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Public Service Commission

July 13, 2017

Ms. Marsha Straughan
129 Burma Island Road
Leesburg, Florida 34788-2914

Re: Docket 20160195 – WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc. - Document No. 05298-2017.


Dear Ms. Straughan,

Thank you for your customer complaint in which you expressed concerns regarding Lakeside Waterworks, Inc.'s (Lakeside or Company) application for a rate increase. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your customer comment form has been placed in the correspondence section of the docket file for all to review.

The Commission's staff will make a recommendation regarding the overall quality of service provided by a utility after evaluating: (1) the quality of the utility's product; (2) the operating conditions of the utility's facilities; and, (3) the utility's attempt to address customers' satisfaction. As part of this evaluation Commission staff reviews sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection. Commission staff also reviews and considers consumer comments including those received at the Customer Meeting.

We appreciate your letter and hope the above information is helpful. Should you have additional concerns or questions, please contact Clayton Lewis by telephone at (850) 413-6578 or email at clewis@psc.state.fl.us.

Respectfully,


Clayton Lewis
US Engineering Specialist
Division of Engineering

cc: Office of Commission Clerk (Docket No. 20160195-WS)