

Hong Wang

From: Ellen Plendl
Sent: Wednesday, January 10, 2024 1:23 PM
To: Consumer Correspondence
Subject: Docket No. 20220201 *1/10/24*
Attachments: FW New Water Rate charges at Harbor Hills; Consumer Inquiry - Florida Community Water Systems

See attached customer correspondence and reply for Docket No. 20220201.

Charlie Smith

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, January 10, 2024 11:16 AM
To: Ellen Plendl
Subject: FW: New Water Rate charges at Harbor Hills

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Ellen does PSC handle this company. Florida Community Water Systems in Harbor Hills?
Please advise.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Pilar Freundt <pfreundt1@aol.com>
Sent: Tuesday, January 9, 2024 12:38 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: New Water Rate charges at Harbor Hills

Constituent message:

- Name**
Pilar Freundt
- Email Address**
pfreundt1@aol.com
- Phone Number**
3523506533
- Subject**
New Water Rate charges at Harbor Hills
- Message**
Honorable Governor, first of all thank you for all you do for Florida. You got our vote. This past November Florida Community Water Systems raised our rates which triple our water bill. We are retirees, we cannot afford bills over \$100/month for water, most of us are on a fixed income. We may live in Harbor Hills but we are not rich. Several of us reached out to Troy Rendell, VP at the Florida Water system We all received the same response in a form letter. His bottom line was we should only use 10,000 gallons/month. Anything over 10,000 gallons is billed at \$3.71/month. Our average bill went from \$50 to \$181 this month. We also reached to J Blake but have not heard back. We feel we are being gouged and we cannot afford these rates. What as average citizens can we do?

6. **Attach file (optional)**
7. **User IP Address**
73.21.168.58
8. **HTTP User Agent**
Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:121.0) Gecko/20100101 Firefox/121.0
9. **Date Submitted**
09/01/2024
10. **Time Submitted**
12:37:32 pm, EST

This message was sent from <https://www.flgov.com>.

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Charlie Smith

From: Shonna McCray
Sent: Wednesday, January 10, 2024 1:18 PM
To: 'pfreundt1@aol.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Community Water Systems

Ms. Pilar Freundt
pfreundt1@aol.com

RE: FPSC Inquiry 1436916C

Dear Ms. Freundt:

The Governor's office forwarded a copy of your email regarding Florida Community Water Systems (FCWS), which is managed by US Water to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

FCWS owns 10 water and 4 wastewater systems in Brevard, Lake, and Sumter counties. On November 14, 2022, FCWS filed an application with the FPSC for a revenue-neutral rate restructuring limited proceeding for the purpose of consolidating the rates of the 14 systems into uniform rates. The FPSC has jurisdiction to consider the application pursuant to Sections 367.0822 and 367.0816, Florida Statutes.

FCWS' proposed consolidated rates were included in the application. As a part of the proceeding, FCWS noticed the application in local newspapers and sent customer notices to all customers. The customer notices provided a background about the application and information regarding how customers could have input in the proceeding such as participating at the customer meeting, providing written comments, and attending the Commission Conference.

You are served by the Harbor system and one of FCWS' reasons for the consolidation was to be able to implement rates that would promote conservation for the Harbor system. FCWS indicated the rates for the Harbor system were extremely low and compounded with the large size of the lots created an excessive amount of water use. At the time of its application, the average residential demand for the Harbor system was approximately 28,000 gallons per month, which contributed to the utility exceeding its permitted withdrawal limits of its consumptive use permit with the water management district. It is staff's understanding that average residential demand has been consistently high for many years for this system.

By Order No. 2023-0300-PAA-WS, issued in Docket No. 20220201-WS, the Commission approved FCWS' request for consolidated rates. When the Commission designs rates, it considers 50 gallons per day per person as nondiscretionary or essential usage, such as drinking, cooking, and showering. For a family of four, essential usage would be approximately 6,000 gallons per month. Any usage above 6,000 would be considered discretionary or nonessential usage such as irrigating and washing of cars. The consolidated rates approved by the Commission promote conservation, especially for the Harbor system. The Commission Order was issued on October 2, 2023, and the protest period expired on October 23, 2023, resulting in the rates becoming final. The utility mailed notices to all customers prior to the implementation of the rates, thereby giving customers an opportunity to adjust their nonessential usage.

We will add your correspondence to Docket No. 20220201. You may review all the information filed for Commission consideration in docket 20220201, by accessing the FPSC website at <http://www.floridapsc.com>. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20220201. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

If you have questions or concerns, please contact Ms. Ellen Plendl at 1-800-342-3552.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission