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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
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Public Service Commission

March 10, 2020

Ms. Janette Kelly
1332 Josephine Ct.
Sebring, FL 33875

Re: Docket No. 20190166-WS - Application for increase in water rates in Highlands County by HC Waterworks, Inc.

Dear Ms. Kelly:

Thank you for your letter regarding the rate increase petition filed by HC Waterworks, Inc. and your description of the water quality. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your letter has been placed in the docket file.

During a rate case the Commission's accountants, engineers, and economists examine the Utility's financial and engineering information to make a recommendation to the Commissioners. One of the issues addressed is the overall quality of service provided by a utility. In making this recommendation, Commission staff reviews documents on file with the Florida Department of Environmental Protection and considers customer complaints and comments.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory as directed by Chapter 367, Florida Statutes. Staff intends to file its recommendation on April 23, 2020, in Docket No. 20190166-WS, which will be available on the Commission's website at www.floridapsc.com. The Commissioners are scheduled to vote on staff's recommendation on May 5, 2020.

Best Regards,

A handwritten signature in blue ink that reads "Emily Knoblauch".

Emily Knoblauch,
Engineering Specialist

EK:jp

cc: Office of Commission Clerk (Docket No. 20190166-WS)