

**APPLICATION FOR INCREASE IN WATER RATES IN  
HIGHLANDS COUNTY BY**

**COUNTRY WALK UTILITIES, INC.**

DOCKET NO. 20180021-WU

**B. KENDRICK**

20 LAKE SIDE TRAIL

LAKE PLACID, FLORIDA 33852

CUSTOMER COMMENTS:

RECEIVED-FPSC  
2018 AUG 31 AM 8:06  
COMMISSION  
CLERK

1. Figures lie and people figure:

At the SARS hearing held at the Country Walk clubhouse on July 25, 2018, there were numbers provided to the attendees who included a net loss the utility of some \$3000 plus dollars. Your fine staff has indicated that to capture a rate of return to the utility of 8.71% that a net increase of \$33,631 is necessary. Due to Hurricane Irma the company lost a large portion of revenue from service and utility disruption, as it was unable to provide any water to its customers and unable to bill for the same. Yet the utility only suffered a \$3,926 loss for the year 2017. My comment is "Thanks for the Accounting Lesson!". **Please do not do this to us!**

2. Conservation:

Your fine staff has recommended, as if this is some reasonable measure necessary to protect us from ourselves, that there be an additional rate doubling if individual water usage exceeds 3,000 gallons per month. The keeper of this gate is the utility company. Is this not like giving the fox the keys to the hen house? Who reads these water meters? The elderly retired people who would be placed at the utilities' mercy? Or should they become 2nd tier meter readers whose opinion has little to no say to the utility company? How would any dispute in water consumption be handled? Who would be the final arbiter of any usage disagreement? **THE UTILITY COMPANY.**

Those of us who live here on a fixed income might appreciate some small amount of grace in any proposal placed before this board, and its final rate decree, such as some notification mechanism of excessive usage, prior to any penalty, which would allow for increased usage from pipe line failure and the like due to no fault of the user; some REASONABLE figure regarding water usage, rather than a 3,000 gallon limit--exceed this small amount and pay double. This ill-advised and conceived plan is draconian and unreasonable in content and application. Please consider and pass some reasonable alternatives rather than those proposed by your fine staff.

I wish to pose some questions to you. Do you have the constitutional or statutory authority to have your fine staff propose a supposed conservation measure? Do you then have such authority to legislate such a measure under your authority to review and or set requested rates?

It seems odd that your fine staff would recommend some alleged "conservation" measure be implemented by you which penalizes us consumers and benefits only the utility. What would you make of that if you were me?

### 3. BILLING TO MY RESIDENCE

It is ironic that in all the months leading up to the July public meeting our water consumption was 2,000 gallons. The Post Hearing bill for August went up 50% for additional water usage. A coincidence or a sign of things to come?

**CONCLUSION:** It is this Commission's duty to protect us from arbitrary and capricious activity. These proposed excessive and possibly ultra vires rate increases with a built-in automatic method of additional revenue to the utility company offers a future of excessive water bills with no protection to the residents of Country Walk. Please take the time to come up with a rate schedule which would be fair to the residents and the utility. The staff proposal presented to us on 7/25/2018 does not accomplish that goal.

Bebbie Andruin  
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