edge of the Deer Creek Golf Course. The only access for service was from our property. We allowed Deer Creek to pour a slab to enable them to better access the station for service and future access. We contributed \$2500 toward the cost of the repair as a good neighbor.

It is very hard for a lay person to understand the details of the requested increase. I was not informed until 12/7/1999 at a meeting our board had about the increase. I am concerned about the required information that Deer Creek is required to send out to the users, as I know I am not alone. In fact I am also concerned about communication that they are required to inform us about water quality also. I believe they have contracted for video test of the water lines to estimate the repairs needed. I am concerned as I believe that when the water lines are serviced a utility is required to have the water quality tested and until the water is approved there is a boiled water notice sent out to the users. Since our office at Fawn Ridge has not received a single boiled water notice since Deer Creek has taken over as

the provider I can only assume that they have not tested or had to do any maintenance to the line feeding us or that they did work on the line and did not issued a boiled water notice.

As you can tell I have lots of concerns and I would like to ask you one question. How would you feel if your water bill would go up %300 in one year? Most of the residents in the Deer Creek communities are retired some are on a fixed income. This would be a large finical hardship for a lot of the owners here.

I hope you do the right thing and tell Deer Creek that this request is way out of line. In fact I believed that because of a request of this type only one year after becoming a utility be questioned. I believe that Deer Creek should be removed as a licensed utility as a request of this type is not in good faith, balancing the financial requirements of being a utility and the duty to the public good.

Thank You

Jeff Peters

firver@gmail.com

A handwritten signature in cursive script, appearing to read "Jeff Peters", with a horizontal line extending to the right.