

Cedar Acres Inc.
4700 Sheridan St.
Suite N
Hollywood, FL 33021
cedaracresinc@gmail.com
954-817-2472

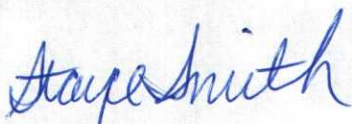
June 14, 2016

Carlotta Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

Ms. Stauffer,

Pursuant to ORDER NO. PSC-15-0535-PAA-WU, Cedar Acres Inc. is submitting the compliance report due 6 months from the issuance date of the consummating order.

Regards,



Stayce Smith
Finance Manager

- **ORDERED that Cedar Acers, Inc., must file with our Clerk compliance reports that address: all corrective measures the utility has taken to fix its billing issues:** After meters are read the invoices are sent to the Finance Manager prior to mailing. The invoices are reviewed for any anomalies. A spreadsheet billing analysis is done with prior billings. Those meters that are still unreadable the customers are charged only the base rate.
- **including the concerns raised by its customers:** The Sensaphone (auto dialer) is online as of March 17, 2016. It was supposed to be online as of February 22, 2016. CenturyLink techs did not move the line to the new well site as requested until March.

A meter audit is conducted during each reading. The results are forwarded to the Finance Manager. Meter replacement priority is assessed and to date we have replaced 11 meters. Three more are scheduled to be replaced by June 17, 2016. The delay was due to weather issues. There are 12 additional meters on order. They are scheduled to be installed by mid July 2016.

Complaints of no signage or uniform on meter readers: Artesian Water has had signage on their truck since 2010. They have coral colored shirts that say "Meter Reading". This was brought up at the January 16, 2016 customer meeting. Many customers told Artesian personnel attending the meeting that they have known them for years.

Generator maintenance checks have been performed to assure backup for power outages.

- **all measures taken to address customer concerns and complaints:** We recently obtained a new phone number due to landlines being routed to a hospital when calling the Hollywood office of Cedar Acres Inc. The new phone number and a new email address are on the invoices as of March 1, 2016. All phone/email contacts are returned. A customer log is kept detailing the contact and resolution. Please note that many customers do not have answering machines. Every attempt is made to contact them, up to 5 attempted returned calls.
- **all measures taken to comply with Commission, DEP, and DOH regulations:** The flow meter calibration test has been completed and satisfied the DEP requirement. Water use Permit No. 20007799.004 was issued April 1, 2016 for 20 years by SW FL Water Management District.
- **including boil water notices; and a billing analysis.** The message blast system is operational and was put to use last week (June 6, 2016) during a loss of water pressure. This was due to a Duke Power transformer blowing up. The resulting surge caused the breakers to flip on the water pump motor. A technician was dispatched to flip the breakers back on. A boil order alert was

sent out by the message blast system. Signs were put out at the entrances to the community. Testing as per DEP orders were done over the next two days. The boil order rescission message blast went out (June 8, 2016) and the signs were removed. Additionally, any customers that called and left messages had their calls returned.

- ORDERED that Cedar Acres, Inc.'s quality of service is unsatisfactory. The Finance Manager's salary shall be reduced by 10 percent. The 10 percent reduction, the President's decreased salary and the Board of Directors' Fees, for a total of \$8,350, shall be placed in escrow annually for meter replacement. These funds will be escrowed annually under the provisions of the meter replacement program in this Order. The escrow account was opened and funds escrowed to pay for the meters. That as per the commission ruling the President and Directors have not received any compensation or benefits for all their work. The President has been required to work 10-12 hours per week, been on call 24/7 for emergencies, plus travel to PSC and customer meetings. The President and Directors expect to be compensated for their time spent when Cedar Acres financial condition improves. The President is not now nor has ever been a shareholder. Further, the PSC staff could not name any time that a utility company President or Director have been required to work unpaid.