

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Monday, February 10, 2020 9:16 AM
To: 'janet brown'
Cc: Consumer Contact
Subject: RE: Office of Commission Clerk.

Good Morning, Mr. Brooks and Ms. Brown.

We will be placing your comments below in consumer correspondence in Docket Numbers 20190071, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

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

From: janet brown <jlbrnmedford@live.com>
Sent: Sunday, February 9, 2020 1:34 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Office of Commission Clerk.

Office of Commission Clerk.
Florida Public Service Commission
RE: Docket Number 20910072-WS, Deer Creek RV & Country Club , Inc February 9, 2020

This email concerns the pending Staff Assisted Rate Case that will drastically increase our sewer and water billing for the Deer Creek Golf & Country Club residents.

Many of us missed the Customer Meeting held on December 17, 2018 given the time of year(near the holidays) and the fact that many of our residents simply aren't here until January each year. We appreciate the opportunity to voice our concerns by call, letter and email.

We understand the need for a rate increase, the reality is we haven't had one for many years. The increases in water and sewer rates dictated by POLK County should have been passed on to lot owners regularly to keep the Park from creating such a large shortfall in our Corporate Funds. However the current proposal on water, a 266% increase is hard to swallow. A Gradual increase would be greatly appreciated.

We want to be sure that a couple of items are being considered in our rates:

1. THE COSTS ASSOCIATED WITH THE OPERATION AND MAINTENANCE OF OUR LIFT STATION. Today, only Four of the seven (7) Deer Creek Communities pay for the station. Additionally, Commercial Property (Deer Creek Crossings managed by Century Retail, LLC.) in front of our Resort also sends their wastewater through our system to be pumped to POLK COUNTY for treatment. One of these sites is the Polk County Tax Collectors Office!!

2. THE LIFT STATION DOES NOT HAVE A BACK UP POWER SUPPLY. A prolonged power interruption could be Disastrous. Our Resort would be responsible for expenses to clean up the mess..The pumps were installed in 1986. They are getting excessive use and will probably need to be replaced, also at our expense.

3. THE COSTS FOR OPERATION AND MAINTENANCE OF MILES OF PIPELINE. Not only for wastewater, but also a 450 ' run of pipe between the entry meter and Mockingbird Ridge Community.

I believe our Water Utility is doing a fine job of providing quality water and wastewater treatment and deserve a rate increase. Again, a gradual increase would be appreciated.

Thank you for your time and service!

Richard Brooks/ Janet Brown

228 Arnold Palmer Drive, Davenport, Fl 33837 EAGLES VIEW COMMUNITY of DEER CREEK

Sent from my iPhone