

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: January 8, 2020

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Emily Knoblauch, Engineering Specialist II, Division of Engineering *EK ✓*
ES

RE: Docket No. 20190071-WS - Application for staff-assisted rate case in Polk County
by Deer Creek RV Golf & Country Club, Inc.

Please file the attached email "resident issue with rate increase," in the Correspondence side of the docket file.

Thank you.

EK/jp

Attachment

Joann Parsons

Subject: FW: New Request: Main Contact Form

From: Emily Knoblauch
Sent: Monday, January 06, 2020 2:03 PM
To: 'Jennifer Hernandez'
Subject: RE: New Request: Main Contact Form

Hi Jennifer,

Thank you so much for providing the correspondence below. I will make sure it gets added to the docket.

Thank you again,

Emily Knoblauch
Engineering Specialist
Division of Engineering
Florida Public Service Commission
Phone: (850) 413-6632
eknoblau@psc.state.fl.us

From: Jennifer Hernandez [<mailto:deercreekutilities@artemislifestyles.com>]
Sent: Monday, January 06, 2020 1:57 PM
To: Emily Knoblauch
Subject: FW: New Request: Main Contact Form

Hello Emily,

Happy New Year. Hope all is well. Emily can you please see the below email its from a resident that has a issue with the rate increase. Can you please add this to the questions and concerns from the meeting.

Thank you

Jennifer Hernandez
Utility Manager
deercreekutilities@artemislifestyles.com
Deer Creek RV Golf & Country Club, Inc.
Office: (863) 424-2839, Ext. 103 Fax: (863) 424-3336



Kissimmee | Champions Gate | Palm Coast

From: Elizabeth Gudino <deercreekrv@artemislifestyles.com>
Sent: Monday, January 6, 2020 1:02 PM
To: Jennifer Hernandez <deercreekutilities@artemislifestyles.com>
Subject: FW: New Request: Main Contact Form

I'm not 100% sure if this is pertaining to the water price increase.

Sincerely,

Elizabeth Gudino

Receptionist

Deer Creek RV Golf & Country Club, Inc.

Office: (863) 424-2839. Ext. 101 Fax: (863) 424-3336



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From: Kenni Russell <admin@deercreekrvonline.com>
Sent: Monday, January 6, 2020 12:43 PM
To: info@deercreekrvonline.com
Subject: New Request: Main Contact Form

<p>Name Kenni Russell</p>

Question, Comment or Message

I am from the Office of CFO Jimmy Patronis. Ms. Anna Raymond wrote us a note regarding her water bill, which I have included.

Will you please check on Ms. Raymond's water hike?

Thanking you in advance,

Kenni Russell

Deer Creek RV Golf & Country Club Inc Docket No 20190071 -WS

On Mon, Jan 6, 2020 at 11:03 AM Anna Raymond wrote:

Yes, I will.

On Mon, Jan 6, 2020 at 10:35 AM Russell, Kenni wrote:

Good Morning!

I am so very sorry to hear about this water price hike.

Will you send all the information you have about the person in charge who set up their own water and sewer system?

Any information would be so appreciated.

Thanking you in advance,

Kenni Russell

-----Original Message-----

From: Anna Raymond

Sent: Sunday, January 5, 2020 7:02 PM

To: CFO Patronis

Subject: Water rates

We live in Polk county and live in a retired community called Deer Creek we get our water from Polk County but the person in charge set up their own water and sewer system although Polk County reads our meters we are charged by Deer Creek and each year they keep raising our fees and now they say they are in the red we are all

on fixed incomes and the 300% increase would be detrimental to all of us we need help

Phone Number

8504132856

Email

Kenni.Russell@MyFloridaCFO.com

Sent from [Deer Creek RV Park Online Resource Site](#)

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