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STATE OF FLORIDA



DIVISION OF ECONOMICS
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Public Service Commission

February 7, 2018

Mrs. Marjorie Gallagher
410 49th Ave. Drive West
Bradenton, FL 34207

RECEIVED--FPSC
2018 FEB - 6 PM 3: 58
COMMISSION
CLERK

Re: Docket No. 20170151-WS - Application for authority to transfer water and wastewater Certificate Nos. 577-W and 498-S in Manatee County, from Heather Hills Estates Utilities, LLC to Heather Hills Utilities, LLC.

Dear Mrs. Gallagher:

Thank you for your letter in which you expressed your concerns regarding the proposed customer deposit requested by Heather Hills Utilities, LLC. (Heather Hills or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

With regard to the incorrect billing data used over two billing periods, the utility stated that after being purchased, a new billing system was implemented. Erroneously, the utility applied only the base facility charge (BFC) to select bills, not both the BFC and gallonage charge. The utility noticed the error while conducting the third quarter billing and the difference was placed onto the account's next bill. In regards to the late payment charge, the utility has indicated that the charge has been credited back to your account.

We understand your concerns regarding Heather Hills' proposed customer deposits. However, the utility erroneously characterized its request for new customer deposits as a new administrative charge in its legal notice in the Bradenton Herald on November 18, 2017. The utility's customer deposit request is for initial service and not for existing customers. Therefore, the requested customer deposits would not be applicable to your service. However, for existing customers with unsatisfactory payment records, by Rule 25-30.311(7), Florida Administrative Code, the utility may require, upon reasonable notice being separate and apart from any bills for-

Mrs. Gallagher
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service, a new deposit, where previously waived or returned, or an additional deposit, in order to secure payment of current bills. Hopefully, this letter addresses your concerns. If you have any additional questions or require assistance, please feel free to contact me at (850) 413-6516 or by email me at msibley@psc.state.fl.us

Sincerely,

A handwritten signature in black ink that reads "Matthew Sibley". The signature is written in a cursive style with a large, prominent "M" and "S".

Matthew Sibley
Economic Analyst
Division of Economics

cc: Office of Commission Clerk (Docket No. 20170151-WS)