

**Antonia Hover**

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**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Tuesday, February 11, 2020 2:57 PM  
**To:** 'KadeFinstuen@msn.com'  
**Cc:** Consumer Contact  
**Subject:** FW:  
**Attachments:** EV Residents form ltr to FL-PSC 02-07-2020 (Karen Finstuen) (1).docx

Good Afternoon, Ms. Finstuen:

We will be placing your comments below in consumer correspondence in Docket Number 20190071, 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:** Karen Finstuen <KadeFinstuen@msn.com>  
**Sent:** Tuesday, February 11, 2020 1:23 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:**

February 11, 2020

Office of Commission Clerk  
Florida Public Service Commission  
RE: Docket Number 20190071-WS, Deer Creek RV Golf & Country Club, Inc.

This email concerns the pending Staff Assisted Rate Case that will drastically increase our sewer and water billing for the Deer Creek RV Golf & Country Club residents.

Many of us missed the Customer Meeting held on December 17, 2019 given the time of year (near the holidays) and the fact that many of our residents simply aren't here until January each year. We appreciate the opportunity to voice our concerns by call, letter and email!

We understand the need for a rate increase, the reality is we haven't had one for many years. The increases in water and sewer rates dictated by Polk County should have been passed on to lot owners regularly to keep the park from creating such a large shortfall in our corporate funds. However, the current proposal on water, a 266% increase, is hard to swallow. A gradual increase would be greatly appreciated.

We want to be sure that a couple of items are being considered in our rates:

1. **The costs associated with the operation and maintenance of our Lift Station.** Today, only four of the seven (7) Deer Creek communities pay for the station. Additionally, commercial property (Deer Creek Crossings managed by Century Retail, LLC.) in front of our resort also sends their wastewater through our system to be pumped to Polk County for treatment. One of these sites is the Polk County Tax Collectors Office!
2. **The Lift Station does not have a backup power supply.** A prolonged power interruption could be disastrous. Our resort would be responsible for expenses to clean-up the mess. The pumps were installed in 1986; they're getting excessive use and will probably need to be replaced, also at our expense.
3. **The costs for operation and maintenance of miles of pipeline.** Not only for wastewater, but also a 450' run of pipe between the entry meter and Mockingbird Ridge community.

I believe our Water Utility is doing a fine job of providing quality water and wastewater treatment and deserve a rate increase. Again, a gradual increase would be appreciated.

Thank You for your time and service!

**Dalton and Karen Finstuen**

Eagles View Community of Deer Creek