

**Antonia Hover**

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**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Monday, October 28, 2019 8:26 AM  
**To:** 'dawnsautter'  
**Cc:** Consumer Contact  
**Subject:** RE: FPSC E - service of Document NO. 09590-2019 in Docket ,20180138.

Good Morning, Ms. Sautter.

We will be placing your comments below in consumer correspondence in Docket Number 20180138, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6467

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**From:** dawnsautter [<mailto:dawnsautter@cfl.rr.com>]  
**Sent:** Sunday, October 27, 2019 9:34 PM  
**To:** Records Clerk  
**Subject:** Fwd: FPSC E - service of Document NO. 09590-2019 in Docket ,20180138.

I am forwarding the information below so you can research the existing complaint and forward my email correctly.

North Peninsula Utilities Corporation has requested an exorbitant increase for services. He has not maintained the equipment since he purchased the company. Multiple times I have had raw sewage in my driveway due to his refusal to maintain the equipment and refusal to put in a functioning alarm system to alert the company when the pumps stop. On October 21, 2019, I had the problem again. Fortunately, I contacted the company when my toilet backed up. Two hours later everything was working. I don't understand why a rate increase would be approved when correction of a malfunction of equipment is identified by a customer's toilet not functioning. This was reported to the EPA in Orlando, FL.

The owner of this company does not care about his customers or the environment. He refused to reimburse me for the cost of resealing my pavers after the last overflow incident. The cost was created by his neglect to clean the pavers properly until a month after the incident.

A previous complaint was submitted to FPSC by me last Spring.

Sincerely,

Dawn Sautter  
3542 John Anderson Drive  
Ormond Beach, FL 32176

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Joan Youngblood <[jmy604@gmail.com](mailto:jmy604@gmail.com)>

Date: 10/26/19 9:22 PM (GMT-05:00)

To: Jim <[jlunn51932@aol.com](mailto:jlunn51932@aol.com)>, [dawnsautter@cfl.rr.com](mailto:dawnsautter@cfl.rr.com), [mac051080@gmail.com](mailto:mac051080@gmail.com)

Subject: Fwd: FPSC E - service of Document NO. 09590-2019 in Docket ,20180138

----- Forwarded message -----

From: **Commission Clerk** <[CommissionClerk@psc.state.fl.us](mailto:CommissionClerk@psc.state.fl.us)>

Date: Fri, Oct 25, 2019 at 12:39 PM

Subject: FPSC E - service of Document NO. 09590-2019 in Docket ,20180138

To:

The document described below has been filed with the Florida Public Service Commission and issued by the Office of Commission Clerk. You are being provided this information electronically, because you are a party of record or an interested person in this docket.

*NOTICE: E-mail replies from this address are not monitored or read. Should you have any difficulty accessing this document, please forward this e-mail to [Clerk@psc.state.fl.us](mailto:Clerk@psc.state.fl.us), explaining the problem and a Deputy Clerk will assist you. Please do not alter the subject line, as it is used for processing.*

<b>DOCUMENT NO.</b>	<b>DESCRIPTION</b>
<a href="#">09590-2019</a>	PAA Order PSC-2019-0461-PAA-SU approving rates and final order addressing rate case expense, approving temporary rates and requiring adjustment of books; approved rates to be effective for service rendered on or after stamped approval date; if no timely protest, order to become final and effective upon issuance of a CO; docket to be closed administratively after staff's verification that the revised tariff sheets and customer notice have been filed by NPUC and approved by staff; NPUC to submit reports every 6 months for staff to verify that pro forma items have been completed; protest due 11/15/19.