

Antonia Hover

From: Cristina Slaton
Sent: Tuesday, January 21, 2020 2:33 PM
To: Commissioner Correspondence
Subject: Docket Correspondence
Attachments: Windt Letter -Deer Creek RV Golf & Country Club 20190071-WS.pdf

Good afternoon,

Please place the attached letter in Consumers and Their Representatives, in Docket No. 20190071-WS.

Thank you,

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James and Dorothy Windt
42759 Highway 27
Davenport, FL 33837

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Drive
Tallahassee, FL 32399



RE: Docket No. 20190071-WS

Dear Sir:

We are residents of Fawn ridge, formally known as Deer Creek UDI POA Phase II.

Concerning a meeting held on Dec. 12, 2019, Deer Creek Golf and Country Club is requesting a rate increase in water and sewage rates for 750 residential customers and 40 general service customers in Polk County.

In the Rate Case Overview that was distributed at this meeting, the utility's monthly water and sewer bill for a residential customer using 2,000 gal. of water is \$8.31 and \$22.50, respectively. Deer Creek is asking for these rates to be increased to \$30.44 and \$32.31, respectively.

Deer Creek was granted their certification as a utility in November 2017. Fawn Ridge was notified of this change from Polk County service to Deer Creek utility in 2018. This was done without receiving any prior information regarding this change.

The Public Services Commission Mission Statement says, it is their purpose "to facilitate the efficient provision of safe and reliable utility services at fair prices."

When a business is granted a certificate by the FPSC, who makes certain the business is capable of and has the qualified personnel to run this business? In a previous request, Deer Creek was denied the certificate for not being financially sound.

How can a utility lose \$200,000.00 in one year? How can a utility lose track of almost 1.3 million gallons of water? These facts are found in the attachments to the docket. The residents of Fawn Ridge, where I live, have a meter for our water use, and pay each month for that water and sewer usage. And why should the residents of Fawn ridge have to pay for these losses?

The residents that make up Deer Creek RV Golf and Country Club and its parks, are mostly senior citizens, veterans, and disabled, most on fixed incomes. Raising the rates 300% will be a financial hardship for most. Raising the rates 25% would be difficult enough.

There is something incongruent in a non-profit making a profit for its investors. And while a utility should be able to maintain its property, and facilities, it should do so daily and fix the leaks, whether financial or liquid. The utility has lost 30% of the water they received from Polk County, and over \$200,000. In our opinion, they should also lose their certificate as a utility.

Respectfully,


James and Dorothy Windt