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January 29, 2021

***Via Regular Mail and Certified Mail Return Receipt Requested***

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0870

***Re: Pennbrooke Homeowners' Association, Inc.  
Docket No. 20200139-WS, Utilities, Inc. of Florida***

Dear Office of Commission Clerk:

Please be advised this Firm represents Pennbrooke Homeowners' Association, Inc., (hereinafter the "Association"), a community within Lake County, with respect to the above referenced matter. We are in receipt of the letter dated October 30, 2020, and identified as "Initial Customer Notice", with the "Docket No. 20200139-WS, Utilities, Inc. of Florida", and the Board has had an opportunity to review same. The Association is objecting to the requested rate increase by Utilities, Inc. of Florida, as it relates to the claimed revenue requirement of expenses for operations. However, the Association is not objecting merely because there is a proposed rate hike and does not want to pay additional sums. The Association understands that no one wants to pay more money, but further understands that in running a not-for-profit corporation, and requiring assessments from the residents, that at times an increase is required for the necessary expenses. The objection by the Association is related to the failure on the part of Utilities, Inc. of Florida, to provide the necessary and basic services to the Association that are due it for the costs paid.

My client's community is made up of 1,239 homes and even has a water treatment facility on-site. Up to 2003, the Association had a functioning Ionization Unit that improved the quality of the water for the Association, however, in that year the Ionization Unit broke and since that time Utilities, Inc. of Florida has stated that it would take the necessary action to repair said Unit and have failed to do so. It has been nearly twenty (20) years and the Ionization Unit has not been repaired or replaced. Furthermore, the aforementioned water treatment facility on-site is currently leaking into the nearby retention pond and the Association is unsure as to what substances are entering the water table through the pond and the affect this may have on the residents in the community. The drinking water also contains a red residue, and we believe this may be related to the chemicals used or the lack thereof. In either case, there is a constant smell of chlorine. The members of the Association are very concerned that between the residue and the smell that the water is not safe to ingest. Further, the properties in the community have yellow rust stains damaging their homes and driveways. In addition, the toilets in the homes are constantly stained due to the residue in the water. We understand that at times through the

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treatment of the water there may be a smell of chlorine, however, the strong and persistent odor is disconcerting and potentially hazardous to the health and welfare of the community.

It must be also noted that a Water System Water Quality Evaluation was performed within the Association in September 2014 to attempt to determine some of the issues related to iron in the water and water hardness concentrations. This study led to specific recommendations that were previously provided to Utilities, Inc. of Florida, but have yet to be acted upon. These recommendations involve establishing a water quality policy, investigating iron sequestering chemical usage, establishing a routine flushing program for on-site storage tanks and designing a BIRM Media Filtration Treatment System to remove iron. There are more details associated with these recommendations that my client will gladly provide and is still asking for Utilities, Inc. of Florida to take action upon.

Finally, and just as important, there are major concerns over the water pressure in the community. The water pressure fluctuates and at times the water pressure is so low that it affects the resident's ability to function in their daily lives. The board members and residents of the community expect for there to be flowing water at a constant and acceptable pressure. Daily fluctuations in pressure not only affect daily life but can be demoralizing considering that this is a 55+ Community. This community is attempting to live their lives in retirement seeking a peaceful and enjoyable respite without the necessity of constantly considering whether they must test the water pressure to perform the most basic of daily actions. For the aforementioned reasons, Pennbrooke Homeowners' Association, Inc., respectfully opposes the rate hike as requested by Utilities, Inc. of Florida.

Through the preparation of this letter, we are also seeking a Customer Hearing Date and look forward to presenting our testimony.

Very Truly Yours,

*/s/ David D. Iglesias*

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