

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In re: Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties, by Utilities, Inc. of Florida.

DOCKET NO.: 20200139-WS

FILED: December 11, 2020

**CITIZENS' NOTICE OF SERVICE OF SECOND ERRATA TO THE  
TESTIMONY AND EXHIBITS OF WITNESS SARAH LEWIS**

Pursuant to Section 350.0611, Florida Statutes, the Citizens of the State of Florida, by and through J. R. Kelly, Public Counsel, hereby give notice of service of the attached Second Errata Sheet to the Direct Testimony of Sarah Lewis, filed on November 13, 2020.

Respectfully submitted,

J. R. Kelly  
Public Counsel

*/s/Anastacia Pirrello*  
Anastacia Pirrello  
Associate Public Counsel

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of the State of Florida

**CERTIFICATE OF SERVICE**  
**DOCKET NO. 20200139-WS**

I **HEREBY CERTIFY** that a true and correct copy of the foregoing Citizens' Notice of Service has been furnished by electronic mail to the following parties on this 11<sup>th</sup> day of December, 2020:

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/s/Anastacia Pirrello  
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## SECOND ERRATA SHEET

WITNESS: Sarah Lewis

The following table contains the corrected errata in her direct testimony.

<u>Page</u>	<u>Line</u>	<u>Original</u>	<u>Revision</u>
4-5	23-2	I created a summary of the list, which includes five categories of water and wastewater issues. My summary is attached to my testimony as SML-2. These five categories pertain to six of UIF's systems, some of which have more than one quality of service issue. All six systems listed are subject to consent orders between the Utility and DEP related to violations by the Utility. Most notable is the raw sewage spill that occurred at facility ID #WU413,	I created a summary of the six consent orders related to water and wastewater issues. My summary is attached to my testimony as SL-2. These consent orders pertain to three of UIF's systems, some of which have more than one quality of service issue. All three systems listed are subject to consent orders between the Utility and DEP related to violations by the Utility. Most notable is the raw sewage spill that occurred at PSC facility ID #WU413 (Wekiva Hunt Club),
5	21-22	Q. DID YOU REVIEW THE CUSTOMER COMPLAINTS FILED AS PART OF THE UTILITY'S MFRs?	Q. DID YOU REVIEW THE CUSTOMER COMPLAINTS FILED AS PART OF THE INSTANT DOCKET AND IN THE PSC'S COMPLAINT ACTIVITY TRACKING SYSTEM?
5	26	Duplicative complaints were submitted to OPC	Duplicative complaints were provided to OPC by the PSC
6	5	Generally, my review	Generally, in my opinion based on my review, it
6	11	The majority of complaints relate to billing	There are numerous complaints related to billing
8	9	201 complaints.	197 complaints.
8	10-11	But more importantly, most of these customers never received a response from the Utility until they reached out to the PSC and	But more importantly, some of these customers never received a resolution from the Utility until they reached out to the PSC and
8	22	The majority of the	There are numerous

9	19	Utility multiple times to get a response from the Utility.	Utility multiple times to get a response or resolution from the Utility.
9-10	25-3	<ul style="list-style-type: none"> <li>○ Lake Utility</li> <li>○ Wekiva Hunt Club</li> <li>○ Sanlando Utilities</li> <li>○ Mid-County</li> <li>○ Pinellas-County owned by Utilities Inc.</li> </ul>	<ul style="list-style-type: none"> <li>○ Lake Utility Services, Inc. (LUSI)</li> <li>○ Wekiva Hunt Club/Sanlando Utilities</li> <li>○ Mid-County Services, Inc.</li> </ul>
10	18-19	for the following systems: Lake Utility, Wekiva Hunt Club, Sanlando Utilities, Mid-County, and Pinellas-County owned by Utilities Inc.	for the following systems: LUSI, Wekiva Hunt Club/Sanlando Utilities, and Mid-County Services, Inc.