

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 9, 2018
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Emily Knoblauch, Engineering Specialist, Division of Engineering *EK EJ*
RE: Docket No. 20170230-WU-Application for staff-assisted rate case in Pasco County by Orange Land Utilities, LLC.

Please file the attached "Orange Land's email response to customer concerns" on the Correspondence side of the above mentioned docket file.

Thank you.

EK/pz

Enclosure

Patti Zellner

Subject: Orange Land - Customer Concern & Boil Water Notices

From: Mike Smallridge [<mailto:mike@fus1llc.com>]
Sent: Wednesday, May 23, 2018 9:49 AM
To: Emily Knoblauch
Subject: RE: Orange Land - Customer Concern & Boil Water Notices

I did speak with her and explained we had a emergency repair at the water plant. The PBWN has been removed from customer bills.

From: Emily Knoblauch [<mailto:eknoblau@psc.state.fl.us>]
Sent: Monday, May 21, 2018 4:38 PM
To: 'Mike Smallridge'
Subject: Orange Land - Customer Concern & Boil Water Notices

Good afternoon, Mr. Smallridge,

Mrs. Angie Berkey contacted me last week (05/17) about her concerns regarding the boil water notices that were recently issued for Orange Land, and that she was experiencing low water pressure. Have you spoken with her regarding these concerns? If not, would you reach out to her to discuss the cause for the boil water notices and low water pressure.

Also, Mrs. Berkey mentioned the boiled water notice on her bills, which I know we had discussed previously. Has this notice been removed from customers' bills or is the utility still issuing this notice?

Thank you for your consideration,

Emily Knoblauch
Engineering Specialist I
Division of Engineering
Florida Public Service Commission
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