

**Antonia Hover**

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**From:** Veronica Washington  
**Sent:** Thursday, May 21, 2020 3:47 PM  
**To:** Commissioner Correspondence  
**Subject:** Docket No. 20190166-WU, HC Waterworks  
**Attachments:** ltr to Commissioner Fay 052120.pdf  
  
**Importance:** High

Please place the attached letter in Docket No. 20190166-WU

Thanks

**Veronica D. Washington**

Executive Assistant to Commissioner Andrew Fay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
(850)413-6036  
vwashing@psc.state.fl.us

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**From:** Eddie Phillips  
**Sent:** Thursday, May 21, 2020 3:30 PM  
**To:** Veronica Washington  
**Subject:** FW: Docket No. 20190166-WU, HC Waterworks  
**Importance:** High

Veronica,

Please forward to the Clerk for filing.

Thanks,

Eddie

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**From:** "Durbin, Carolyn" <cdurbin@highlandsfl.gov>  
**Date:** Thursday, May 21, 2020 at 3:21 PM  
**To:** Office of Commissioner Fay <Commissioner.Fay@psc.state.fl.us>  
**Cc:** "Vosburg, Randal E." <rvosburg@highlandsfl.gov>, "Carmichael, Joy" <jcarmichael@highlandsfl.gov>, Keith Hetrick <khetrick@psc.state.fl.us>, "J. Kelly" <kelly.jr@leg.state.fl.us>, "trendell@uswatercorp.net" <trendell@uswatercorp.net>, "Harris, R. Gregory" <rharris@highlandsfl.gov>  
**Subject:** Docket No. 20190166-WU, HC Waterworks

Commissioner Fay:

Please see attached letter from Highlands County Commissioner R. Gregory Harris with regards to the above-referenced matter.

Sincerely,



**Carolyn G. Durbin**

Paralegal

Highlands County Board of County Commissioners

Direct: 863-402-6501

Online: <http://www.highlandsfl.gov>

Physical: [600 S Commerce Ave, Sebring, FL 33870](#)



**HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS**

600 S. Commerce Ave., Sebring, Florida 33870

Office (863) 402-6500 Fax (863) 402-6835 [www.highlandsfl.gov](http://www.highlandsfl.gov)

May 21, 2020

VIA ELECTRONIC MAIL DELIVERY

Commissioner Andrew Giles Fay  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Re: Docket No. 20190166-WU, HC Waterworks

Dear Commissioner Fay:

In follow-up to the rate case proceeding pertaining to HC Waterworks, Docket No. 20190166-WU, HC Waterworks, on May 5, 2020, in which the Public Service Commission heard the request for a rate increase by HC Waterworks and noted concerns about the quality of service provided by HC Waterworks to customers of HC Waterworks, please be advised of the following email message that I received from a customer yesterday, May 20, 2020, stating that he failed to promptly receive a boil water message from HC Waterworks:

**From:** Manny Erhart <[mfkge2@gmail.com](mailto:mfkge2@gmail.com)>  
**Sent:** Wednesday, May 20, 2020 9:50 AM  
**To:** Harris, R. Gregory <[rharris@highlandsfl.gov](mailto:rharris@highlandsfl.gov)>  
**Subject:** Re: HC Water Rate Increase and Water Quality

Mr. Commissioner:

Just as a point of interest, got up this AM to no water pressure on Lake Josephine HC Water System. After a few hours I contacted HC water's local person in charge and was told they had a main break. While I understand these things can occur, I ask they had not contacted users and was told it was on the TV and Radio stations. When I asked which stations they replied FOX and all of them which proves to me he either does not live here or is a fool. When asked about a boil order he said most likely and would be on TV or radio !!! THIS ONCE MORE INDICATES THEY DO NOT DESERVE A RATE INCREASE BASED ON THE SERVICE THEY PROVIDE. I guess one needs to check TV/Radio before each water usage ?

Thanks for your interest;

Manuel and Katherine Erhart  
1912 Sentinel Point  
Sebring 33875  
863-655-1665



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A copy of this letter will also be filed in the record with the Clerk of the Public Service Commission.

Thank you for your assistance.

R. Greg Harris

Commissioner, District 5

cc: Randy Vosburg, County Administrator  
Joy Cook Carmichael, County Attorney  
Keith Hetrick, General Counsel, Office of the General Counsel, Public Service Commission  
J.R. Kelly, General Counsel, Office of the Public Counsel  
Troy Rendell, Vice President, Investor Owned Utilities for HC Waterworks, Inc.

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