

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: March 30, 2022

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

FROM: Emily Knoblauch, Engineering Specialist III, Division of Engineering *MR EK LK*

RE: DN 20210182-WU = Application for limited alternative rate increase in Highlands County by Country Walk Utilities, Inc.

Please file the attached response letters to customers, Mr. and Mrs. Banwart, Mr. and Mrs. Keith, and Ms. Sue Shillady on the correspondence side of the above mentioned docket file.

EK/pz

Attachment

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

March 30, 2022

Mr. and Mrs. Thomas Banwart
9 Corkwood Ave.
Lake Placid, FL 33852

Re: Docket No. 20210182-WU – Application for limited alternative rate increase in Highlands County by Country Walk Utilities, Inc.

Dear Mr. and Mrs. Banwart:

Thank you for expressing your concerns regarding the quality of service provided by Country Walk Utilities, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file.

In evaluating the Utility's request for a rate increase, staff reviews the Utility's current compliance with the Florida Department of Environmental Protection's (FDEP) secondary standards, as well as customer complaints and comments. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. Staff has completed its analysis, a recommendation was prepared and will be presented to the Commission regarding the Utility's requested rate increase. This recommendation was filed on March 24, 2022. The recommendation is available for your review on the Commission's website at www.floridapsc.com in Docket No. 20210182-WU. The Commissioners are scheduled to vote on staff's recommendation at the April 5, 2022 Commission Conference.

We thank you for taking the time to express your concerns regarding the Utility's proposed rate increase and its quality of service. If you have any additional questions, or require further assistance, please reach me by phone at (850) 413-6632 or email at eknoblau@psc.state.fl.us.

Sincerely,

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

Emily Knoblauch
Engineering Specialist

EK:pz

cc: Office of Commission Clerk (Docket No. 20210182-WU)

COMMISSIONERS:
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TOM BALLINGER
DIRECTOR
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Public Service Commission

March 30, 2022

Mr. and Mrs. William Keith
55 Lake Side Trail
Lake Placid, FL 33852

Re: Docket No. 20210182-WU – Application for limited alternative rate increase in Highlands County by Country Walk Utilities, Inc.

Dear Mr. and Mrs. Keith:

Thank you for expressing your concerns regarding the quality of service provided by Country Walk Utilities, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file.

In evaluating the Utility's request for a rate increase, staff reviews the Utility's current compliance with the Florida Department of Environmental Protection's (FDEP) secondary standards, as well as customer complaints and comments. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. Staff has completed its analysis, a recommendation was prepared and will be presented to the Commission regarding the Utility's requested rate increase. This recommendation was filed on March 24, 2022. The recommendation is available for your review on the Commission's website at www.floridapsc.com in Docket No. 20210182-WU. The Commissioners are scheduled to vote on staff's recommendation at the April 5, 2022 Commission Conference.

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Sincerely,

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

Emily Knoblauch
Division of Engineering

EK:pz

cc: Office of Commission Clerk (Docket No. 20210182-WU)

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TOM BALLINGER
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Public Service Commission

March 30, 2022

Ms. Sue E. Shillady
14 Fawn Run Rd.
Lake Placid, FL 33852

Re: Docket No. 20210182-WU – Application for limited alternative rate increase in Highlands County by Country Walk Utilities, Inc.

Dear Ms. Shillady:

Thank you for expressing your concerns regarding the quality of service provided by Country Walk Utilities, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file.

In evaluating the Utility's request for a rate increase, staff reviews the Utility's current compliance with the Florida Department of Environmental Protection's (FDEP) secondary standards, as well as customer complaints and comments. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. Staff has completed its analysis, a recommendation was prepared and will be presented to the Commission regarding the Utility's requested rate increase. This recommendation was filed on March 24, 2022. The recommendation is available for your review on the Commission's website at www.floridapsc.com in Docket No. 20210182-WU. The Commissioners are scheduled to vote on staff's recommendation at the April 5, 2022 Commission Conference.

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Sincerely,

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

Emily Knoblauch
Engineering Specialist

EK:pz

cc: Office of Commission Clerk (Docket No. 20210182-WU)