

**Antonia Hover**

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**From:** Office of Commissioner Polmann  
**Sent:** Monday, June 1, 2020 3:57 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Docket No. 20190166-WU, HC Waterworks  
**Attachments:** ltr to Commissioner Polmann 052120.pdf

Good afternoon,

Please place the attached letter in Consumers & Their Representatives in Docket No. 20190166-WU.

Thank you,

**Cristina Slaton**  
**Executive Assistant to Commissioner Polmann**  
**PH: (850) 413-6018**  
**FX: (850) 413-6019**  
**[cslaton@psc.state.fl.us](mailto:cslaton@psc.state.fl.us)**

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**From:** Durbin, Carolyn [<mailto:cdurbin@highlandsfl.gov>]  
**Sent:** Thursday, May 21, 2020 3:19 PM  
**To:** Office of Commissioner Polmann  
**Cc:** Vosburg, Randal E.; Carmichael, Joy; Keith Hetrick; JR Kelly; [trendell@uswatercorp.net](mailto:trendell@uswatercorp.net); Harris, R. Gregory  
**Subject:** Docket No. 20190166-WU, HC Waterworks

Commissioner Polmann:

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](http://www.highlandsfl.gov)



**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 Donald J. Polmann  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Re: Docket No. 20190166-WU, HC Waterworks

Dear Commissioner Polmann:

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 conducted a public hearing on 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 Ernhart <[mfkqe2@gmail.com](mailto:mfkqe2@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 Ernhart  
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 attention to this matter.

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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