

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Monday, February 10, 2020 9:26 AM
To: 'eleanor kane'
Cc: Consumer Contact
Subject: RE: Docket#20190071-WS

Good Morning, Mr. & Mrs. Kane.

We will be placing your comments below in consumer correspondence in Docket Number 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: eleanor kane <nannyell10@gmail.com>
Sent: Sunday, February 9, 2020 8:59 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket#20190071-WS

Office of Commission
Clerk
Florida Public Service Commission
RE: Docket# 20190071xWS, Deer Creek RV Golf & Country Club, Inc.

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

Many of us missed the Customer Meeting held on 12/17/19 given the time of year and the fact that many of our residents simple 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 increase 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 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.

2The Lift Station does not have a backup power supply. A prolonged power interruption could be disastrous. Our resort would be responsible for expenses to be replaced, also at our expense.

3The cost 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

Dennis and Eleanor Kane

Eagles View Community of Deer Creek

Sent from my iPad