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JOSE R. OLIVA
Speaker of the House of Representatives

May 29, 2020

Gary F. Clark, Chairman
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: In Re: Application for increase in water rates in Highlands County by HC Waterworks, Inc., Docket No. PSC-20190166-WS

Dear Chairman Clark:

Pursuant to our telephone conversation after the last Agenda held by the Public Service Commission (PSC or Commission), I am writing to summarize the issues we discussed related to the above referenced docket.

The Commission approved Issue 1 in Staff's recommendation with the following modification: "The Utility shall work with customers and the Office of Public Counsel to resolve quality of service issues." (Document No. 02412-2020). As we discussed, the Office of Public Counsel ("OPC") respectfully requests that Commission Staff participate in resolving the quality of service issues in this docket. Among other resources, the PSC employs an Engineering division and other subject matter experts with decades of experience of working with Floridians to resolve water service quality issues. Input from the appropriate Staff with engineering and other applicable knowledge would provide greatly needed expertise and assistance in evaluating HC Waterworks' (HCWW's) technical quality of service issues. We believe it is imperative that the appropriate divisions of the PSC's Staff actively participate and play a major role, as they have traditionally done in many other situations, in helping HCWW address the quality of service issues. While OPC is not an entity regulated by the Commission and, therefore, not subject to its jurisdiction, we will commit to doing what we can to facilitate communications and to assist the customers in their relations with HCWW and Commission Staff as the Utility works to comply with the Commission's order.

May 29, 2020
Gary F. Clark, Chairman
Docket 20190166-WS

Thank you for your attention to this docket and if I can provide any further information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "JR Kelly". The signature is stylized and includes a horizontal line extending to the right, ending in the letters "For".

JR Kelly
Public Counsel

Cc: All Commissioners
All Parties of Record