

Application for a limited alternative rate increase in Highlands County by

Country Walk Utilities, Inc.

DOCKET NO. 20210182-WU

Name Pamela Banwart & Thomas Banwart
Address 9 Corkwood Ave
Lake Placid, FL 33852

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail or fax it to 1-800-511-0809. Correspondence will be placed in the docket

CUSTOMER COMMENTS

Our rates in Country Walk have almost doubled in the seven years we've lived here. Granted, a new system was installed + the water stopped turning black, ruining laundry and smelling! So, no objection to rate increase then. However, we still have serious issues. We installed 2 brand new toilets 1 year ago + already have "rings" that cannot be scrubbed clean. In addition, we continue to have "black muck" accumulate in drains, around drains in kitchen + bathroom sinks and in drying racks for dishes. We have enclosed samples of this "muck" after only 2 days in one sink. Until these problems are addressed and corrected, we are NOT in favor of another rate increase.

Thank you for the opportunity to share. Hopefully it does not fall on deaf ears.

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

2"	\$237.20	\$256.61
3"	\$474.40	\$513.21
4"	\$741.25	\$801.89
6"	\$1,482.50	\$1,603.78
Charge per 1,000 gallons	\$15.45	\$16.71

PROCEDURES AFTER RECEIVING COMMENTS

Commission staff will prepare a recommendation on the Utility’s proposed rate increase which is tentatively scheduled to be submitted to the Commission on March 24, 2022. The Commission will then vote on staff’s recommendation, taking into consideration customer comments, at its April 5, 2022 Commission Conference. As noted above, customers may address the Commission directly at this Conference. Customers may also watch the Commission Conference live from the PSC website at www.floridapsc.com. Look for the “Watch Live Broadcast” icon on the left side of the webpage.

The Commission will thereafter issue a proposed agency action (PAA) order containing rates which may be different from those contained in staff’s final recommendation. Substantially affected persons have 21 days from the date that the PAA order is issued to protest the Commission's PAA order. Customers may obtain a copy of staff’s recommendation and all documents filed in this docket under the Clerk's Office tab at the Commission's website (<http://www.floridapsc.com>).

CONTACTING THE OFFICE OF PUBLIC COUNSEL

At any time during this process, you may contact the Office of Public Counsel. The Office of Public Counsel was established by the Florida Legislature to advocate on behalf of you and the other utility consumers before both the Commission, and other state and federal regulatory authorities. The Public Counsel is independent from the Commission, and accounts only to the people of the state of Florida through the Florida Legislature. You can reach the Office of Public Counsel at (800) 342-0222 or www.floridaopc.gov

HAVE QUESTIONS OR NEED ADDITIONAL INFORMATION

Contact information for staff is provided below. You may also find additional information in the Rate Case Overview, which can be viewed at <http://www.floridapsc.com/Publications/RateCaseOverviews>.

For technical questions contact: Emily Knoblauch at (850) 413-6632 or EKnoblau@psc.state.fl.us
 For legal questions contact: Jacob Imig at (850) 413-6738 or JImig@psc.state.fl.us

Please note, if you would like to provide comments by phone at the Commission Conference, please contact Jacob Imig prior to April 5, 2022.

If you wish to contact the Commission regarding complaints about service, you may call the Commission's Division of Consumer Assistance and Outreach at the following toll-free number 1-800-342-3552.