



WILTON SIMPSON
President of the Senate

**STATE OF FLORIDA
OFFICE OF PUBLIC COUNSEL**

c/o THE FLORIDA LEGISLATURE
111 WEST MADISON ST.
ROOM 812
TALLAHASSEE, FLORIDA 32399-1400
850-488-9330

EMAIL: OPC_WEBSITE@LEG.STATE.FL.US
WWW.FLORIDAOPC.GOV



CHRIS SPROWLS
*Speaker of the House of
Representatives*

May 4, 2022

Chairman Andrew Giles Fay
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Via email: Commissioner.Fay@psc.state.fl.us

Re: Docket No. 20210184-WS, Application for limited proceeding in Highlands County by HC Waterworks, Inc.

Dear Chairman Fay,

The Office of Public Counsel writes to provide you the attached information regarding the above-referenced case. Sometime after the original Staff Recommendation was filed, it appears a petition containing over 140 signatures and related correspondence regarding HC Waterworks, Inc. ("HCW") was received by the Commission's Consumer Assistance and Outreach division; however the petition, signatures and attached correspondence were not included in the public docket file prior to the May 3, 2022 Agenda Conference. The correspondence attached to the petition references the pending rate increase and various quality of service issues, such as the noise and odor from the sewage plant, the drinkability of the water, the effect of the water on customers' laundry, i.e., "stained clothing," and residents' attempts to communicate with HCW to resolve their complaints. The Commission provided the undersigned counsel the attached documents after the Agenda Conference. It appears the specifics of this customer service information were not available to Commissioners before the decision at the Agenda conference. Specifically, the Office of Public Counsel asks the Chairman and Commissioners to explore, given that this information was not available to the Commissioners in the rate case docket file, reconsideration on its own motion of the vote in a way that

May 4, 2022
Page 2 of 2

would bring the item back to a subsequent Agenda. This would allow time for any procedural matters related to the docket contents to be addressed, and make the full context of information available to all interested persons.

Please advise whether we can provide further assistance to the Commission.

Sincerely,

Stephanie A. Morse

Stephanie A. Morse
Associate Public Counsel

Enclosure:

20210184_PetitionHCWater_CAO

cc: Commissioner Art Graham
Commissioner Gary F. Clark
Commissioner Mike La Rosa
Commissioner Gabriella Passidomo
Braulio L. Baez, Executive Director
Troy Rendell, HC Waterworks, Inc.
Richard Gentry, Public Counsel

Morse, Stephanie

From: Ryan Sandy <RSandy@psc.state.fl.us>
Sent: Tuesday, May 03, 2022 2:50 PM
To: Morse, Stephanie
Cc: Jennifer Crawford
Subject: HC Waterworks CAO Letter
Attachments: SG32-KM_80822050202060.pdf

Stephanie,

See attached. As requested.

-Ryan

Ryan Sandy
Senior Attorney
Economic Regulation Section
Office of the General Counsel
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0854
P: (850) 413-6856
E: RSandy@psc.state.fl.us

TO: Florida Public Service Commission

FROM: Connie & Lou Charles

10464 High Grove Ave. (Covered Bridge) Lake Placid, FL 33852

We are residents of Covered Bridge a 55+ community located in Highlands County. We have unsuccessfully tried to resolve our issues with HC Waterworks owners of the water treatment & sewage plants in our community. They are serviced by U.S. Water Service Corporation.

I have made several calls and also met the Corporate Utility Manager for U.S. Water Service Corp. regarding our complaints.

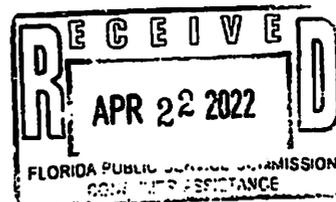
I have enclosed a copy of a petition signed by 154 of the residents. This is just a sampling of the residents who are affected by the noise, smells and quality of the water.

Also I have enclosed a copy of the letter to the Florida Department of Health in Highlands County.

According to the Corporate Utility manager she told us the decibels are acceptable under Highlands County regulations. However, she took the reading from across the road from the front gate of the Sewage plant. The plant itself is located in the back of the fenced area directly north of our back yards. There are not any tall trees planted between the facility and the surrounding fence. We are exposed the loud noise emitted by the plant each time it runs which varies from 15 min. to 1 ½ hrs.at a time. We hear the noise in our bedrooms and find it difficult to sleep. Sitting on your porches is almost impossible due to the annoying noise and sometimes the disgusting odors depending on which way the wind is blowing.

We are in need of having these problems resolved.

Contact phone: (315) 416-5895



April 6th, 2022

To: HC Waterworks (owner of water and sewage plants in Covered Bridge Community)

We, the residents of Covered Bridge in Lake Placid, Florida wish to file a formal complaint against the Water/ Sewage Plant located on the West by High Grove Ave. and on the East by Woodside Drive.

The noise from the Water Sewage plant has been lessened since yesterday but it can still be heard running for longer periods of time than the 15 minute period of time we have been guaranteed it would be. The sewage odor is disgusting and affects our daily lives. We find it is difficult to sit on patios/porches or enjoy cooking and eating outside. According to a Corporate Utility Manager for U.S. Water Service Corp. there is nothing they can do about the smell. We feel this is not an acceptable answer.

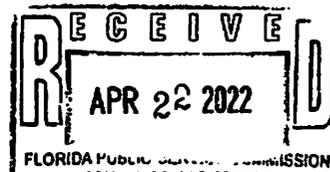
The residents homes located near the Drinking Water Treatment Plant on the West on Woodside Drive and surrounding areas, have been promised for many years that a 40 foot high pipe would be erected to exhaust the fumes emitted from the plant. However, the 40 foot pipe to exhaust the odors was never completed as promised to residents.

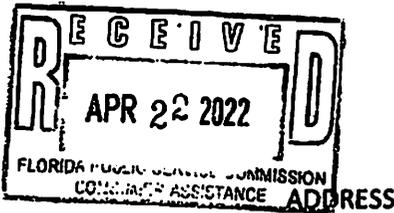
U.S. Water Corp. has made some improvements over the last few years to the Drinking Water Treatment Plant. However, the residents still smell the odors from this Water Plant.

These 2 facilities are serviced by U.S. Water Services Corporation.(In the Covered Bridge Community) Lake Placid, Florida. However the owner HC Waterworks is responsible for making repair and upgrade decisions.

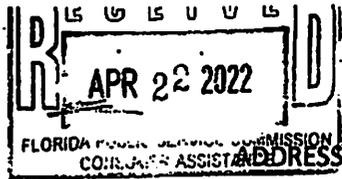
We find it difficult to accept a water rate increase again this year when our request for better service has not been satisfied.

NAME	ADDRESS	SIGN
<u>Connie Charles</u>	<u>10464 High Grove Ave.</u>	<u>Connie Charles</u>
<u>Louis Charles</u>	<u>10464 High Grove Ave.</u>	<u>Louis Charles</u>
<u>PATTI MAY</u>	<u>148 WOODSIDE DR</u>	<u>Patti May</u>
<u>Maryann Schramber</u>	<u>115 Woodside Dr.</u>	<u>Maryann Schramber</u>
<u>JAMES STANTON</u>	<u>5 PINECREST</u>	<u>James Stanton</u>
<u>Ralph Gruenfeld</u>	<u>10495 High Grove Ave</u>	<u>Ralph Gruenfeld</u>
<u>Diane Gruenfeld</u>	<u>10495 High Grove Ave</u>	<u>Diane Gruenfeld</u>
<u>CAROLE PETTINGER</u>	<u>10470 HIGH GROVE</u>	<u>Carole Pettinger</u>





NAME	ADDRESS	SIGN
John Pettinger	10470 High Grove	John Pettinger
Carol S. Shaw	10460 High Grove	Carol S. Shaw
James Stewart	10460 High Grove	James Stewart
Ronald J. Melia	10449 High Grove	Ronald J. Melia
Tim Hertel	10439 High Grove Ave.	Tim Hertel
Karen Hertel	10439 High Grove Ave	Karen Hertel
Karen Block	10433 High Grove Ave.	Karen Block
ROBERT BLOCK	10433 HIGH GROVE AVE	R.E. Block
Phyllis Lung	10442 High Grove Ave	Phyllis Lung
MIKE PACE	10436 High Grove Ave	Mike Pace
Gwen Pace	10436 High Grove Ave	Gwen Pace
E. Ann Miller-Pedersen	106 Edgewater Dr	E. Ann Miller-Pedersen
Nathalie Hurford	144 Woodside Dr	Nathalie Hurford
Phyllis Saunders	39 Jasmine St.	Phyllis Saunders
Claire Leffler	46 Jasmine St	Claire Leffler
Maria Evans	41 Jasmine	Maria Evans
Robert Evans	41 Jasmine	Robert Evans
Carrie King	103 Edgewater Dr S	Carrie King
Robert St Jean	17 Pinecrest St	Robert St Jean
Claire St Jean	17 Pinecrest St	Claire St Jean
Sue C. Schmidt	39 Pinecrest St	Sue C. Schmidt
Rosalie Tolman	134 Parkview Circle	Rosalie Tolman
Doug Tolman	134 Parkview Circle	Doug Tolman
MIKE KRATT	42 JASMINE ST	Mike Kratt



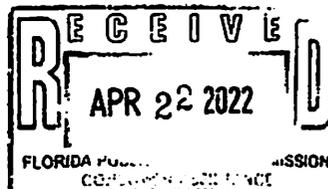
NAME	ADDRESS	SIGNATURE
Kathleen Melia	10449 High Grove	Kathleen Melia
Marjorie Pugh	10456 High Grove	Marjorie Pugh
Bob Long	10422 High Grove	Bob Long
Lee Mauler	10429 High Grove Ave	Lee Mauler
Valarie Mauler	10429 High Grove Ave	Valarie Mauler
Jeffrey P Chase	10432 High Grove Ave.	Jeffrey P Chase
Kathy Chase	10432 High Grove Ave	Kathy Chase
Christy Collins	130 Woodside	Christy Collins
Tina Pacheco	150 Woodside Dr	Tina Pacheco
Harold Hurm	152 Woodside Dr	Harold Hurm
ROBERT DRAPER	154 Woodside Dr	Robert W Draper
JAMES BATTEN	10446 High Grove	James Batten
Paul Batten	10446 High Grove	Paul Batten
SCOTT BRIGANTE	118 Hillcrest St	Scott Brigante
Linda WoodGottfried	114 Hillcrest St	Linda WoodGottfried
Michael Schrebeck	115 Woodside Dr	Michael Schrebeck
James Cowherd	108 Hillcrest St.	James Cowherd
Charlene Leherl	108 Hillcrest St	Charlene Leherl
Dale Sturtevant	33 Venetian Pkwy	Dale Sturtevant
Theresa Zieglerbauer	24 Jasmine	Theresa Zieglerbauer
Kori Taylor	44 Jasmine	Kori Taylor
Pat Jones	10 Hillcrest St.	Pat Jones
Sharon Gill	138 Parkview	Sharon Gill
JOHN WARRINGTON	118 PARKVIEW	John Warrington
LINDA WARRINGTON	101 JASMINE	Linda Warrington

NAME	ADDRESS	SIGNATURE
<u>SALLY ALCORN</u>	<u>102 JASMINE ST</u>	<u>Sally Alcorn</u>
<u>FRANK ALCORN</u>	<u>102 JASMINE ST.</u>	<u>Frank Alcorn</u>
<u>Leigh Russ</u>	<u>116 Parkview Cir</u>	<u>Leigh Russ</u>
<u>MARK WOLF</u>	<u>110 OAK GROVE</u>	<u>Mark Wolf</u>
<u>JOHN LEITCH</u>	<u>110 JASMINE</u>	<u>John Leitch</u>
<u>Evelyn Rittenhouse</u>	<u>82 JASMINE ST.</u>	<u>Evelyn R. Rittenhouse</u>
<u>DEGG HORNE</u>	<u>81 JASMINE</u>	<u>Degg Horne</u>
<u>Barbara Reedy</u>	<u>70 JASMINE</u>	<u>Barbara Reedy</u>
<u>Gerard Burke</u>	<u>75 JASMINE</u>	<u>Gerard Burke</u>
<u>William C. Bann</u>	<u>104 Jasmine St</u>	<u>William C. Bann</u>
<u>BETTY Lou Bann</u>	<u>104 Jasmine St</u>	<u>Betty Lou Bann</u>
<u>Robert Balsameilo</u>	<u>49 JASMINE ST</u>	<u>Robert Balsameilo</u>
<u>Arten Wendel</u>	<u>48 JASMINE ST.</u>	<u>Arten Wendel</u>
<u>RICHARD L. HILL</u>	<u>38 JASMINE ST</u>	<u>Richard L. Hill</u>
<u>Gilbert F. Hodges</u>	<u>#11 Hillcrest St</u>	<u>Gilbert F. Hodges</u>
<u>Rachael Peterson Hodges</u>	<u>#11 Hillcrest St</u>	<u>Rachael Peterson Hodges</u>
<u>Sandra DRAKE</u>	<u>6 HILLCREST</u>	<u>Sandra Drake</u>
<u>Edward DRAKE</u>	<u>6 Hillcrest ST</u>	<u>Edward Drake Jr.</u>
<u>Thomas Lilly</u>	<u>12 Hillcrest</u>	<u>Thomas Lilly</u>
<u>Sue Lilly</u>	<u>12 Hillcrest</u>	<u>Sue Lilly</u>
<u>Ernest Fellers</u>	<u>54 Venetian Hwy</u>	<u>Ernest Fellers</u>

CC:

U.S. Water Service Corporation

Florida Department of Environmental Protection

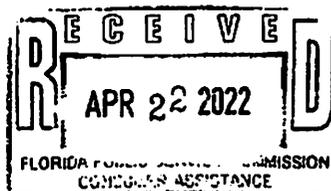


NAME	ADDRESS	SIGNATURE
Debbie Monk	80 Jasmine St.	Debbie Monk
SAM IMBRUNNE	30 Pinecrest St.	Sam Imbrunne
Michelle Parks	51 Jasmine	Michelle Parks
James Parks	51 Jasmine	James Parks
Kel. Fluckey	9 PINECREST	KEI FLUCKEY
Glenda Fluckey	9 Pinecrest St	Glenda Fluckey
Alberta M. Vasilake	138 woodsides Dr	Alberta Vasilake
Agustin C. Sanchez	138 woodsides Dr	Agustin Sanchez
Donald S. Gill	138 Parkview Circle	Donald Gill
John Gasco	44 VENETIAN	John Gasco
DAVE HORNER	100 PARK VIEW CR	Dave Horne
Louann Smith	29 Pinecrest St	Louann Smith
James Smith	29 Pinecrest St	James Smith
Wm McKean	William McKean	William McKean
WM R FOWLER	William R Fowler 119 EDGEWATER	William Fowler
Annam Allis	51 Venetian Pkwy	Annam Allis
Sharon Smith	41 Venetian Pkwy	Sharon Smith
Don Jackson	38 Venetian	Donald Jackson
Azanne Kottel	30 Jasmine St.	Azanne Kottel
Chuck Yeater	30 Jasmine St.	Chuck Yeater
Janice Barringer	100 Hillcrest	Janice Barringer

CC:

U.S. Water Service Corporation

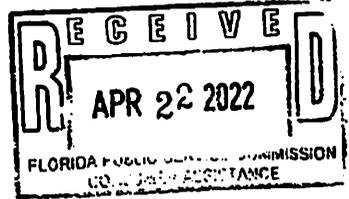
Florida Department of Environmental Protection



NAME	ADDRESS	SIGNATURE
<u>Barbara Brizante</u>	<u>2 Hillcrest</u>	<u>B & B</u>
<u>Clifford Hensley</u>	<u>150 Parkview</u>	<u>Clifford Hensley</u>
<u>Eugene Fisher</u>	<u>8 venetian</u>	<u>Eugene Fisher</u>
<u>JOYCE SWARTZ</u>	<u>103 HILLCREST ST.</u>	<u>Joyce E Swartz</u>
<u>Linda Carl</u>	<u>14 Hillcrest St</u>	<u>Linda Carl</u>
<u>Arlene Harman</u>	<u>101 Hillcrest St.</u>	<u>Arlene Harman</u>
<u>Morford Harman</u>	<u>101 Hillcrest St.</u>	<u>Morford Harman</u>
<u>Dick Woolcott</u>	<u>168 Parkview Cr.</u>	<u>Dick Woolcott</u>
<u>TOM SCHULTZ</u>	<u>172 PARKVIEW CIR</u>	<u>Tom Schultz</u>
<u>Ellen Granson</u>	<u>169 Parkview Cir</u>	<u>Ellen Granson</u>
<u>Margaret Schultz</u>	<u>172 Parkview</u>	<u>Margaret Schultz</u>
<u>TOM WACKER</u>	<u>43 Jasmine</u>	<u>Thomas Wacker</u>
<u>TERRI MILLS-WACKER</u>	<u>43 Jasmine St</u>	<u>Terri Mills Wacker</u>
<u>BONNIE STUR GILL</u>	<u>16 Hillcrest St.</u>	<u>Bonnie Sturgill</u>
<u>FARRELL STUR GILL</u>	<u>16 Hillcrest. ST.</u>	<u>Farrell Sturgill</u>
<u>Donald Wising</u>	<u>61 Pinecrest St</u>	<u>Donald Wising</u>
<u>PATRICIA SPENGLER</u>	<u>65 PINECREST ST</u>	<u>Patricia Spengler</u>
<u>George Spengler</u>	<u>65 Pinecrest St</u>	<u>George Spengler</u>
<u>Amy Backus</u>	<u>181 Woodside</u>	<u>Amy Backus</u>
<u>Darcy McKeon</u>	<u>112 Parkview Circle</u>	<u>Darcy McKeon</u>
<u>Garvis Rees</u>	<u>115 Oak Grove</u>	<u>Garvis Rees</u>

CC:

U.S. Water Service Corporation
 Florida Department of Environmental Protection

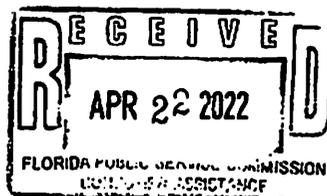


NAME (PRINT)	ADDRESS	SIGNATURE
August Reese	115 OAK GROVE	August Reese
JOANNE McDiLL	170 PARKVIEW CIR.	Joanne McDiLL
Donna Palmateer	166 Parkview Cir	Donna Palmateer
Wendy Briante	118 Hillcrest St	W Briante
Lisa Hughes	18 Pinecrest Str.	Lisa J. Hughes
LARRY ANGELL	62 JASMINE	Larry
Chris Hall	66 JASMINE	
DONNA AIDAIA	23 PINECREST	Donna Aidaia
JOAN TERRELL	139 PARKVIEW CIR	Joan Terrell
DONNA RANSOM	20 Pinecrest	Donna Ransom
BARB BREGANSKI	25 PINCREST	Barb Breganski
DAVE BREGANSKI	" "	Dave Breganski
Wes Sinner	15 Venetian	Wes Sinner
BRYCE MACKOWIAK	126 Park View Cir	Bryce Mackowiak
James E. Moore	122 Parkview Cir	J E Moore
Richard M. Moore	122 Parkview Cir	Richard M. Moore
Donald Jackson	38 Venetian	Donald Jackson
Tim Cook	854 Pinecrest	Tim Cook
Sally Kemke	120 Parkview Creek	Sally J. Kemke
Richard Storie	55 Pinecrest	Richard Storie
Bob. Corie Street	31 Jasmine	Corie St. 9

CC:

U.S. Water Service Corporation

Florida Department of Environmental Protection



NAME

ADDRESS

SIGNATURE

Bobbie Snow

29 Womertown

Bobbie Snow

Ken Leslan

30 homesites

[Signature]

* We are hoping that there will be solutions to these problems. Our community is depending on you!

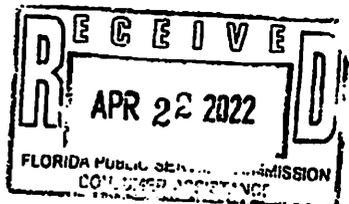
CC:

U.S. Water Service Corporation

Florida Department of Environmental Protection

Public Service Commission of Florida

Florida Department of Health in Highlands County



April 14, 2022

TO: Florida Department of Health in Highlands County

FROM: Connie & Lou Charles

RE: Raw sewage smell

I am writing today to see if anyone will help with our situation. We purchased on 02/09/21 a parcel of land known as a Lot in Covered Bridge (a 55+ community) located in Lake Placid, FL. Our retirement home was to be built by the Cottage Company.

We moved into our newly built home in the end of January 2022. Two days after moving in, we were sitting on our back screened in porch and heard a rather loud and annoying noise that seemed to continue on for a very long time. Then we smelled the horrible odor of raw sewage waste. We retreated into our house and closed all doors so the smell would not come into our home.

It was never disclosed to us by the property owner/contractor (formerly known as Co-Construct), now known as X-Urban Construction that the Lot was located 1 house away from a Water Sewage Treatment Plant. On April 12th or 13th, 2022 a sign was finally posted on the fence that it is a Water Sewage Treatment Plant. (A little late wouldn't you say?)

I have called U.S. Water Service Corporation on several occasions regarding the noise and smell. They said they were working on the loud noise but could not do anything about the odors.

I have also spoken with Ken LeBlanc the owner of the property (that was sold to us). He stated that it must have been an oversight that we were not informed of the Sewage Treatment Plant. He also stated that he had had several complaints and he had several conversations regarding these issues.

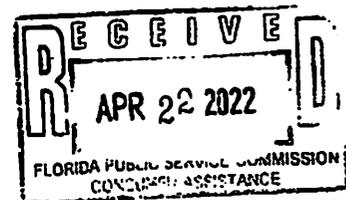
These odors are a HEALTH issue. We shouldn't be subjected to breathing in the raw sewage odors. Others in the houses located near the plant complain about the odors. Residents who walk their dogs around the area also smell the awful odors.

We are hoping that this Sewage Treatment Plant can be checked into on our behalf.

My contact information is as follows:

Connie & Lou Charles 10464 High Grove Ave. Lake Placid, Fl. 33852

(315) 416- 5895



April 15, 2022

TO: U.S. Water Service Corporation P.O. Box 151245 Cape Coral, FL 33915-1245

FROM: Connie & Lou Charles 10464 High Grove Ave. Lake Placid, FL 33852

RE: Complaint regarding Water & Sewage Plant in Covered Bridge, Lake Placid FL

After many calls to the your company complaining about the Sewage Plant's loud sound and raw sewage odors I have decided to take further action to see if these problems can be resolved.

Attached you will find a copy of the Petition signed by 154 home owner's in the Covered Bridge 55+ community. This is only a sampling of the homeowners affected by the plants. These people have all been impacted by the sound, odors and water quality. Depending on which direction the wind blows depends upon who is subjected to the odors. The sound affects those of us who live closer to the plant. The sound was very loud. The noise lessened for a few days and is now loud again. The odor is still a problem.

The water plant emits a terrible sulfur odor and the water is not drinkable the closer you live to the pant. The water has stained clothing also.

Enclosed with this letter you will also see a copy of the letter that was e-mailed to the Florida Department of Health in Highland County.

Something needs to be done to fix these problems!

Contact information:

(315) 416-5895

