

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: July 29, 2015
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Cissy Galloway, Public Utility Analyst, Division of Accounting & Finance *CG*
RE: Docket No. 140217-WU - Application for staff-assisted rate case in Sumter County
by Cedar Acres, Inc.

Please file the attached letter in the correspondence side of the above-referenced docket file.

Thank you.

RECEIVED PSC
15 JUL 29 AM 10:23
COMMISSION
CLERK

Oakland Hills Homeowners Association
P O Box 702
Lady Lake, FL 32158

July 21, 2015

Cissy Galloway
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Cedar Acres, Inc.
Docket No. 140217-WU

Dear Ms Galloway:

We, the undersigned officers of the Oakland Hills Homeowners Association, are writing on behalf of our residents. We are a small community of about 319 homes with mainly senior citizens living on a fixed income and a small percentage of young working couples who are trying to make ends meet. Our rates here have remained the same for many years; and although we realize an increase is inevitable, we feel that the proposed increase of 300-600 percent is much more than we can handle. If Cedar Acres had made gradual increases over the years, we probably would have been able to keep up.

Recently our water shut down because, as we later learned, Cedar Acres had not paid the electric bill. There is a back-up generator on our well site which did start up, but failed after a few hours because it had run out of oil. It seems that proper maintenance is not being performed by the company Cedar Acres has hired for this task.

Also, the log book for our water system was withheld from residents who asked to see it at the time we were experiencing water outages. Later, it became apparent that the last entry in the log book was from 2011. There was some speculation at the time that Universal Water and some of its employees were not very responsive and not completely honest in answering some of our questions. Furthermore, there was no mass notification of the boil water alert or the lifting thereof despite many residents having provided phone numbers for years (purportedly for that purpose) when paying their water bills.

Due to the accumulation of aforementioned problems, we have become very apprehensive of the handling of a utility as vital as water. We, therefore, request a response addressing these complaints at your earliest convenience.

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION
15 JUL 28 AM 9:40
DIVISION OF
ACCOUNTING & FINANCE

Yours truly,

Oakland Hills Homeowners Association

Beth Bourassa

Beth Bourassa, President

Eileen Moore

Eileen Moore, 1st Vice President

Don Miller

Don Miller, 2nd Vice President

Virginia Staffan

Virginia Staffan, Treasurer

Jeff Gregson is on vacation

Jeff Gregson, 2 Yr Director

Frank Spoto

Frank Spoto, 1 Yr Director

Beth Bourassa

C: Florida Office of Public Counsel c/o The Florida Legislature

Florida Department of Environmental Protection