

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of

DOCKET NO. 950495-WS

Application for a rate increase
and increase in service
availability charges by SOUTHERN
STATES UTILITIES, INC. for
Orange-Osceola Utilities, Inc.
in Osceola County, and in
Bradford, Brevard, Charlotte,
Citrus, Clay, Collier, Duval,
Hernando, Highlands,
Hillsborough, Lake, Lee, Marion,
Martin, Nassau, Orange, Osceola,
Pasco, Polk, Putnam, Seminole,
St. Johns, St. Lucie, Volusia and
Washington Counties.

PROCEEDINGS:

JACKSONVILLE SERVICE HEARING

BEFORE:

CHAIRM SUSAN F. CLARK
COMMISSIONER J. TERRY DEASON
COMMISSIONER DIANE KIESLING
COMMISSIONER JOE GARCIA

DATE:

Wednesday, September 20, 1995

TIME:

Commenced at 6:00 p.m.
Concluded at 10:25 p.m.

PLACE:

Prime Osborn Convention Center
Ballroom South
1000 Water Street
Jacksonville, Florida

REPORTED BY:

SYDNEY C. SILVA, CSR, RPR
Official Commission Reporter

DOCUMENT NUMBER-DATE

09911 OCT-95

FLORIDA PUBLIC SERVICE COMMISSION

FPSC-RECORDS/REPORTING

2221

1 APPEARANCES:

2 BRIAN P. ARMSTRONG, 1000 Color Place, Apopka,
3 Florida, 32703, Telephone No. (407) 880-0058, appearing on
4 behalf of Southern States Utilities, Inc.

5 MICHAEL B. TWOMEY, Route 28, Box 1264, Tallahassee,
6 Florida 32310, Telephone No. (904) 421-3586, appearing on
7 behalf of Sugarmill Woods Civic Association, Inc., Spring Hill
8 Civic Association and Marco Island Fair Water Rate Defense
9 Fund Committee.

10 ROSANNE CAPELESS and LILA A. JABER, Florida Public
11 Service Commission, Division of Legal Services, 2540 Shumard
12 Oak Boulevard, Tallahassee, Florida, 32399-0870, Telephone No.
13 (904) 413-6199, appearing on behalf of the Commission Staff.

14 JACK SHREVE, Public Counsel, and CHARLES J. BECK,
15 Associate Public Counsel, Office of Public Counsel, 111 West
16 Madison Street, Room 812, Tallahassee, Florida 32399-1400,
17 Telephone No. (904) 488-9330, appearing on behalf of the
18 Citizens of the State of Florida.

19

20

21

22

23

24

25

I N D E X

MISCELLANEOUS

ITEM	PAGE NO.
Opening Statement by Mr. Armstrong	16
Opening Statement by Mr. Twomey	20
Opening Statement by Mr. Shreve	26
CERTIFICATE OF REPORTER	168

WITNESSES

NAME	PAGE NO.
WILLIAM M. BEAM	
Direct Statement	30
WILLIAM ST. GEORGE	
Direct Statement	35
DAVID M. TRUAX	
Direct Statement	38
DANIEL SCHLOSSER	
Direct Statement	43
JERRY SEEFRIED	
Direct Statement	46
CHARLES LEWIS	
Direct Statement	48
BILL BEITTEL	
Direct Statement	52

1	INDEX OF WITNESSES (Continued)	
2	LISA NOE	
3	Direct Statement	59
4	RANDY BIGGS	
5	Direct Statement	61
6	DONALD SCHUNK	
7	Direct Statement	65
8	CAROL OSSMANN	
9	Direct Statement	68
10	DONALD BUCK	
11	Direct Statement	71
12	WAYNE BROOKS	
13	Direct Statement	84
14	ANDREW HERBANER	
15	Direct Statement	94
16	GEORGE R. HEILMAN	
17	Direct Statement	98
18	KAREN SANFORD	
19	Direct Statement	104
20	CHARLOTTE TEMPLE	
21	Direct Statement	107
22	NOEL COX	
23	Direct Statement	113
24	BARBARA MAZER	
25	Direct Statement	115

1	INDEX OF WITNESSES (Continued)	
2	SANDI HIBBARD	
3	Direct Statement	123
4	COLEMAN COSGROVE	
5	Direct Statement	131
6	PASCHAL CARR	
7	Direct Statement	134
8	DARLENE JONES	
9	Direct Statement	137
10	DAVID MYNATT	
11	Direct Statement	141
12	TOM MILLICAN	
13	Direct Statement	143
14	LYNDEL M. HALE	
15	Direct Statement	145
16	GERALDINE ATKINSON	
17	Direct Statement	147
18	JOANN COLLIER	
19	Direct Statement	152
20	CHARLES COLLIER	
21	Direct Statement	159
22	CHARLES HOEPPNER	
23	Direct Statement	163
24	FRED ZEILER	
25	Direct Statement	166

1	EXHIBITS	
2	NUMBER	IDENTIFIED ADMITTED
3		
4	4 (Composite) (Buck) 25 Photographs and Article from Scotty's Contractors' Advantage	84
5		
6	5 (Composite) (Brooks) Petitions from Hidden Hills Country Club Estates Homeowners	94
7		
8	6 (Composite) (Heilman) Petition from Southern States Utilities Customers in Amelia Island, Nassau County	103
9		
10	7 (Composite) (Mazer) Customer Protests	130
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		

1 located in Hernando County; and the Marco Island Fair Water
2 Rate Defense Fund Committee, which is located in Collier
3 County in Marco Island. That's it.

4 **CHAIRMAN CLARK:** Thank you.

5 Mr. Shreve?

6 **MR. SHREVE:** Jack Shreve and Charlie Beck, Office of
7 the Public Counsel, Tallahassee, Florida, appearing on behalf
8 of the Citizens of the State of Florida, the customers in
9 opposition to the rate increase. (Applause)

10 **CHAIRMAN CLARK:** Ms. Capeless.

11 **MS. CAPELESS:** Rosanne Capeless, and with me is Lila
12 Jaber, appearing on behalf of the Florida Public Service
13 Commission Staff.

14 **CHAIRMAN CLARK:** Thank you very much.

15 Good evening, my name is Susan Clark. I'm the
16 Chairman of the Public Service Commission. With me tonight
17 are three other Commissioners; we have another one, Julia
18 Johnson, who is not here tonight, but she has been attending
19 the other service hearings. But to my right is Commissioner
20 Terry Deason, to his right is Commissioner Joe Garcia, and to
21 my left is Commissioner Diane Kiesling.

22 Since I am the Chairman, I get to conduct this
23 proceeding tonight. We're here for the purpose of receiving
24 your comments about Southern States Utilities. We want to
25 hear about the proposed rate increase and we're particularly

1 interested in your comments about the quality of service
2 rendered by this utility.

3 The comments you give today will be recorded by our
4 court reporter, who is sitting right over here, and they will
5 become part of the official record of this proceeding. Your
6 comments will be used by us, along with the other evidence
7 gathered in this case, to make a decision regarding the
8 requested rate increase.

9 I would like to give you some background about how
10 we process rate increase requests. The process takes about
11 eight months from start to finish. It begins officially when
12 the utility files a petition asking for a rate increase. This
13 petition is a legal document which summarizes the reason for
14 the increase. It is accompanied by a compilation of the
15 financial, engineering and rate information that supports the
16 utility's request.

17 This case began when Southern States filed an
18 application with the Commission for increased water and
19 wastewater rates. The Utility has requested a two-tier
20 uniform water rate along with a uniform wastewater rate. The
21 Utility has requested a final rate increase of up to 45.9% for
22 water and 30.21% for wastewater. They have also requested an
23 interim rate increase.

24 I want to emphasize that this is what they have
25 requested, this is not what we have yet voted on.

1 During the pendency of the proceeding, the parties
2 who have intervened in this matter may solicit further
3 information from the Utility through interrogatories,
4 depositions and other discovery. And the intervenors will
5 also sponsor their own witnesses to give testimony in
6 opposition to the rate increase.

7 This testimony will be given at an evidentiary
8 hearing, and we have set aside nine days for this hearing
9 beginning on January 29th, 1996, in Tallahassee.

10 As part of this rate increase process, we are
11 holding 14 customer service hearings throughout the state to
12 hear from you, the customers of this Utility. Customer
13 hearings are specifically designed to gather information about
14 the quality of service you are receiving from this Utility.

15 After all the hearings have been conducted, the
16 Commission will meet once again in what is called an agenda
17 conference and we will decide the issues in the case and
18 decide whether or not a rate increase is warranted.

19 During all the public hearings, the parties are
20 represented by their particular attorneys. And you have heard
21 those attorneys introduce themselves, but let me once again
22 indicate who they are.

23 This is Mr. Brian Armstrong, he's with the Utility.

24 This is Mr. Mike Twomey, he's representing various
25 intervenors in this case, particularly Sugarmill Woods, Spring

1 Hill and Marco Island.

2 Mr. Shreve is back here against the wall. With him
3 is Charlie Beck.

4 We have Rosanne Capeless and Lila Jaber from our
5 Staff.

6 I would also like to tell you we have brought with
7 us other Staff people who are here to assist you. Sometimes
8 you have specific service problems you would like to talk to a
9 Staff person one-on-one with or you have other questions you
10 don't feel comfortable asking in a public forum. Let me
11 introduce some of those people today, so you know who they are
12 and if you have questions you may speak to them.

13 The first person is Marshall Willis. He's right
14 here. He's an accountant and analyst with our Staff.

15 Mr. Bob Crouch, who is an engineer with our Staff.

16 Mr. Troy Rendell, who is a rate analyst.

17 And Greg Shafer, who is head of one of our bureaus
18 in Water and Wastewater.

19 Gerald Edwards, who is likewise an engineer.

20 Jeanne Clark, Jeanne is an engineer. Have I got
21 that wrong?

22 MS. CLARK: Accountant.

23 CHAIRMAN CLARK: Accountant. Excuse me, Jeanne.

24 Another engineer is Ted Davis. The head of our
25 bureau is Mr. Chuck Hill. He is standing back against the

1 wall.

2 And In the back of the room the person you probably
3 met when you came in is our public information officer and
4 head of our Public Information Division, Ms. Bev DeMello.

5 And finally, standing at the door at the back is my
6 aide, Mr. Billy Stiles. He's also available to help you with
7 any questions you may have or things you want to talk about
8 regarding this case.

9 I would like to point out to you that the Commission
10 Staff is here today and functions to make sure that the record
11 in this case is as complete as possible and all the aspects of
12 the case are thoroughly explored. The Commission Staff has
13 expertise in utility rate-setting and assists the Commission
14 in becoming as knowledgeable as possible about the cases
15 before it. As you can tell from my introduction, we have
16 accountants, engineers, attorneys and rate analysts, so we
17 have brought with us all those people that should be able to
18 help you with any problem you may have.

19 I would like to emphasize that the purpose for us
20 being here is to listen to the concerns that you have about
21 this utility. However, we have found that it may be
22 appropriate to allow very brief opening statements from the
23 parties to give you their positions on this particular case.
24 In order that we may have enough time to hear from you, we are
25 going to limit opening statements to five minutes. And what

1 I'm going to do is go ahead and allow those opening statements
2 now, and then I will proceed with swearing in the witnesses,
3 and then we will begin calling your names if you signed up in
4 the back.

5 We will take you in the order you signed up. So if
6 you signed up first, you will be the first witness to be
7 heard.

8 Before I do turn it over to counsel to make their
9 statements, I would like to indicate to you that last week the
10 Commission made a decision regarding Southern States
11 Utilities; and pursuant to a decision of the First District
12 Court of Appeal, we voted to go to a rate structure that is
13 more system oriented rather than one oriented toward uniform
14 rates.

15 The rates will be voted on next week, so I can't
16 tell you what they will be and how the rates may be changed.

17 That decision, like all our decisions, is subject to
18 further proceedings. Sometimes we get motions for
19 reconsideration and sometimes those decisions are appealed to
20 the courts. But I want you to know that you will get notice
21 of the rate changes before they go into effect.

22 Mr. Armstrong, would you like to make a brief
23 opening statements for five minutes?

24 MR. TWOMEY: Madam Chairman?

25 CHAIRMAN CLARK: I'm sorry. Commissioner Kiesling

1 has just indicated that you will get notice of what we have
2 done, what happens next week at agenda with respect to the
3 rates and what we have done pursuant to a court decision.

4 Mr. Armstrong?

5 MR. ARMSTRONG: Thank you, Madam Chairman.

6 MR. TWOMEY: Madam Chair, excuse me. Before he
7 starts, I have a preliminary matter if you would entertain it.

8 CHAIRMAN CLARK: Go ahead, Mr. Twomey.

9 MR. TWOMEY: Madam Chairman, Commissioners, fully a
10 week ago, last Wednesday morning, on behalf of the Board of
11 County Commissioners of Citrus County, the Sugarmill Woods
12 Civic Association, Inc., and the Spring Hill Civic Association
13 Inc., I filed a motion asking Commissioner Kiesling to either
14 disqualify herself or to abstain from further matters in these
15 proceedings. I went to a hearing in Chipley -- in Sunny Hills
16 the next day and she indicated that she had not seen it.

17 Now, I'm aware, I think, that she participated in a
18 hearing last night in Kissimmee. And what I want to suggest
19 to you, Madam Chairman, is that Commissioner Kiesling, having
20 not read the motion, if that's the case, or the petition, or
21 having not ruled yet, but yet participating in these
22 proceedings, is, on its face, a denial of our petition. Any
23 circuit court judge, any county court judge, any
24 administrative hearing officer, I believe, faced with such a
25 petition claiming bias and prejudice, which we did, based upon

1 her appearing and speaking against Senator Brown-Waite's bill
2 on uniform rates, against her public altercation with me in
3 the Florida Senate, would not participate in anything further
4 in the proceedings before he or she without making a ruling in
5 a case. Since she has not done so, I view that as an adverse
6 ruling under the Commission's rules. If she declines to rule
7 on the motion, it is the obligation of the remaining
8 Commissioners to so rule.

9 I maintain to you, Madam Chairman, Commissioners,
10 that the pleading I filed is legally sufficient; and if it is
11 legally sufficient, she should step down and not proceed
12 further. So I would ask you to rule if she's not going to go
13 ahead and rule on herself.

14 **CHAIRMAN CLARK:** Mr. Twomey, I appreciate that. But
15 I believe the time for ruling on that, according to our rules,
16 has not ended, there is still time to do that.

17 And I would point out to you that this is a service
18 hearing. We're here to hear from the customers. And I think
19 that it would be beneficial to have her continue to hear what
20 is going on in the case and hear from the customers on that
21 in the event it maintains the status quo, if she is -- we're
22 not going to make any decisions here today, we're simply here
23 to hear from the customers, and I don't think there is any
24 need to disqualify her at this point. Plus, that we do not
25 have the full panel who is assigned to this case here today to

1 rule on it.

2 MR. TWOMEY: Very well, thank you.

3 CHAIRMAN CLARK: Thank you, Mr. Twomey.

4 Mr. Armstrong?

5 MR. ARMSTRONG: Madam Chair, for the Commissioners'
6 information, Southern States did file a response to that
7 motion today. And just briefly, on its face, the motion
8 should be denied.

9 Upon consideration, you'll find that the Codes of
10 Judicial Conduct have been repealed which were relied upon in
11 the motion, and that the motion fails to bring to this
12 Commission's attention case law which is applicable.

13 CHAIRMAN CLARK: Thank you, Ms. Armstrong, but I
14 really want to hear your opening statements at this point.

15 MR. ARMSTRONG: Thank you.

16 Good evening, ladies and gentlemen.

17 CHAIRMAN CLARK: Ladies and gentlemen, I'm going to
18 sit down at this point. I don't think I can remain standing
19 through the entire proceedings, but I encourage all the people
20 participating to talk into their microphones so everybody can
21 hear what is going on.

22 MR. ARMSTRONG: Thank you.

23 Southern States will establish through witnesses
24 testifying under oath in this proceeding --

25 CHAIRMAN CLARK: Mr. Armstrong, I heard a request

1 that you perhaps stand up.

2 MR. ARMSTRONG: That's fine, I'll stand.

3 CHAIRMAN CLARK: The floor isn't tilted so they can
4 see us all, so I think it would be helpful if we did that.

5 MR. ARMSTRONG: Good evening, ladies and gentlemen.
6 Southern States will introduce through sworn testimony under
7 oath in this proceeding that we have placed approximately
8 \$100 million of plant into service to provide service to our
9 customers since rates were last set by this Commission in
10 1991. The last rate investigation for the majority of the
11 service areas in this case were based on 1991 investments.
12 None of the \$100 million of additional equipment that I just
13 referred to is included in the rates you are now paying to
14 Southern States.

15 Another way of saying this is that the Company has
16 not earned a return or profit on investments we have made
17 since 1991.

18 We are sure that nobody here would place millions of
19 dollars in a bank and be satisfied if the bank failed to
20 provide you interest on that money so deposited. But that is,
21 in effect, what Southern States has been subject to since we
22 began placing approximately \$20 million each year in service
23 since 1991.

24 What has been the result of these large
25 expenditures? Southern States has provided proof to the

1 Commission that our company earned less than 3% on our
2 investment in utility facilities in 1994. As a result of our
3 continued investment of \$20 million a year in our facilities,
4 in 1995 and in 1996 we expect to earn no money, no profit, no
5 return.

6 It could be asked why do we continue to spend and
7 invest such money, place so much equipment into service each
8 year when we are losing money or earning less than 3% on our
9 money? In large part, the answer is because we have been
10 forced to.

11 We have all read the newspapers and magazines so we
12 all now that both federal and state governments have increased
13 the number of laws and rules regulating water treatment and
14 supply and wastewater treatment and disposal. You have heard
15 the water contamination that occurred in Milwaukee which
16 caused many people to become ill. You have heard about the
17 wastewater facilities rupturing under Biscayne Bay in Miami
18 which caused severe impacts to the environment. Federal and
19 state laws have been designed to prevent these types of events
20 from occurring, and in recent years the standards have been
21 made more strict and enforcement of public health and
22 environmental laws has become more strict and increased
23 dramatically. The result is that Southern States has been
24 required to make the investments we seek to recover in this
25 case.

1 To the extent anyone has any doubt about whether a
2 particular investment was the right investment to make, such
3 questions will be raised during the nine days of hearings that
4 were referred to earlier. Southern States remains confident
5 that through the production of our witnesses who will testify
6 under oath, the Commission, the parties and any customers who
7 attend to those hearings will be satisfied that we made
8 prudent investments and at reasonable costs.

9 The last issue we would like to bring to your
10 attention is that Southern States has requested a uniform rate
11 in this proceeding. As the Chairwoman expressed earlier, a
12 court recently ruled that the Commission first must find that
13 Southern States operates as one functionally related system
14 before uniform rates can be provided to Southern States.

15 As a result, it is likely that your rates soon will
16 change. It also is likely that your rates soon will change to
17 what has been commonly referred to as some sort of so-called
18 stand-alone rates, which are more system-specific. However,
19 you should know that after the court's ruling this Commission
20 has made a finding that Southern States' facilities are
21 functionally related such that we are one system. We have
22 produced evidence in this case from our witnesses which is
23 very similar to the evidence previously relied upon by the
24 Commission to make that one-system finding. So we believe we
25 have provided enough information in this case to support

1 uniform rates.

2 However, the rate structure is an issue in all rate
3 proceedings and Southern States has no control over that rate
4 structure. It is likely that if we revert to some other
5 structure other than uniform rates, 13 of the 16 customer
6 groups which have been provided notice to attend here tonight
7 will see increases in their rates.

8 We look forward to hearing from you tonight
9 regarding the quality of our service, any complaints and
10 questions and, hopefully, some compliments you might have
11 regarding our service. And thank you for attending.

12 **CHAIRMAN CLARK:** Thank you, Mr. Armstrong.

13 Mr. Twomey?

14 **MR. TWOMEY:** I would like to go after Mr. Shreve, if
15 I could, Madam Chair.

16 **CHAIRMAN CLARK:** Well, that would be up to
17 Mr. Shreve.

18 Mr. Twomey, go ahead. We'll go in the order that we
19 have proceeded in so far.

20 **MR. TWOMEY:** Ladies and gentlemen, as I told you,
21 for those of you who weren't here at the beginning of this
22 hearing, my name is Mike Twomey. I'm an attorney from
23 Tallahassee in private practice. I'm representing three civic
24 associations in this case. I'm representing two civic
25 associations and the Board of County Commissioners of Citrus

1 County in the old rate case. And that's where I want to
2 start, the old rate case, very quickly.

3 And I'm going to have to go fast here, because they
4 have asked for only five minutes, which I'm not pleased with.
5 Because everything that you have been given, every little bit
6 of information you have been given to get you thus far, is
7 wrong. We know that. I'm not blaming anybody, it's just
8 wrong. And my concern is we're not going to get a chance to
9 educate you people about what has been happening to you the
10 last two years, what they have on the platter for you, them
11 and them, the next -- in this case.

12 Uniform rates, Mr. Armstrong just talked about,
13 myself, my clients and some others got them reversed. It took
14 us two years to do it. The First District Court of Appeals
15 got them reversed. Then we went to the PSC after they didn't
16 act for a while, and we said, "You've got to lower the rates
17 for these people from Beacon Hills, from Amelia Island, and
18 give them back the money that was wrongfully taken from them."
19 We filed that petition about two weeks ago.

20 As the Chairman indicated earlier, they held a
21 hearing on Tuesday; they decided they're going to lower the
22 rates. We don't know how much yet, because the Staff is
23 making a recommendation.

24 I'm confident their Staff is going to try and make a
25 recommendation that will reduce the amount of refunds you get

1 and increase the amount of rates that the Commissioners are
2 going to vote on. I say that because, to Mr. Armstrong's
3 credit, his company didn't ask for these uniform rates.

4 Every time I say "uniform," think socialism, okay?
5 Socialism. He didn't ask for it two years ago. The Public
6 Service Commission Staff snuck it in the back door at the
7 eleventh hour, after the hearings were over, and two of the
8 Commissioners voted to approve it. Chairman Clark is the only
9 Commissioner left that voted for that. I'm hoping to change
10 her mind on this thing on a going-forward basis, but she's the
11 only one that voted for it. We beat them.

12 Last Tuesday the Staff, the Commission, said,
13 "Should we give back the money to these customers and have a
14 refund?" The Staff said, "No, don't give them back a penny.
15 Don't give them back a penny. And if you do, let SSU, poor
16 SSU, take two years to pay it back."

17 They have a rule that says everybody else has to
18 give back refunds within 90 days. They said, "Give them two
19 years to give back your money."

20 When the Commission said, "We're going to give them
21 refunds," you know what? For those of you that are here from
22 the systems that benefit from these subsidies, that benefit
23 under this socialism stuff, the Public Service Commission
24 Staff said, in order to benefit my clients and the people from
25 Beacon Hills and Amelia Island, they said, "Take the money

1 from the people that benefited from the subsidies before. The
2 people who didn't ask for the subsidies, didn't deserve them,
3 take it from them."

4 These people are so biased collectively against you
5 people that it is an outrage.

6 Now, we beat them. In the meantime, these people
7 lost \$8 million worth of overcharges. Unfortunately, the PSC
8 and its Staff have only esured that this Company has a
9 \$3 million bond. \$8 million plus accrued interest for two
10 years.

11 They think they're not going to give it back.
12 They're going to appeal. I need your help to make sure that
13 we win those appeals and, those of you who qualify, that we
14 get your money back.

15 Now, notwithstanding -- and the bad thing about
16 that case was that it caused the clients I represent to be
17 pitted against the people that benefit from the uniform rates.
18 Now, some of those people need that money. We have a plan to
19 take care of them.

20 Part of the money that you people lost the last two
21 years didn't go to needy families. It went to golf club
22 communities, marina communities, truck stops, industrial
23 parks -- people who make more money than you, use more money
24 than you and didn't deserve the money even under the wildest
25 theories of socialism. Okay.

1 Now, we beat them on that. They're back here again.

2 Okay.

3 We're going to make them pay about \$10 million out
4 of their shareholders' wallets, we think, with your help.
5 They're back asking for it again. Can you figure that?
6 They're going to support it. It was their idea in the first
7 place.

8 Under this new plan -- now, under the victory we had
9 in the District Court of Appeals, the people in Beacon Hills
10 should get -- you were overcharged \$356,000 a year
11 approximately for two years, you should get back \$710,000,
12 plus two years of interest.

13 If you're from Amelia Island, you were overcharged
14 during that same two-year period \$396,000, plus interest you
15 get back. Okay.

16 On a going-forward basis, we're looking at
17 \$10 million in rate subsidies if this Utility gets what they
18 have asked for.

19 Am I going over, Marshall?

20 If, in the old case --

21 **CHAIRMAN CLARK:** Mr. Twomey, I think I'm the one you
22 need to ask and you are getting close.

23 **MR. TWOMEY:** Okay. I'll wrap it up real quick here,
24 Madam Chairman.

25 They took \$4 million from you collectively in the

1 last case; they want 10. Okay. The PSC's cut of the amount
2 is \$3.4 in their regulatory assessment fees. They are making
3 their job easier. You can no more participate in a rate case
4 with this Company now and find out if their expenses are
5 reasonable if their plant additions are reasonable in Marco
6 Island than a man in the moon. You can't do it. You have
7 been cut out.

8 I am going to stop because they don't want you to
9 hear this kind of thing, and they should be curious to hear
10 from you. But I will stay here until 4:00 in the morning and
11 talk to anybody who is interested in finding out what they did
12 to you collectively -- and by that, I mean the Staff, the PSC,
13 those of them who voted for it, and this Utility -- and what
14 they have planned for you in this next case. It is wrong.

15 Jack Shreve had a professional conflict of interest
16 created by the Staff bringing this system up and the
17 Commission approving it, so he can't defend one group of you
18 customers that benefit and those of you who are hurt without
19 violating professional obligations as an attorney. So it's
20 pitted people against one another. Those of you who have been
21 hurt by this thing need to have somebody like me and my
22 clients helping you. See me after the meeting. Thank you
23 much.

24 CHAIRMAN CLARK: Thank you, Mr. Twomey. (Applause)
25 Mr. Shreve?

1 MR. SHREVE: I want to make one thing clear. When
2 he pointed over to this side of the room, he was not pointing
3 to us as supporting this. He was pointing to someone else.

4 I will be brief. We're here to hear from you
5 tonight. And I'm not going to talk about the pitting of one
6 group of customers against another; it's happening, but that's
7 another matter. I'm not going to be involved in that.

8 What I am going to talk about is Southern States
9 Utilities, Topeka Group, Minnesota Power continually raising
10 their rates and having raised them an astronomical amount
11 since they took over the systems. None of you have been given
12 those figures. (Applause)

13 Now, you would be astounded because none of you have
14 been given those figures. They're not even in their filings.
15 We have filed several motions to dismiss that the Public
16 Service Commission is going to hear later to dismiss their
17 interim and to dismiss this case because they have not filed
18 the proper information in their filing.

19 Mr. Armstrong says that they have put on proof.
20 Now, it depends on who accepts that proof. They paid a
21 \$12 million dividend to Minnesota Power. Does that sound like
22 they didn't make any profit? That was in 1994.

23 He didn't tell you that they sold the St. Augustine
24 Shores systems that they had purchased from Deltona and made
25 over \$6 million profit on that that they didn't count in their

1 profits. He didn't tell you that they sold a system in
2 Sarasota County and made about \$19 million that they haven't
3 counted in that.

4 Now, we raised the St. Augustine Shores system last
5 time because in all of the gain on sale -- loss on sale, and
6 in that situation that system had been supported by the
7 customers, they made that much of a profit on it when they
8 sold it. The last decision that was made by the Public
9 Service Commission was a loss on sale and Southern States put
10 that loss on sale, although it was a small one, in the rates
11 of Lake County customers, and they paid for years on that.

12 When he asked that the \$6 million that they walked
13 away with be given credit to you, it wasn't done. We'll be
14 pushing that again, along with the \$19 million they made down
15 there. They should be counting that as revenue to themselves
16 instead of hiding that.

17 You would be astounded at the increases that have
18 been made on a system-by-system basis. You don't have that
19 information. We are going to insist that it be given to you.

20 Each one of your systems -- the way they have filed
21 this case, they have asked for uniform rates. Now, you might
22 as well know that if they don't get the uniform rates, they
23 still want the money, regardless of who pays it. It may be
24 more or it may be less from any individual customer groups,
25 but Southern States wants the total amount of money.

1 We're opposed to it. We think they should refile
2 this case, do it in a decent manner.

3 It sounds good and I'm all for and you're all for
4 water conservation and water treatment in the proper way at
5 this time. But don't just use it as a reason to raise rates
6 and walk away with the customers' money, and that's what's
7 happening here.

8 We're going to oppose it. We'd like to get back
9 with you at a later time when you have more information, and I
10 think you will be astounded as to what they are doing to you.

11 Thank you. (Applause)

12 **CHAIRMAN CLARK:** Ladies and gentlemen, we're now at
13 this point in the proceedings where we will hear from you.
14 And there are some formalities we need to adhere to, one of
15 which is that you be sworn in, and I will do that in just a
16 minute. The reason we need to do that is so that we can rely
17 on your testimony in making our decision.

18 Also, I'm going to ask you to come to the podium.
19 When you come up here, please give me your name and address
20 and the facilities from which you receive service, such as
21 Beacon Hill, Amelia Island and whatever facilities you are
22 receiving service from, we would like to know that. Our
23 engineers would like to know that so they can identify systems
24 that may have problems.

25 Another thing I would ask is that you hold your

1 applause and your comments you might make because it takes
2 away from our ability to record the proceedings. But I urge
3 you to come forward if you have something to say. Please
4 don't be intimidated by the fact that we have sworn you in and
5 we will ask you to come up here. It merely facilitates us
6 getting the information on record.

7 If you wish to testify, you should have signed up
8 with Bev DeMello. If you didn't sign up and you change your
9 mind at any time during the proceedings, go back and see
10 Ms. DeMello. She will carry your names up here to Mr. Shreve
11 and he will read out your names and we will take your
12 testimony.

13 At this point, everyone who has signed up to give
14 testimony or will be testifying in this proceeding, will you
15 please stand and raise your right hand.

16 (Witnesses collectively sworn.)

17 **CHAIRMAN CLARK:** Thank you very much. You may be
18 seated.

19 One other thing I would like to say. Sometimes we
20 start hearing the same things from customers. If you want to
21 get up and simply say, "I adopt the testimony of another
22 witness," you may do that.

23 With that, are there any other preliminary matters I
24 need to take up?

25 Mr. Shreve, would you call your first witness.

1 **MR. SHREVE:** Yes, ma'am. Councilman Beam.

2 - - - - -

3 **WILLIAM M. BEAM**

4 was called as a witness on behalf of the Citizens of the State
5 of Florida and, having been duly sworn, testified as follows:

6 **COUNCILMAN BEAM:** Good evening, Commissioners,
7 Staff, Counsel. I am Bill Beam, City Councilman from the City
8 of Keystone Heights in Clay County. I live at 705 South
9 Lawrence Boulevard, Keystone Heights, Clay County 32656.

10 Keystone Heights is located in the furthestest most
11 point in southwestern Clay County. It's where Clay, Alachua,
12 Putnam and Bradford Counties meet. It is a long way up here
13 through this traffic. I represent the residents within the
14 city limits of Keystone Heights.

15 We were served since 1920 by Keystone Water Company,
16 Incorporated, a private, family-owned institution. After the
17 owner died, the Company went down hill, deteriorated rapidly.
18 And back in the 1980s we had contamination problems in the
19 water system; we had frozen pipes on the fire hydrants; we had
20 a lot of problems. We offered to buy it, Southern States
21 outbid us and bought the system. I must say, since then,
22 Southern States has made a lot of improvements, the water
23 system is much better and the thing is going along very well.

24 Now, the main problem that we have, and I will
25 discuss it and then Councilman Robert Alexander will see your

1 aide, because we won't take up all of the little individual
2 problems that we took up last night in the hearing.

3 But we're having a problem now with low water
4 pressure on the fire hydrants. And the Clay County Fire
5 Marshal has put -- has stopped all the building permits,
6 commercial building permits, in the City of Keystone Heights
7 until the water pressure comes up to the state statutes. So,
8 we're at a point now where we can build residential structures
9 but we cannot get an occupancy permit for a commercial
10 structure.

11 We have a \$250,000 medical clinic that is standing
12 there idle because we don't have the proper water pressure on
13 the mains to operate that and the doctor has a vacant
14 building. Southern States Utilities is working on this. We
15 have had many meetings with them and we met last night with
16 them in a city council meeting.

17 Now, as far as the rates go, I took my own bill --
18 and I'm going to give you a copy of these four pages of
19 documents. I took my bill at my house for June of 1945, in
20 which I paid around \$20. Now, with the interim rate proposal,
21 my rate at my house for approximately 10,000 gallons --

22 **CHAIRMAN CLARK:** Mr. Beam, did -- you said 1945?

23 **COUNCILMAN BEAM:** Oh, Did I?

24 **CHAIRMAN CLARK:** Yes.

25 **COUNCILMAN BEAM:** Well, that was when I got out of

1 the service. (Laughter) 1995. 1945 was probably about \$3.

2 CHAIRMAN CLARK: Well, I thought \$20 was high for
3 1945.

4 COUNCILMAN BEAM: Well, anyhow, in taking my
5 June 1995 as a base rate, the interim increase would be 31%.
6 My rate at my house would go up 31%. I use approximately
7 10,000 gallons. The final rate that's proposed by Southern
8 States would go up 67%. Now, the standard stand-alone
9 Keystone rate is lower, but we are not in a position now to
10 comment on standard stand-alone versus uniform.

11 However, the Florida League of Cities magazine
12 recently put out a document on average rates for residential
13 water in Florida; and the Southern States are higher than the
14 Florida average and they are higher, much higher, than the
15 Florida average for less than 5,000 connections.

16 So what we are saying here is that the rate seems to
17 be very high.

18 Now, we have a particular problem. The records that
19 you have placed in the Clay County Public Library make a
20 60-mile round trip for us to go look at those records in the
21 Clay County Public Library. I'm asking tonight that you
22 authorize that those records be moved from the Clay County
23 main library in Green Cove to the branch library of Clay
24 County in Keystone Heights.

25 Now, the reason I'm asking you to do that is we have

1 a citizens committee and we have some people with
2 disabilities. And we think under the disability
3 considerations that those people should have the right to come
4 and look at those documents that are over in the library now.
5 I looked at it, and they're a mass of things.

6 So what we want to do -- and I know I'm taking a lot
7 of time here -- is we want to look those over. We want to
8 come up with something that's other than just saying, "We
9 think the rates are too high." We want to tell you why.

10 Darla Christopher is our attorney who attended your
11 last meeting last week in Tallahassee. And as soon as we get
12 some facts and figures together, we will send Darla out again
13 to the hearing to make a presentation. I think we are
14 intervenors, I'm not sure.

15 So, anyhow, that's my testimony. And I appreciate
16 the fact and I will turn it over to someone these four pages
17 of my scribbling. Who do I give those to?

18 **CHAIRMAN CLARK:** If you will give it to the court
19 reporter right over here, or you can give it to me. I'll be
20 responsible for making sure she gets it.

21 Let me ask you a question. One thing I did neglect
22 to tell you, If you would remain at the podium after you've
23 given your presentation so you may answer questions either
24 from the Commission or from the attorneys.

25 I did want to ask you, I know there are three

1 systems in Clay County, Keystone, Lake View and Postmaster
2 Village. Would it be more convenient for all of those
3 customers if the information was moved to that branch library?

4 COUNCILMAN BEAM: Yes. All the systems of Southern
5 States Utilities are in either eastern Bradford or
6 southwestern Clay. Every one of those facilities would be
7 within two miles of the branch library.

8 CHAIRMAN CLARK: Okay. We will certainly follow up
9 on that with Southern States and get in touch with you all and
10 make sure that that is the appropriate thing to do.

11 COUNCILMAN BEAM: Either the library will deliver it
12 or we will send a truck with one of our city employees over to
13 move it.

14 CHAIRMAN CLARK: Thank you, Councilman.
15 Are there any other questions?

16 COMMISSIONER GARCIA: I wanted to ask, you mentioned
17 -- over here. You mentioned that they had tried to buy the
18 company. When you said that, you mean the local City Council
19 had tried to buy the water company?

20 COUNCILMAN BEAM: Yes.

21 COMMISSIONER GARCIA: And you made a bid for the
22 water company, but were outbid?

23 COUNCILMAN BEAM: I don't know what the bid was. It
24 was a private transaction. But at that time, the Public
25 Service Commission had a book value for a revenue return basis

1 of \$52,000. And you can see not much has been done since
2 1920. So, we offered \$75,000, the citizens committee. I
3 don't know what Southern States paid for it.

4 **COMMISSIONER GARCIA:** The citizens committee,
5 though, was part of the government, the local government? The
6 offer was being made by the local government?

7 **COUNCILMAN BEAM:** The City of Keystone Heights
8 offered \$75,000 to buy the waterworks.

9 **COMMISSIONER GARCIA:** Thank you.

10 **COUNCILMAN BEAM:** Is that it, Madam Chairman?

11 **CHAIRMAN CLARK:** Mr. Shreve?

12 **MR. SHREVE:** Thank you, Councilman Beam.

13 **COUNCILMAN BEAM:** Thank you, Jack.

14 **CHAIRMAN CLARK:** Thank you very much.

15 (Witness Beam excused.)

16 - - - - -

17 **MR. SHREVE:** William St. George.

18 **WILLIAM ST. GEORGE**

19 was called as a witness on behalf of the Citizens of the State
20 of Florida and, having been duly sworn, testified as follows:

21 **WITNESS ST. GEORGE:** Good evening, ladies and
22 gentlemen. I'm just the fellow who is two years away from
23 retirement. I looked all over this city and found a location
24 where my wife and I wanted to live in and we moved in two
25 years ago.

1 **CHAIRMAN CLARK:** Mr. St. George, will you give your
2 name and address and the facility from which you receive
3 service. Thank you.

4 **WITNESS ST. GEORGE:** Okay. Bill St. George, 12140
5 Springmoor Nine Court, and I get the utilities from Beacon
6 Hill.

7 Getting back to what I was saying, we found the
8 location we wanted to live in, so we moved there. Have been
9 there for two years. And the water bill started coming in.

10 I did a comparison for a ten-month period here --
11 and, granted, I'm using a lot more water because I have a
12 slightly larger yard than I had before, and I have the
13 sprinkler system, so I realize my consumption will be up
14 somewhat as opposed to the house I lived in for 27 years
15 before.

16 Well, I hit a couple of months here where the
17 consumption was pretty close to being the same, and I see
18 differences of as much as \$10 on just the base water amount,
19 which to me is a significant difference.

20 The point I'm trying to make is you're talking about
21 a 40-some-odd percent increase over what I currently have. My
22 water bill with my wastewater last month was \$87 and you're
23 going to have my water bill greater than my electric bill.
24 And I believe it is an issue that is a little bit out of hand.
25 Looking at the base rates on my bills in the two-year period

1 I'm discussing, it started out at 505. It went to 510 in
2 August of '94. It went to 513 in September of '94. So there
3 have been a couple of small increases in the last year.

4 The other problem I have is that the house I lived
5 in before for 27 years, I had to repipe it the twentieth year.
6 And I accepted that because this water in this part of the
7 country, I realize, is probably documented as the hardest
8 water in the country, so you are going to have deterioration
9 in piping.

10 One of the things I looked for when I moved was to
11 find a property that had copper pipe, because copper stands up
12 better than galvanized does. Wrong, wrong, wrong. I mean,
13 I've already had busted pipes.

14 And we have a Siamese cat that is very dear to us.
15 We don't feed him the tap water, he gets bottled water just
16 like we do, because the chlorine is so strong in that water,
17 and I believe that's what is eating up the pipes.

18 Anyway, beyond that, it's just a little guy's
19 complaint, and I'm sure you are going to hear a lot of them.
20 That would be about it.

21 **CHAIRMAN CLARK:** Thank you, Mr. St. George. Hang on
22 just a minute.

23 Any questions of Mr. St. George?

24 Thank you very much.

25 **MR. SHREVE:** Thank you, sir.

1 (Witness St. George excused.)

2 - - - - -

3 MR. SHREVE: Mr. David Truax?

4 DAVID M. TRUAX

5 was called as a witness on behalf of the Citizens of the State
6 of Florida and, having been duly sworn, testified as follows:

7 WITNESS TRUAX: Good evening, ladies and gentlemen,
8 thank you for the opportunity to be here tonight. I'm not
9 like Mr. St. George, I don't work any more already and I like
10 it, and that's why I'm able to be here tonight.

11 Madam Chairman, I received the notice a while back
12 on your hearing here tonight, and I thought it would be an
13 interesting study to go back and look and see what has
14 happened across the past few years with water costs in my
15 area.

16 I'm David Truax, T-R-U-A-X, 11747 Fort Caroline
17 Road, Jacksonville, Florida. I get my water from the Beacon
18 Hills area.

19 So what I did last night is I went back and pulled
20 out my old bills; and I'm not sure why I had them, but I did.

21 In 1990 we were billed on a quarterly basis. And
22 the total for the year was \$671 even, which amounted to \$51.42
23 a month average.

24 In 1992, I did the same thing except the utility did
25 get an increase because they started billing you every other

1 month, so that gave them better cash flow and that's money,
2 and so they did get a little increase there. The bills for
3 that year were \$568.93 or 47.41 a month. A slight decrease
4 there.

5 In 1993, it jumped to \$741.64, or \$61.80 a month.

6 In 1994, it's starting to get interesting. It's
7 \$821.88 for the year, or \$68.49.

8 In 1995, we have an interesting story. As of the
9 first of September, it's \$730.58, or a monthly average of
10 \$81.18.

11 So if we just go back and look at it from '90 to
12 '92, it was flat or even down. In 1993 versus '92, I had a
13 30.35% increase. 1994 versus '93, I had a 10.83% increase.
14 In '95 versus '94, as we stand here tonight, it's 18.53%. You
15 compare 1995 versus 1992, which looks like a base year, my
16 increase now is \$33.77 or 71.23%.

17 That's in 33 months, while inflation has been
18 negligible. We're talking about things like health care,
19 which is going up at 10% a year and everybody is raising all
20 sorts of hell about that, and we're talking about a 71%
21 increase here. So that's history, we all know it, it's what
22 we have to live with.

23 Let's just go back and talk about just a few other
24 things before my time is up. I recently retired from a
25 Fortune 500 specialty chemical company, the second largest

1 water treatment company in the world. Let me tell you and the
2 other people here tonight what has been going on in the real
3 world the past few years. While my bill is up 77%, this large
4 Fortune 500 specialty chemical company, they have been allowed
5 to increase their prices since 1990 one time, that was
6 January 1 this year, which was 4%.

7 Wages, another factor that goes into revenue and
8 profitability, have averaged 3% increase. Overall inflation
9 has grown at 3% plus. Businesses have downsized to improve
10 their profitability. And I find it interesting that our
11 friend from the utility company talked about revenue, that's
12 only half of the equation. The other half of the equation is
13 all those things that go into improving profitability.

14 There are a lot of businesses who need more revenue
15 because they can't stay in business and they can't make a
16 return. But they forget one thing, sir: that's controlling
17 costs and improving productivity. You never addressed that.

18 In the good old days, the company I worked for, we
19 raised prices 5% to 10% a year. Finally, private industry has
20 said, "No more," and they have had to improve productivity,
21 reduce unit costs, and still maintain their profitability.
22 And I suggest that both sides of the equation have to be
23 looked at.

24 When he says that he spent \$100 million, I'm sure
25 that he did; but that's not for the same finite number of

1 customers, I would hope, or your system was in a shambles. If
2 that was to serve more customers, there has to be more
3 revenues because of the increases the old customers have
4 received; and now you have new customers on line, so I would
5 hope you would get a lot more revenue.

6 So once we look at revenue, then I think it's
7 incumbent on everyone to look at the cost of doing business.
8 I have not heard one word mentioned about the efforts taken to
9 reduce cost and improve productivity. The rest of the world
10 is roughly flat in terms of increasing prices and I suggest
11 that Southern States learn to live in 1995.

12 Thank you very much. (Applause)

13 **CHAIRMAN CLARK:** Mr. Truax, thank you very much. I
14 have two questions I wanted to ask you.

15 **WITNESS TRUAX:** I'll try to answer them.

16 **CHAIRMAN CLARK:** The bills you have given us, was
17 that for water service?

18 **WITNESS TRUAX:** That's water and waste. That's my
19 total bill.

20 **CHAIRMAN CLARK:** Water and wastewater?

21 **WITNESS TRUAX:** Yes, ma'am.

22 **CHAIRMAN CLARK:** That's what I wanted to be sure of.

23 **WITNESS TRUAX:** I got those not from the bills, I
24 misled you and I didn't mean to. I got my old checks out.

25 **CHAIRMAN CLARK:** Okay.

1 **WITNESS TRUAX:** Those are checks, not actually
2 bills, I'm sorry.

3 **CHAIRMAN CLARK:** Okay. I wanted to ask you
4 something along those lines. Do you feel like your water
5 consumption, the amount you have consumed, has stayed fairly
6 level --

7 **WITNESS TRUAX:** That's an interesting point and I
8 should have mentioned it. At my age, we certainly haven't had
9 a lot more children in my house, thank God. So we have the
10 same number of people living in the house, my wife and myself;
11 we have not made any additions to the house; we don't sprinkle
12 the grass any more. As a matter of fact, since I'm gone a lot
13 more now, we probably do it less. So I think that if we took
14 some time to pick at every single number I think we could find
15 excuses and we could argue until we're both unhappy --

16 **CHAIRMAN CLARK:** You're fairly confident you've used
17 about the same amount of water?

18 **WITNESS TRUAX:** Well, I mean, yes. There's no more
19 people, there's no more yard, there's no more anything. So I
20 think by going over a total year each time we've come out with
21 some average numbers, and I think any number you could pick at
22 and I think legitimately so.

23 **CHAIRMAN CLARK:** I would agree with you, if you
24 don't have teenaged children, you probably have less water
25 consumption.

1 Any questions of Mr. Truax? Thank you very much.

2 MR. SHREVE: Thank you, Mr. Truax.

3 (Witness Truax excused.)

4 - - - - -

5 MR. SHREVE: Mr. Daniel Schlosser.

6 DANIEL SCHLOSSER

7 was called as a witness on behalf of the Citizens of the State
8 of Florida and, having been duly sworn, testified as follows:

9 WITNESS SCHLOSSER: My name is Dan Schlosser. I
10 live at 4563 Beacon Drive West, Jacksonville, Florida. I'm in
11 the Beacon Hills water district.

12 I have worked the last 25 years in a public utility
13 industry, both in the Jacksonville area and in another part of
14 the nation. I'm very well-aware of the degree of customer
15 satisfaction that must be exhibited by the utility company and
16 also the quality of the product that is delivered.

17 I would like to first address the quality of the
18 product that comes into my home. I moved into my brand-new
19 home with copper plumbing 1990. The first thing I noticed was
20 a strong chlorine smell. Roughly a year or so after that
21 while doing some plumbing work, because I recognized there was
22 a problem, I found that a valve stem on a valve had completely
23 corroded off. I also noticed in each of my plumbing fixtures
24 green patina copper rings forming at the water line. Inside
25 the shower stalls green patina from the water hitting the

1 shower stall walls.

2 Several times I contacted Southern States
3 Utilities -- at that time I believe they had an office on Fort
4 Caroline Road -- over the phone. I was given the excuse,
5 "There was nothing we can do, that's the way the water is." I
6 was told it was the chlorine, maybe a high acidity problem
7 with the water.

8 Since that time, I have also written to Southern
9 States Utilities several times. And what is really surprising
10 to me is I have never been corresponded to in writing, never
11 been corresponded to via the telephone, never been
12 corresponded to in person to address these concerns.
13 (Applause) So as far as customer satisfaction goes, there
14 isn't any.

15 As far as quality of the service, well, I don't
16 drink the water.

17 Also, working for a utility company here in
18 Jacksonville I have access to rates and what the City
19 of Jacksonville charges for water. What I did was I pulled up
20 a three-quarter inch meter size, 10,000 gallons of usage for a
21 month, base water, base sewer and water use and sewer use.

22 The City of Jacksonville for 10,000 gallons is
23 \$53.92. Current Southern States charges is \$66.70; interim
24 Southern States charges is \$85.82; and the final proposed
25 rates from Southern States would be \$95.76 -- roughly \$44 more

1 expensive than JEA.

2 The electric utility industry is currently being
3 deregulated because of problems with rates and this company
4 charging less and this company charging more. Maybe the water
5 companies should also be deregulated so I can get my water
6 from the cheapest company in the state of Florida. (Applause)

7 CHAIRMAN CLARK: Are there any questions of
8 Mr. Schlosser?

9 MR. TWOMEY: Yes, ma'am.

10 CHAIRMAN CLARK: Mr. Twomey?

11 MR. TWOMEY: Yes, sir, just briefly.

12 Given the quality of your service of water and the
13 quality of customer service you have received from Southern
14 States, are you at all interested in paying more than what
15 your cost of service is to finance the services of someone
16 else elsewhere in Florida?

17 WITNESS SCHLOSSER: I think they should be reduced.

18 MR. TWOMEY: Thank you. (Applause)

19 (Witness Schlosser excused.)

20 - - - - -

21 MR. SHREVE: Mr. Jerry Seefried.

22

23

24

25

1 JERRY SEEFRIED

2 was called as a witness on behalf of the Citizens of the State
3 of Florida and, having been duly sworn, testified as follows:

4 WITNESS SEEFRIED: Good evening, ladies and
5 gentlemen, my name is Jerry Seefried, 3944 Chesswood Avenue,
6 in the Arlington section, and the Woodmere filtration plant is
7 my supplier.

8 CHAIRMAN CLARK: Mr. Seefried, I'm not sure I got
9 your name correctly. Would you spell it?

10 WITNESS SEEFRIED: S-E-E-F-R-I-E-D.

11 CHAIRMAN CLARK: That wasn't at all what I heard.

12 WITNESS SEEFRIED: Sorry.

13 CHAIRMAN CLARK: Go ahead, thank you. No, no. One
14 thing I should have mentioned is you can also spell your name
15 for us so we get it correctly. Go ahead.

16 WITNESS SEEFRIED: That would be fine.

17 I just have a couple of comments. They talk about
18 water quality, you hear that a lot today. I'm retired and I
19 used to be in quality control. And I have filters on my
20 system in the house because I can't drink the water it is so
21 bad. And they can't control the water, how can they raise the
22 rates if they just can't control the water?

23 I have also had discolored water at different times
24 during the week. And I called them quite a while ago.
25 Somebody came out and looked in the bucket, said, "Gee, I

1 never saw anything like that before." That was the answer I
2 had. So I really didn't pursue it because I was working at
3 the time.

4 As far as the increase on the rate, why did they
5 need the rate increase so much at once? Why can't they
6 program it over a longer period of time? I understand people
7 need money to run a business, maybe they can float a bond or
8 something like that.

9 They said they didn't make any money. But I would
10 like to know how much money they did make on their investments
11 last year? And if they didn't make any money, sounds like a
12 welfare system to me.

13 That's all I have to say, thank you.

14 **CHAIRMAN CLARK:** Thank you, Mr. Seefried. Are there
15 any questions?

16 **MR. TWOMEY:** I have one question, Madam Chairman.

17 Sir, has the location of your nearest SSU customer
18 service office changed in the last several years or do you
19 know?

20 **WITNESS SEEFRIED:** No, I really don't know, I have
21 been paying everything by the mail.

22 That's another thing. I called an 800 number and I
23 asked them if they could take it out of my checking account.
24 The usual answer, "I'm working on it." I just called this
25 past week.

1 **MR. TWOMEY:** Last question. Are you aware that
2 under the proposal that SSU has filed in the new rate case
3 that you and your neighbors being served by the Woodmere plant
4 will become net subsidy payers as opposed to your situation
5 today?

6 **WITNESS SEEFRIED:** No, I'm not aware of that.

7 **MR. TWOMEY:** Okay, thank you.

8 **CHAIRMAN CLARK:** Thank you, Mr. Seefried.

9 (Applause)

10 **CHAIRMAN CLARK:** Thank you.

11 **MR. SHREVE:** Thank you, sir.

12 (Witness Seefried excused.)

13 - - - - -

14 **MR. SHREVE:** Mr. Lewis.

15 **CHARLES LEWIS**

16 was called as a witness on behalf of the Citizens of the State
17 of Florida and, having been duly sworn, testified as follows:

18 **WITNESS LEWIS:** My name is Charles Lewis, 11712
19 Seaview Drive, Jacksonville, Florida, Duval County. This past
20 year, my home is a little over six years old, I have got all
21 copper plumbing --

22 **CHAIRMAN CLARK:** What facility do you receive
23 service from, Mr. Lewis?

24 **WITNESS LEWIS:** What facilities? I don't know who
25 I'm with.

1 UNIDENTIFIED SPEAKER: Beacon Hill.

2 CHAIRMAN CLARK: Beacon Hill. Okay.

3 WITNESS LEWIS: I don't know what station I'm with,
4 it's Southern States. Could be Beacon Hills, I don't know.

5 CHAIRMAN CLARK: Thank you.

6 WITNESS LEWIS: I lived in the Fort Caroline area
7 for about 20-something years; 13 years in Fort Caroline in
8 Rodeo Drive and we had Jacksonville water utilities. I never
9 ever had no problems.

10 I sold the home, moved out to Mariners Point. I
11 built a new home. Unfortunately, I have copper plumbing. My
12 home is a little over six years old. This past year I have
13 spent so far \$690 on plumbing.

14 I called Southern States and I got a couple of girls
15 on the telephone. And then I had to wait about an hour or
16 two. I called them back -- I called them about three times.
17 And finally one young lady called me up and she says,
18 "Mr. Lewis, we have met all the water quality, our chlorine is
19 okay, the PH is okay."

20 I said, "Well, lady, all I'm telling you is all my
21 copper pipes are deteriorating. I have a brand-new home, I
22 don't know what am I going to do about it."

23 Then she couldn't suggest any further except for me
24 to talk to their lead operator. I don't know what his name
25 was, but I talked with the lead operator. And I find out

1 after talking to the lead operator -- Which I guess is the
2 operator in the City of Jacksonville -- that they have flunked
3 the copper and lead standards for the State of Florida. He
4 had told me that they have given them to 1997 to come up with
5 some solution with the water in order to correct the problems
6 so that deterioration of the copper and lead, whatever they
7 are talking about, will stop.

8 In the meantime, I talked to the plumber I had over
9 and he told me that by another year I would have to replumb
10 the whole house. And the house is only a little over six
11 years old. And I gotta figure there's gotta be something
12 wrong someplace. Something that they should be able to do for
13 somebody like me instead of spending \$2,500 on a brand-new
14 home to replumb it.

15 I don't know who can pay this bill; but if there is
16 some solution to my problem, I would like to know it tonight
17 if there's anybody here from Southern States. Is there
18 anybody here from Southern States that can help me out some
19 way?

20 **CHAIRMAN CLARK:** Mr. Lewis, we will certainly be
21 looking into it and asking Southern States about the quality
22 of water. And I know our engineers are listening very
23 carefully and we will be pursuing this.

24 **WITNESS LEWIS:** Okay. Well, I just come down here
25 for the reason to tell you the quality of water is terrible

1 and the service is just as bad. And I would say that they
2 ought to do something about -- if you call down here, they
3 don't really have an office in Jacksonville anymore, you have
4 to call their main 800 number.

5 That's all I have to say. Thank you very much for
6 letting me talk to you.

7 COMMISSIONER GARCIA: Mr. Lewis, I just wanted to
8 mention to you and to the persons who have spoken --

9 WITNESS LEWIS: I can't hear you.

10 COMMISSIONER GARCIA: I'm sorry. Hello, can you
11 hear me? I wanted to mention to you and some of the other
12 people that have spoken today that on the blue brochure you
13 have, there's a 1-800 number. If you try to get ahold of
14 Company and the Company is not responsive, please call that
15 number.

16 We have people working for the Commission whose job
17 is specifically to handle complaints. They will get back to
18 you. There are rules guiding the response time the Company
19 has to get back to our people, and they have to respond.

20 So I would ask you when you have specific problems,
21 a specific day, specific water quality, your system is shut
22 off, whatever the problem is, call that 1-800 number at no
23 cost to you and our staffers will register the complaint and
24 get a solution and they will be the ones who will return the
25 call to you.

1 **WITNESS LEWIS:** Which 800 number, the one on this
2 catalog?

3 **COMMISSIONER GARCIA:** Yes. The one that says
4 "Division of Consumer Services" on the front.

5 **WITNESS LEWIS:** Oh, okay. All right, thank you very
6 much.

7 **MR. TWOMEY:** Mr. Lewis, a quick question. How do
8 you feel about being forced to pay subsidies for the services
9 that SSU's customers are receiving elsewhere in the state?

10 **WITNESS LEWIS:** I feel like hell. I think it's
11 terrible. (Applause)

12 (Witness Lewis excused.)

13 - - - - -

14 **CHAIRMAN CLARK:** Mr. Shreve?

15 **MR. SHREVE:** Mr. Beittel?

16 **BILL BEITTEL**

17 was called as a witness on behalf of the Citizens of the State
18 of Florida and, having been duly sworn, testified as follows:

19 **WITNESS BEITTEL:** Madam Chairman, Commissioners, my
20 name is Bill Beittel, that's B-E-I-T-T-E-L. I live at 12133
21 Springmoor Nine Court in Jacksonville, and that's in the
22 Beacon Hill area. And I am definitely opposed to the rate
23 increase Southern States is asking for.

24 I'm not going to try to repeat some of the stuff
25 that's gone through, but basically I have seen an increase in

1 my water bill over the last three years such that if you
2 approve the increase they're asking for I will have 100%
3 increase in my water and sewer bill and I have not really
4 increased my consumption.

5 I recall a little while ago, about two years ago,
6 when you went through and had a hearing for a rate increase
7 and it ended up with the state-wide rates. At that time,
8 Southern States' position on this -- or somebody's was, at
9 least in the hearing -- that, "Hey, this is going to make the
10 impact of future system modifications or upgrades such that we
11 can split it over a larger base and it is not going to cost
12 you anything." Obviously, it didn't.

13 The other thing is they said it would make it easier
14 for Southern States Utilities to file rate increases; it
15 obviously did that.

16 The rates they have does not encourage conservation.
17 Once you have used up your 6,000 gallons in the wastewater,
18 you can double your consumption and it only costs you about \$5
19 or so to do that. I think there's something amiss there.
20 They talk about water for Florida's future, it ain't going to
21 be there at that rate.

22 But basically nothing has happened the last couple
23 of years. The water that comes into my house still reeks with
24 chlorine, the inside faucets and the external hose connections
25 are corroded and are useless and have to be replaced. And we

1 still have a sewer in our subdivision that still frequently
2 emits noxious odors. No change.

3 Rather than going through some things I think people
4 have covered, I have some specific suggestions which I didn't
5 have the last time I spoke before you people.

6 The basic problem we have is we have a company that
7 has no competition. I don't know why we don't let other
8 utilities or governmental jurisdictions like Jacksonville vote
9 on taking over either part or all of Southern States'
10 business. (Applause.) I doesn't think it could be any worse.

11 Now, if competition can't be achieved, then I think
12 someone like -- and I beseech you, the Public Service
13 Commission, have got to do some things. You have to insist
14 that Southern States Utilities provides you with both short-
15 and long-range planning. As a business, I can't understand
16 how two or three years ago when they went to unified rates
17 they didn't know that over the next couple of years they were
18 going to be spending whatever it was, \$100 million, and that
19 just didn't come out of the woodwork. But yet, here we are
20 now, and that's the excuse for the rate increase now is they
21 spent all this money. And you tell me two years ago they
22 didn't know it? I don't believe it. So somebody has to get
23 into that.

24 You know, the initial opening comments by the two
25 sides here left me kind of cold. I don't think anybody

1 understands how SSU conducts its business in a business sense.
2 Somebody ought to get in there and see where the money goes,
3 management compensation, influence peddling, acquisitions,
4 operations and all that kind of stuff. It's just ridiculous
5 that they can come in here with any cock-and-bull story on
6 requirements and it seems to fly.

7 I think somebody ought to make SSU obtain approval
8 before they make any acquisitions. I don't know but what they
9 aren't out buying up doggy utilities and asking all of us to
10 bring them up to speed. (Applause) And I think that we ought
11 to insist that Southern States Utilities obtains approval
12 before they make improvements and expansions.

13 And at some point in time we will have to tell the
14 EPA or whoever it is to go fly a kite. The last two-tenths of
15 a percent or a billionth of a part may not really be necessary
16 for the quality of what's going on. You don't have to bend
17 over backwards just because somebody at the EPA says, "Hey, do
18 something." You owe it to your customers to stand up to those
19 people and say, "Hey, look, we don't need it."

20 Those are some suggestions I have. I don't know
21 whether they can be done or not. But if they can't, I tell
22 you, if there is ever another rate hearing, I'm going to go to
23 our city government and find out why they can't take over at
24 least those things in the City of Jacksonville's jurisdiction
25 and provide us with a rational kind of service.

1 If you can't get competition, if you're not willing
2 to make them effectively control costs, then the least thing
3 you can do is to disapprove this rate increase. 100% in three
4 years is ridiculous.

5 **CHAIRMAN CLARK:** Thank you, Mr. Beittel. I
6 appreciated your testimony and you made several good points.

7 I do want to indicate to you with respect to the
8 requirements of EPA, I want you to know that the Commission
9 watches it carefully, as Public Counsel does, too, because we
10 are concerned like you are that the requirements that EPA is
11 considering sometimes costs more than they are worth. We are
12 looking at that and I urge you to continue to look at that.

13 **WITNESS BEITTEL:** Thank you very much, I appreciate
14 that.

15 **COMMISSIONER GARCIA:** Likewise, when you mentioned
16 the 100 million investment or the Company mentioned that, our
17 Staff looks at them and the Commission looks at them. And if
18 we don't feel they are in the best interests of the
19 ratepayers, then those are disallowed and they don't go into
20 the rates.

21 **WITNESS BEITTEL:** I agree with the prior comments.
22 This investment must have got them more customers, it's
23 generated more revenue. I can't see that being used as a
24 blanket excuse to try to get another 50% increase in rates, I
25 think it's ridiculous.

1 **CHAIRMAN CLARK:** Thank you very much. Mr. Shreve?

2 **MR. SHREVE:** Along the same linings, sir, I think
3 you make excellent points. On the 100 million, a very, very
4 large part of that has not been made but is projections on the
5 part of the Company, that investment.

6 As well as your point about having to dig into the
7 business of the Company, you're exactly right. That's the
8 only way to really fight a rate case. We have had seven
9 people down in Apopka going through their books and records
10 and have hundreds of requests out for their books and records
11 to see if they can come close to justifying the investments
12 and the business practices they have. You may excellent
13 points.

14 **WITNESS BEITTEL:** Very good. Thank you.

15 **MR. ARMSTRONG:** Madam Chair, since there was quite a
16 bit of discussion there, if I could just point out that there
17 probably isn't a utility in the state of Florida that is doing
18 more than Southern States is at the EPA level and the DEP
19 level to keep reasonableness in standards setting. I don't
20 know if there's another utility in the state doing what we
21 have, so we are out there doing that.

22 **CHAIRMAN CLARK:** Mr. Shreve.

23 **MR. SHREVE:** Along with what Mr. Armstrong is
24 saying, I don't think there's a utility in Florida raising
25 their rates more than Southern States is. (Applause)

1 I also would like to point out, since you mentioned
2 the City of Jacksonville, Mr. Fernety is here tonight from the
3 City of Jacksonville Consumer Affairs Division; he is working
4 with us and will be working on behalf of all the citizens of
5 Duval County. Mr. Fernety. Thank you.

6 Mr. Croag?

7 CHAIRMAN CLARK: Mr. Croag?

8 UNIDENTIFIED SPEAKER: Pass.

9 MR. SHREVE: Thank you, sir. Mr. Stewart?

10 UNIDENTIFIED SPEAKER: Pass.

11 CHAIRMAN CLARK: Mr. Croag or Mr. Stewart, if you
12 wish to adopt the testimony of somebody who has come forward,
13 you may do that. In other words, I would be interested, for
14 instance, if you are passing because the problems with the
15 water quality have already been mentioned, I would like to
16 know that that was a problem you wanted to bring to our
17 attention, too. So go ahead, Mr. Shreve.

18 MR. SHREVE: Lisa Noe.

19 - - - - -

20

21

22

23

24

25

LISA NOE

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

WITNESS NOE: My name is Lisa Noe, spelled N-O-E. I live at 11575 Arbor Lake Circle South, I'm served from the Beacon Hills subdivision.

I'm the president of a roughly 300 unit homeowners association called The Valley. I gave us credit when we started out, our homeowners association has an inground irrigation system that serves every resident off of the lake water management system. So the average resident in The Valley does not use SSU to irrigate their yards.

It has been brought to my attention that a lot of residents would like to switch to well water for their drinking water for their house use because, A, they won't drink the water they get out of their tap; and that we're already running the lakewater system, why can't we just go ahead and run it on the drinking water? Obviously, that requires permits we don't have.

When I moved into this subdivision it was roughly \$38 a quarter. I'm now paying \$50 a month for my water service. SSU has been good to me as far as working with The Valley, we have a lot of conflicts between lake water management, the pipes that are in my ground and the ones that run for SSU. The outside people I have no complaints with,

1 they are fantastic.

2 I don't understand why we can't come to terms with
3 maybe JEA or somebody else running our water system because
4 this is just not working. These people, A, are not willing to
5 come out. They do not come out to the meetings. But I don't
6 feel like they should be penalized because they don't show up
7 to these meetings.

8 I would just like to close with the fact that The
9 Valley Homeowners Association feels like they have done their
10 part as far as environmental issues, maybe we could have a
11 little bit of consideration in terms of SSU giving us the
12 proper rates. It's inappropriate for these rates to go from
13 \$38 to \$50 a month. Thank you.

14 **CHAIRMAN CLARK:** Thank you, Ms. Noe. Mr. Twomey?

15 **MR. TWOMEY:** The same type question, Ms. Noe.

16 Are you interested in paying a subsidy over and
17 above the cost of your service to support the rates for the
18 people in Burnt Stores or Deltona or any place else for that
19 matter?

20 **WITNESS NOE:** No, sir, I'm not.

21 **CHAIRMAN CLARK:** Thank you, Ms. Noe. Thank you.

22 **MR. SHREVE:** Thank you.

23 (Witness Noe excused.)

24 - - - - -

25 **MR. SHREVE:** Mr. Randy Biggs.

1 RANDY BIGGS

2 was called as a witness on behalf of the Citizens of the State
3 of Florida and, having been duly sworn, testified as follows:

4 WITNESS BIGGS: Good evening. Bear with me, I have
5 a cold. My name is Randy Biggs, I reside at 4762 Beacon Drive
6 West, I'm serviced by Beacon Hills.

7 Unlike some of the previously people that came up,
8 I'm not retired; but if I were to drink this water, I probably
9 wouldn't make it to retirement. (Applause)

10 Years ago, we went through this process and some of
11 you was here then. Southern States Utilities requested to dip
12 into my pocket and jiggle my change and you allowed them to do
13 it.

14 Mr. Armstrong said he can present witnesses -- or he
15 has -- and he can assure this audience they have invested
16 \$100 million. But I can also present just everybody in this
17 room from the Beacon Hills area that you can't tell it by the
18 quality of the water.

19 When we went through this before, they invited
20 people from Putnam County up, they were pretty much supporters
21 of the rate increase. But when I moved into this community
22 back in '91 in October, my rate was roughly 65 cents per
23 thousand gallons. I was getting billed every two months. I
24 would say I was paying to water my grass as well as showers,
25 washing clothes, I was paying roughly about \$72 for that

1 two-month period.

2 Well, for the same amount right now that I was
3 paying for two months I'm now paying for one month.

4 I told you then that I was forced to go to a well to
5 water my yard, so I have dropped but it was because my
6 consumption dropped. I think it is silly that people would
7 have to buy water to drink water; but I can guarantee you that
8 people on my street within the little block that I know there,
9 we pretty much buy water.

10 When I look at what happened a couple years ago,
11 they invited the support of Putnam County. And I don't blame
12 people in Putnam County for the old system that was there,
13 because I think it is silly for Southern States to go buy a
14 system that only serves only about five people. And if I'm
15 not mistaken, looking at that system back then, they were
16 paying probably \$30-something per thousand gallons. I would
17 support it as well to go to a uniform rate.

18 But when it came to notify the people of the Public
19 Service at that time, they gave the people from Putnam County
20 from that area they provided rides, they also provided nice
21 literature to let them know what was going to take place. But
22 the people at Beacon Hills, we barely got anything; and if we
23 did, we got it the day of the hearing.

24 I asked you then not to allow them the opportunity
25 to profit off of everyone. Because it was brought to your

1 attention that Mr. Twomey called it a subsidy, that we
2 subsidized other communities. I don't think that's fair.
3 When I read in this paper towards the first of this month that
4 the court system stated to you guys that it was unfair to
5 allow them to go to a uniform rate, I felt that coming here a
6 couple years ago was worth it.

7 But in the same article I got shot down again. They
8 refused to give the money back because that wasn't a part of
9 the petition at that particular time. But what's going to
10 happen now? They're proposing that if you don't give the
11 approval for the interim rates or the final rate that they
12 will give that money back. Why can't they give the money back
13 from the previous time?

14 The water sucks. There's no better way of telling
15 you. I don't have copper pipe but I have the same effect that
16 everyone else has, everything is green. Everything is green.
17 And I have a well, I don't have a problem with my concrete or
18 anything turning brown. I'm tempted to go drink that water.
19 I mean, I only ask that you do not allow this increase to go
20 into effect. Thank you.

21 **CHAIRMAN CLARK:** Thank you, Mr. Bigg. Any
22 questions?

23 **MR. TWOMEY:** I take it you're opposed to this
24 subsidy business? (Laughter)

25 **WITNESS BIGGS:** That goes without saying.

1 **MR. TWOMEY:** Thank you, Mr. Biggs.

2 **COMMISSIONER DEASON:** I have a question. Did you
3 say you read in the newspaper article there would be no
4 refunds as a result of the court decision on uniform rates?

5 **WITNESS BIGGS:** If I said that, that was a
6 misstatement. What it did say is that Southern States
7 Utilities said they didn't feel they should give it back
8 because that was not a part of the original request or part of
9 the appeal.

10 **COMMISSIONER DEASON:** Are you aware that the
11 Commission made a decision that there would be refunds?
12 Southern States may appeal that decision but --

13 **WITNESS BIGGS:** I'm sure they will appeal it --

14 **COMMISSIONER DEASON:** -- but the Commission has made
15 the decision --

16 **WITNESS BIGGS:** -- no doubt in my mind.

17 **CHAIRMAN CLARK:** Thank you, Mr. Biggs.

18 **MR. SHREVE:** Thank you, sir.

19 (Witness Biggs excused.)

20 - - - - -

21 **MR. SHREVE:** Mr. Don Schunk.

22

23

24

25

1 DONALD SCHUNK

2 was called as a witness on behalf of the Citizens of the State
3 of Florida and, having been duly sworn, testified as follows:

4 WITNESS SCHUNK: Madam Chairman and Commissioners,
5 I'm Donald Schunk, that's S-C-H-U-N-K. I reside at 11320
6 Portside Drive, Jacksonville, Florida, 32225, in a subdivision
7 known as The Harbor. I receive water and sewer service from
8 SSU's Beacon Hills plant. I was requested by Mr. Stroup, the
9 president of The Harbor Civic Association, to make comments
10 before your Commission.

11 Rate information furnished by SSU is not always easy
12 to decipher. However, from information available to me, the
13 final rate increase proposed by SSU will result in a 77%
14 increase in water rates over present rates and a 33% increase
15 in sewer rates over present rates.

16 Prior to these proposed increases, SSU has increased
17 water and sewer rates seven times from 1991 to 1995.

18 Assuming that both the interim and the final rate
19 increases are granted, water rates will have increased 232%
20 and sewer rates 187% since I purchased my home in 1991. This
21 percent of rate increase over a five-year period is totally
22 unreasonable.

23 When purchasing a home, an intelligent buyer should
24 consider many factors: Location, schools, taxes, insurance,
25 and utility bills, among other things. To artificially

1 increase water and sewer rates in order to subsidize other
2 company-owned utilities is neither fair nor legal.

3 I understand that the SSU Beacon Hills plant is
4 efficient and that the stand-alone rates would be
5 substantially lower than the combined rate. I have read that
6 the First District Court of Appeals has ruled that the uniform
7 rates charged by SSU are illegal. If so, residents serviced
8 by the SSU Beacon Hills plant should receive an immediate
9 refund of excess illegal charges and an immediate rate
10 reduction.

11 On a disturbing note, I also, as Mrs. Noe had
12 indicated, have heard rumors to the effect that should the
13 unwarranted increases be granted that a number of customers
14 are considering putting in their own wells for household
15 purposes, whether it is legal or not. I do not think any of
16 us desire that to occur.

17 In closing, I wish to thank you for the opportunity
18 to speak to you and request that you do everything to
19 responsibly represent the Citizens of Florida and to abide by
20 the decision of the First District Court of Appeal. Thank
21 you.

22 **CHAIRMAN CLARK:** Thank you, Mr. Schunk. Questions,
23 Mr. Twomey?

24 **MR. TWOMEY:** Yes, ma'am, thank you, Mrs. Chairman.
25 Mr. Schunk, are you aware that the Public Service

1 Commission has rendered a decision in the last year or so that
2 SSU at least and perhaps the PSC Staff thinks is going to cure
3 the problems with the uniform rate? I mean, I'm saying do you
4 realize that SSU thinks over here by its filing uniform rates
5 that the PSC has now made uniform rates okay again? Are you
6 aware of that?

7 WITNESS SCHUNK: No, I'm not.

8 MR. TWOMEY: Are you aware that in the last year the
9 Public Service Commission has entered an order that they think
10 would preclude the City of Jacksonville from retaking the
11 water and sewer authority from the PSC and taking it back into
12 the bosom of the City Council in order to protect you? Are
13 you aware of that?

14 WITNESS SCHUNK: I'm not aware of that, either.

15 MR. TWOMEY: Okay.

16 CHAIRMAN CLARK: Any other questions? Thank you.

17 MR. SHREVE: Thank you, sir.

18 (Witness Schunk excused.)

19 - - - - -

20 MR. SHREVE: Carol Ossmann.

21

22

23

24

25

1 CAROL OSSMANN

2 was called as a witness on behalf of the Citizens of the State
3 of Florida and, having been duly sworn, testified as follows:

4 WITNESS OSSMANN: I am Carol Ossmann. I reside at
5 11640 Hidden Hills Drive. That's in the Beacon Hills service
6 area.

7 I recently moved up here, say, about a
8 year-and-a-half ago from South Florida. I was astounded when
9 buying my house, which is seven years old, to find stains in
10 all of the sinks and the showers. And I just -- we
11 immediately noticed the chlorine smell to the water and
12 started looking. It took an extraordinary amount of time to
13 get the hot water from our hot water heater to our shower in
14 the morning. It would be a matter of turning on the shower,
15 waiting 15 minutes, literally 15 minutes, before we had hot
16 water.

17 So bringing a plumber out, we come to find out that
18 the connection between the hot water heater and the pipes
19 taking it back to our shower needed to be replaced. When the
20 plumber cut the piece out, I didn't bring it with me, but this
21 is one-inch copper pipe that you can fit approximately two
22 toothpicks through. This was a seven-year-old house. That's
23 not acceptable.

24 So for speaking to the quality of the service, the
25 smell of the water, the hardness of the water, the stains

1 caused by the water, it is not acceptable.

2 It seems to be the norm in our neighborhood in
3 Hidden Hills to have to replumb your house, completely replumb
4 your house, when your house reaches between 10 and 12 years
5 old. That's not acceptable. I have to ask if we're having to
6 replumb our house in that amount of time, I can't believe that
7 this is truly healthy water for us to be drinking and to be
8 running over our bodies every day.

9 Southern States states that they are not making a
10 fair return on their investment. And I concur with those
11 people who have come before me that said, maybe you need to
12 review your budget. Because if are you investing that much
13 money and you're not improving the efficiency -- and,
14 obviously, from what people are saying here, you're also not
15 improving the quality of the product -- then maybe you need to
16 be cutting costs somewhere.

17 I would just like to go ahead and adopt
18 Mr. Schlosser's statements further. And as far as Mr. Twomey,
19 no, I'm not interested in subsidizing anybody. (Laughter)

20 **CHAIRMAN CLARK:** Thank you, Ms. Ossmann.

21 Any questions?

22 **MR. TWOMEY:** One. You spoke of budgets. Are you
23 aware of or can you tell from anything you have received from
24 either Southern States Utilities or the Public Service
25 Commission that the massive rate increases that Southern

1 States is requesting from the PSC are based upon its capital
2 expenditures through the end of 1996? That is the amount they
3 say they are going to spend in the next year-and-a-half? Did
4 you know that?

5 WITNESS OSSMANN: I did gather that from the
6 information I have seen, that there are proposed improvements.

7 MR. TWOMEY: Okay. Thanks.

8 CHAIRMAN CLARK: Thank you very much.

9 (Witness Ossmann excused.)

10 - - - - -

11 CHAIRMAN CLARK: Mr. Shreve, before you call your
12 next witness, we have been going for about an hour and a half,
13 we have one court reporter, and we'd like to give her a
14 ten-minute break at this point. We're going to take a
15 ten-minute break and come back at 20 to 8:00 and resume public
16 testimony.

17 Thank you.

18 (Brief recess.)

19 - - - - -

20 CHAIRMAN CLARK: Ladies and gentlemen, if we could
21 reconvene the proceedings?

22 It has just been pointed out to me that I failed to
23 remind you that on the back of your handout there is a sheet
24 that you can mail to our Consumer Affairs Department where you
25 can make your comments regarding Southern States.

1 **MS. DEMELLO:** Or they can hand it to me in the back
2 here.

3 **CHAIRMAN CLARK:** I'm sorry. Or you can hand it to
4 Bev Demello in the back if you don't want to mail them, if you
5 don't want to come up and give testimony, or if you want to
6 add to your testimony, please use these forms to communicate
7 with us.

8 **Ms. Noe.**

9 **WITNESS NOE:** Can they be duplicated?

10 **CHAIRMAN CLARK:** Yes, absolutely. All right,
11 Mr. Shreve.

12 **MR. SHREVE:** Mr. Donald Buck.

13 - - - - -

14 DONALD BUCK

15 was called as a witness on behalf of the Citizens of the State
16 of Florida and, having been duly sworn, testified as follows:

17 **WITNESS BUCK:** Hello, Madam Chairman and
18 Commissioners. My name is Donald Buck. That's B-U-C-K. I
19 live at 4430 Honeytree Lane, Jacksonville, Florida, and I use
20 Beacon Hill's water service.

21 I don't want to spend too much time on the rates.
22 I'd like to adopt the testimony of the earlier speakers on the
23 rates. Obviously, the rates are high and going higher. I
24 would like to talk about the water itself.

25 I moved in this area before Southern States owned

1 it, and I was there when Southern States took over. And
2 during this time, there were a lot of problems with chlorine
3 that I identified. I tested the water. I had the board of
4 health come out and look at the water.

5 What I was told when I called Southern States is
6 that there is nothing we can do about it. I was told that,
7 obviously, I don't know how to test water. There's different
8 ways of testing for chlorine water -- for chlorine in water.

9 But, anyway, when the board of health came out they
10 verified everything that I said, that the rates of chlorine
11 were high, they were even off the scale of what he could
12 measure. Over the years you would get in the shower, it would
13 burn your eyes and I complained continuously and to no avail.

14 My family and I decided at that time that we would
15 quit drinking the water, we'd quit cooking with the water and
16 we bought Zephyrhills water. I've spent about \$30 or more a
17 month on Zephyrhills water for my family, for my kids, and to
18 protect them from what happens to this water.

19 Unfortunately, the water not only contains chlorine,
20 it is very highly corrosive water. The water eats at copper
21 pipes, as you all have heard. You've heard the testimony of
22 people that talk about the green stains in their toilets, the
23 green stains in their sink, the green stains in their
24 bathtubs.

25 That green is actually copper that has been

1 dissolved in the water. Now there are EPA standards of three
2 parts per million with copper in the water. Probably most of
3 the houses with copper pipes here probably don't meet those
4 standards.

5 The problem with the corrosiveness of the water has
6 cost me about \$5,000 in the last four or five years. When I
7 first bought the house, I had Moen faucets in the kitchen.
8 And every year and a half I would turn on the water, the water
9 would start spurting out of the side of the faucets in little
10 pinholes. And originally I thought it was just maybe a defect
11 in the manufacturer. So, I went out and bought the same
12 faucet, supposed to be a good faucet. Every year and a half I
13 was replacing these faucets. Finally, it dawned on me that I
14 bought one with a plastic pipe inside of it and I had no
15 problems with it any more.

16 But then I had seven leaks in my house. I have had
17 three of them in the walls; I've had four of them in the slabs
18 of the concrete. I have had to have plumbers over. I've had
19 to rip out walls. Finally, I got tired of that, so I had the
20 entire house repiped with polybutylene four-and-a-half years
21 ago.

22 Four-and-a-half years ago when they put the
23 polybutylene in, they were using copper fittings in the
24 polybutylene. I have the copper fittings here.

25 Four-and-a-half years from the day -- almost to the day that

1 that was put in, the house had been repaired, I had to remodel
2 the house, all the walls had been patched up, new wallpaper,
3 and I got leaks in the walls. So about three months ago, I
4 had to rip the entire plumbing out and put new plumbing in.
5 This time I went to CPVC.

6 I also put a new water heater in. I go through
7 water heaters about every two-and-a-half years to three years.
8 And I kind of thought that was the norm until I was talking to
9 my father on day, who lives in St. Augustine. He had been
10 living in the same house for 38 years. I asked him, I said,
11 "How often do you replace your water heater?"

12 He said, "I've never replaced it."

13 I said, "Well, how often do you replace the
14 elements, the lower element on the water heater?"

15 He said, "I've never replaced it," and I didn't
16 believe him. I drove down and looked at it, and it is the
17 same one that put in the house.

18 Well, I'll tell you about water heaters. This is an
19 element out of the bottom of a brand-new water heater. It
20 came from Home Depot, installed. Three-and-a-half months this
21 element is totally eaten through, the core that heats the
22 water is exposed to the water, and I replace these things
23 quite often.

24 Now, you can sit here and some people will say,
25 "Well, that comes from bad grounds, bad electric grounds,

1 maybe." Well, the first time the plumbing was replaced, the
2 plumbing had no grounds in it from electricity, other than
3 what would happen in a water heater because I had plastic
4 pipe. I got to thinking about it, and I said, "Obviously, it
5 couldn't be electrical. It must be something else." The
6 house was grounded outside; it has dual rods outside, eight
7 feet in the ground. So I got to wondering about it. But
8 still I had to replace this thing.

9 My house right now, I'm just getting it back in
10 order. I have lots of pictures of my house here that will be
11 glad to leave with you, with holes in it, holes in the walls,
12 holes in the eaves, stuff ripped out of it.

13 Talk about rate increase, I've paid \$5,000 in the
14 last five years to repair plumbing that this water eats up.
15 Not only have I paid \$5,000, I have paid an average of \$80 a
16 month for the last year for water rates. And now they want to
17 raise the rates.

18 I have a problem with the water. I don't think they
19 should have a rate increase. I think they ought to fix the
20 water first.

21 You go through my neighborhood and you see water
22 heaters laying out by the side of the road all the time being
23 replaced. You see plumbing trucks that pull up to houses that
24 are going through slabs. A guy that lives four houses from me
25 has been through his slab 14 times. He still has not repiped

1 his house. He'll get the picture some day.

2 They talk about a refund, a \$270 refund. That's not
3 going to replace the \$5,000 that I've spent.

4 But beyond that, the water is unhealthy. If you
5 have copper in the water, if you have dissolved lead in the
6 water, if you have extremely high amounts of chlorine in the
7 water, it's unhealthy for you and your kids to drink.
8 Probably most people here get bottled water, because they're
9 not going to drink it.

10 I go to McDonald's at Cobblestone, which is on the
11 same water system, they have a sign on their board where you
12 put an order in for the drive-through, that says, "We're not
13 serving any drinks today because of the high amounts of
14 chlorine in the water." McDonald's is not able to sell
15 drinks, and this happens quite often.

16 So I talked to the manager of McDonald's. The
17 manager of McDonald's told me that he has machines, the Coke
18 machines that are eaten through, the copper pipes in them,
19 that he's got a lot of problems with it. He's unable to sell
20 drinks, and he's getting all his bills together looking for a
21 lawyer.

22 Well, Southern States Utilities decides that they
23 are going to fix McDonald's. They're going to give them a
24 filtration system and a poly-whatever-it-is injector system to
25 take care of the corrosiveness in the water. They don't have

1 to go to court. They also told them that they were going to
2 pay their cost to have the new machines fixed by the Coca Cola
3 Company.

4 But what about the rest of us that drink the same
5 water, that drink the same stuff through copper pipes. I
6 think the safety of the water is paramount here, and I don't
7 think we should be paying a uniform rate increase or any rate
8 increase until they take the money that we pay them and fix
9 the system and make it safe for the people that use the
10 system. (Applause)

11 The other problem I have is I don't want someone in
12 Palatka deciding what I'm going to pay for water and deciding
13 if my water is safe. I call Southern States, they don't have
14 to listen to me. They'll get the rate increases from you all.

15 You're the ones that decide what happens to this
16 system. You're the ones that decide if the people have safe
17 drinking water. You decide how much they pay. And I think
18 that you all have a responsibility to the customers of this
19 system.

20 I can't go anywhere else; the people that live in
21 this area can't go anywhere else unless they sell their house.
22 So it is incumbent upon you all to look out for us.
23 Obviously, you have to look out and make sure they make a
24 profit. But the safety of the men and the women and the
25 children that drink this water is the most important thing

1 that we should be concerned with.

2 And I think it is important that you look at this; I
3 think it's important that you consider this; because we can't
4 go any place else. The only place we can go to is you. I
5 can't go to JEA. I can't go anyplace. I think you need to
6 look at that.

7 I think before a rate increase occurs, I think you'd
8 better look at the safety of the water and find out what
9 Southern States is doing with the money that we give them. If
10 they're opening up new plants in some other town with our
11 money, then that should be addressed. They should certainly
12 be taking care of this place first.

13 That's basically all I've got to say.

14 **CHAIRMAN CLARK:** Thank you, Mr. Buck. (Applause)
15 Questions?

16 **COMMISSIONER GARCIA:** I wanted to ask you. What did
17 you say happened in the McDonald's? Did the company pay for
18 that, you said?

19 **WITNESS BUCK:** Southern States Utilities is paying
20 or providing the filtration system or the --

21 **UNIDENTIFIED SPEAKER:** Polyphosphate injection
22 system.

23 **WITNESS BUCK:** -- polyphosphate injection system to
24 take care of the corrosiveness in the water. There are ways
25 to take care of the corrosive water. You don't have to take

1 your house apart and put in polybutylene. You don't have to
2 take your house apart and put in CPVC. The corrosiveness of
3 the water can be addressed. The corrosiveness, what acts
4 against the copper pipe from this article I have here --

5 COMMISSIONER GARCIA: Incidentally, you can give us
6 those pictures while you're here.

7 WITNESS BUCK: I'll be glad to. If you have a
8 copier, I'll give you copies of this.

9 But, supposedly, the problem that affects the copper
10 pipe is dissolved oxygen, the PH of the water and dissolved
11 carbon dioxide in the water. And, supposedly, that if you
12 increase the PH of the water to about 8.2 or 8.3, that you can
13 stop the corrosiveness of the water and its effect on copper.

14 COMMISSIONER GARCIA: You said that the Company paid
15 for this water system for McDonald's?

16 WITNESS BUCK: I don't know if they paid for it.
17 They provided it for McDonald's. McDonald's is not having to
18 pay for it. And, also, they told McDonald's that they would
19 reimburse them for the funds they have had to pay for having
20 the machines fixed from the water eating them up.

21 CHAIRMAN CLARK: Mr. Buck, I would -- you have
22 pictures and an article?

23 WITNESS BUCK: Yes.

24 CHAIRMAN CLARK: I would like to mark them as a
25 composite exhibit. What I would like to do is go ahead and

1 take them, and we can make photographs of them and we'll send
2 them back to you, if that's acceptable to you?

3 WITNESS BUCK: That will be fine.

4 CHAIRMAN CLARK: Okay. Can you give them to me?

5 WITNESS BUCK: Yes.

6 COMMISSIONER DEASON: Mr. Buck, I have one question,
7 also, concerning the McDonald's situation. This is a local
8 McDonald's within the neighborhood where you reside?

9 WITNESS BUCK: That is correct. It is at
10 Cobblestone, which is about a mile or two, a couple miles from
11 me. It is on the same Southern States system. It is at the
12 corner of Monument and McCormick Road.

13 COMMISSIONER DEASON: Okay. Thank you. The reason
14 I'm asking is I'm going to ask our Staff to investigate that
15 situation and find out what was done there, and get some
16 information on costs and if those costs are being requested to
17 be recovered in this rate proceeding. And just check into
18 that entire situation and see if there needs to be something
19 done to this system to address all the customers' problems and
20 see what the cost of that would be.

21 WITNESS BUCK: I appreciate that. I don't want to
22 be presumptuous, but I think by the fact that they provided
23 that system to McDonald's that they have admitted there is a
24 problem with their water. And, by doing so, I think that
25 pretty much says everything.

1 MR. TWOMEY: I have a question. I'm sorry.

2 CHAIRMAN CLARK: Go ahead, Mr. Twomey.

3 MR. TWOMEY: Yes, sir. For the purposes of my
4 question, I want you to take it that -- accept that SSU is
5 collecting from -- you're served by Beacon Hills?

6 WITNESS BUCK: Yes, that's correct.

7 MR. TWOMEY: That the Public Service Commission is
8 allowing SSU to collect about \$355,000 a year more than what
9 it costs to provide you and your neighbors service, okay?
10 Which is about 27% or 28% more than what your service costs.
11 It's the subsidy I was talking about.

12 I want you to also accept the fact that the Public
13 Service Commission in the past, not all the Commissioners up
14 there, has stated that one of the express reasons for taking
15 money out of your pockets was to help fix up systems
16 elsewhere.

17 If you accept that, if that is true, my question is
18 would you be willing to see more of that money you're seeing
19 sending out in subsidies spent on SSU cleaning up your water
20 here, even if it resulted in your paying higher rates than
21 what you should be paying now?

22 Is that too convoluted for you?

23 WITNESS BUCK: No, I don't think that we should have
24 to pay higher rates. Obviously, if they're making more money
25 than what it costs them they could certainly fix up the system

1 with what they are already getting.

2 I think the profit in this area comes second. If
3 they are making a profit, they should take care of the system
4 that is providing that money to them, and provide safe
5 drinking water for the people there and money that -- or water
6 that doesn't cost someone a lot of money and peripheral
7 repairs and stuff on their house. And I think they could
8 probably do that. If, like you say, they are taking quite a
9 bit of profit out of the system, they should certainly return
10 that profit to the system and make it a viable system first
11 before they do anything else with it. (Applause)

12 I don't think they should take that money and send
13 it to Orlando or some place to build a system in Orlando
14 before they take care of the needs of the system that is
15 supplying them money.

16 When Southern States first came into the area, when
17 they first bought the system, most of the people in there had
18 been on the service, and I forget, Hidden Hills Water Service
19 is I think what it was. Anyway, immediately when Southern
20 States took over the system, they assessed everyone a deposit.
21 They sent out letters to everyone and said, "We want a \$25
22 deposit from you to provide water to you."

23 And I complained about it. Everybody in the area
24 had been on the system for years. They have been paying money
25 for years and then this corporation comes in and immediately

1 wants more money.

2 I called them up and I said, "Look, I have a problem
3 with that." I said, "I have been paying money to the water
4 system for years, why do I now have to provide a deposit to
5 you?"

6 And they said, "Well, what we're trying to do is
7 raise capital to put into other systems."

8 And I think that's what they continue to do is they
9 take the money out of this system, they go build or buy an old
10 system, fix it up and probably make it profitable and then
11 sell it. But they are using our money to do it.

12 Whatever they are doing, they may not be making a
13 profit, but they could be making one large corporation that
14 some day is going to be worth a lot of money that they can
15 sell and walk away from. You don't have to make a profit
16 every year. What you can do is put it back into the system.
17 You can show a loss every year, but you can build one hell of
18 a system doing that.

19 **COMMISSIONER GARCIA:** Sir, let me ask you a
20 question. You have lived here long enough, has the water
21 quality gone down since the acquisition?

22 **WITNESS BUCK:** I would say that it's been pretty
23 constant, bad. I haven't seen any improvement in it and it's
24 hard to tell exactly. But that's about --

25 **MS. CAPELESS:** Madam Chairman, concerning the

1 composite exhibit, that would be Composite Exhibit No. 4?

2 **CHAIRMAN CLARK:** Okay. I want to identify an
3 exhibit, Composite Exhibit 4, consisting of 25 photographs,
4 that's what I counted, and an article from Scotty's
5 Contractors' Advantage, dated August, September 1995. That
6 will be Composite Exhibit 4, and we'll return these to you
7 when we have copied them.

8 **WITNESS BUCK:** Okay. That will be fine.
9 (Exhibit No. 4 marked for identification.)

10 **CHAIRMAN CLARK:** Thank you, Mr. Buck.

11 **WITNESS BUCK:** Thank you.

12 (Witness Buck excused.)

13 - - - - -

14 **MR. SHREVE:** Wayne Brooks.

15 **WAYNE BROOKS**

16 was called as a witness on behalf of the Citizens of the State
17 of Florida and, having been duly sworn, testified as follows:

18 **WITNESS BROOKS:** Good evening, Madam Chairman. My
19 name is Wayne Brooks. I live at 3826 Mission Hills Drive
20 East, Jacksonville, Florida. I'm here representing Hidden
21 Hills Country Club Estates Homeowners Association, about 330
22 families this evening.

23 I don't want to be redundant, but I would like to
24 capitalize on a few things that were said this evening and
25 just run down through my notes representing the community. I

1 have also talked, and you can ask me questions afterwards,
2 with the community as a whole. I was the president of the
3 Association, so I'm pretty well in-the-know what's going on
4 out there with the water.

5 Let me give you a quick brief, though, of costs,
6 because we've got apples and oranges here, and I want to make
7 it very simple, because I'm a simple person. In December
8 1991, we were paying .00650 per gallon of water. Today we're
9 paying .001230 per gallon of water. That's an 89% increase.

10 Wastewater, the basic charge has gone from \$7.49 in
11 December 1991 to now \$12.67 a month, with absolutely one
12 increase officially by the Commission. Everything else has
13 been self-endowed by the SSU.

14 Sewer charges, for simplicity's sake, was \$1.65 per
15 1,000 gallons processing, and now it's \$3.66. \$3.66 is 122%
16 increase in costs.

17 Now, I know the Staff has looked at all this and
18 they probably were glazed over by all these statistics, but
19 for us, the consumers, that's a large increase. My CPI has
20 gone up about 12%, and we're look at a 100% increase. And
21 that's been a pretty big complaint this evening on rate.

22 I want to set that aside now, because I think the
23 big thing you need to be concerned with is quality. The
24 quality of water we're talking about, it sucks, okay, bottom
25 line. And I hate to use that word, but it does.

1 The quality of service, we used to have a local
2 office. We do not have a local office any more. And if you
3 have ever tried to call a 1-800 number in your life that's
4 busy with a utility, I wish you luck. Because I, as the
5 president, tried to contact these folks. I tried to get
6 response to community issues, and I got zero response, or I
7 got the runaround. And there is no place to pay our bill
8 locally or even to complain locally. So we would appreciate
9 your assistance when you look into that as far as management
10 goes.

11 Water pressure, I realize that if you look at the
12 area and you've talked to people that are knowledgeable, that
13 particular area has had some expansion and construction. But
14 our water level -- and I've lived in that area, not just in
15 the community I'm in now, but I've had 15 years in that
16 particular water district of Beacon Hills. And the expansion
17 has taken place but the water pressure is a constant problem.
18 I, being on the homeowners association, have received
19 complaints; and as I walk around I receive complaints all the
20 time about water pressure variation. So it's a real concern
21 out there.

22 And I have not tapped our fire hydrants, and I'm
23 afraid to do that, so we may want to do that some time now.

24 About quality of water, I have got a new homeowners
25 district. Our subdivision is fairly new. I've lived there

1 for eight years, but most of the homes are relatively five
2 years of age. I have repiping problems going on in the
3 community. I have not had that problem, but I'm trying to
4 relate to you what the community has had. I've got major
5 issues going on with water heaters; anything that comes in
6 contact with water at all, faucets, toilets.

7 It looks like a garbage dump out there about once a
8 month when people put all the utilities factors out the
9 garbage pickup. So it's really becoming appalling to us, and
10 we don't understand it.

11 So what did we do? A few people on their own have
12 gone out -- and I wish I could remember this injector
13 business, but I apologize, I don't know those terms. But some
14 people have gone out and actually purchased those things for
15 their homes to prevent this. Because we went out and did
16 independent studies, found the quality of the water was
17 terrible. We tried to go out and get local water tested. We
18 couldn't do that because of conflict of interest, because they
19 test SSU is their contractor; so we, as individuals, couldn't
20 get the water tested. So there are conflicts everywhere.

21 It's been very frustrating to our organization. And
22 all the consumers out here this evening, you can understand
23 that.

24 The costs involved are phenomenal. Depending on
25 your economic background, it doesn't matter where your level

1 is, it still costs money.

2 I'll give you a rough figure. It costs us anywhere
3 from \$300, as I've seen in our area, to \$3,000 to put a
4 filtration system in. Above and beyond what we're paying
5 these high rates for, that's to protect your plumbing and try
6 to protect your home. And that's appalling. I've never lived
7 anywhere, ever, where that kind of expenditures you had to,
8 you know, expend.

9 So all I know from being a novice to this, I'm not a
10 chemist; I'm not an engineer, there's something wrong
11 somewhere. And something stinks. And it's hard for us to
12 swallow, excuse the pun, of all of this stuff that's going on
13 this evening. So I hope you take it all in heart.

14 I know there's a lot of bleeding hearts, and I think
15 you probably think I'm a bleeding heart. But I want you to
16 listen very carefully to what everybody is saying, because
17 it's really important. You make the decision; we don't make
18 the decision. If we made the decision, we won't be here. It
19 would be aloha. (Applause)

20 I've got a couple of side notes, too, about their
21 business practices. For years we have been paying their
22 electric bill. I say "we," my subdivision has been paying our
23 own electric bill for the substation life for SSU, and they
24 didn't say "boo." So finally I called them up one day, and
25 says, "Hey, why are we paying your bill?" I had my attorney

1 to get it taken off, because we were paying their bills.

2 And that shows me that they do not even know what
3 they have on their books. If I'm paying their electricity for
4 the lift station for my substation, and they don't know about
5 it for years and years and years until I call them up, that's
6 frightening. That just to me is not even a businessman.
7 That frightens me that we're paying their bills and they don't
8 even know it. We had the bills directed to JEA, now they're
9 paying it, baby.

10 One last thing about service. Continental Cable
11 came in and put down new fiber-optic cables in our
12 neighborhood recently. We tried to contact SSU to assist in
13 locating water pipes. They were totally uncooperative, said
14 they were too busy, didn't have the staffing, couldn't do it.
15 So I ended up -- we ended up -- or SSU ended up with consumers
16 without water. We broke pipes. "We," I say, the utilities
17 broke pipes; we were without water service.

18 Obviously, we had other problems. We broke one of
19 their main pipes, and SSU had to come out at their expense and
20 repave a road. It seems like their business practice there
21 leaves a lot to be desired. And I sit there watching us pay
22 these bills, pay these bills and watch them just throw things
23 away.

24 I'll give you another example of business practice
25 that bothers me, too. I have a resident that left town for

1 one month. Now, he's gone for one month from his house. He
2 returns to his house -- and put yourself into this situation
3 -- and all of a sudden he gets a bill. And he gets notified
4 from SSU saying, "We think you had a water problem, because
5 you were gone for a month, so we replaced -- you didn't use
6 any water this last month, so we replaced your water meter.
7 We came out and did everything else. Oh, by the way, since we
8 couldn't find anything really wrong, we're going to charge you
9 an average cost of your previous three months and that's what
10 you owe us." And he wasn't even in his house for a month.

11 And they not only came out and put the expense of
12 putting a new water meter in, because they assumed something
13 was wrong. They didn't even wait long enough to even ask the
14 question. Those are the business practices that bother us.

15 That shows lack of concern. It shows lack of, you
16 name it, management. "Mismanagement" is probably the best
17 term of all. So that's just another example, and I've got
18 more and more to go on with.

19 But, basically, I think I want to paraphrase it:
20 As a good neighbor, I couldn't put them on, SSU, the resume at
21 all. They haven't been a good neighbor to my association and
22 my neighborhood and my residents. So I plead to you to take a
23 good look at all their facets, not just the rate hike, take a
24 look at everything.

25 I want you really to look at this monthly weather

1 normalization clause, too, because that thing jumped out at me
2 as fraud, waste and abuse. And if you allow anybody to have
3 that type of capability to take a look at monthly weather
4 normalization and raise charges to it, you've opened Pandora's
5 box, and I guarantee you we know where you live.

6 Thank you very much.

7 **CHAIRMAN CLARK:** Thank you, Mr. Brooks. Mr. Brooks,
8 I was -- (Applause)

9 Thank you. Let me ask you one question about the
10 gentleman who had them come out to reset his meter because he
11 wasn't using any water.

12 **WITNESS BROOKS:** Replaced it completely.

13 **CHAIRMAN CLARK:** Could you ask him to contact the
14 Commission so we could follow up on that?

15 **WITNESS BROOKS:** You want to do that? We can do
16 that. But that's not the only one that's happened to. I have
17 other residents in there that it happened -- the same problem
18 is that -- in fact, it happened to me. I checked my meter. I
19 called them up. I said, "My meter is squirrely."

20 And they said, "No, it's not. It's not squirrely."
21 They'd tell me on the phone, "No, it couldn't be."

22 And a month later, I called them up and I said, "I
23 think it's really squirrely. It's not doing anything. It's
24 not registering."

25 Boy, as soon as I said it wasn't registering, they

1 were out there in a flash. They ripped that sucker out of the
2 ground and then they turned around and said, "How long has it
3 been out, Mr. Brooks?"

4 And I said, "How in the hell do I know how long it
5 has been out?"

6 And they said, "We need to charge you for how long
7 it's been out." I went back in my house at that time.

8 I will be glad to inquire and have people contact
9 you on that.

10 CHAIRMAN CLARK: Thank you.

11 WITNESS BROOKS: Any other questions?

12 CHAIRMAN CLARK: Are there any other questions?

13 MR. TWOMEY: Yes, I have a question, Commissioner.

14 COMMISSIONER GARCIA: Just to let you know -- excuse
15 me, Mr. Twomey.

16 MR. TWOMEY: Yes, sir.

17 COMMISSIONER GARCIA: On issues such as this, again,
18 the Commission is the forum for those issues. And the Company
19 has to come into a hearing process with us, and those issues
20 can be solved if the Company is doing something that's not
21 right. And they will correct the problem, and they will
22 return your money if they have done something they shouldn't
23 have done so -- (Simultaneous conversation)

24 WITNESS BROOKS: Well, it's not the money issue
25 here. This whole issue is just as a business corporation,

1 whether it's a utility or not, that's what we're concerned
2 with. I know what you are saying.

3 COMMISSIONER GARCIA: One of the unfortunate things
4 is that we are in Tallahassee, and so our office is there, and
5 that's why we have a 1-800 number. I mean, any time you have
6 a problem, that's registered, it's on the books with the
7 Company, and we're aware of it and we can react to it.

8 WITNESS BROOKS: Will somebody answer that number?

9 COMMISSIONER GARCIA: Yes.

10 CHAIRMAN CLARK: Absolutely. And if they don't,
11 I'll give you my card and you can call me if they're not
12 answering it.

13 WITNESS BROOKS: It's very frustrating. We've had a
14 lot of frustration, bear with us.

15 CHAIRMAN CLARK: We have recently moved to a new
16 building and have reconfigured the system so that more calls
17 can get through.

18 WITNESS BROOKS: My taxes have gone up, I can tell.

19 CHAIRMAN CLARK: Well.

20 WITNESS BROOKS: Any other questions?

21 MR. TWOMEY: Yes, sir. Would you find some measure
22 of irony, Mr. Brooks, in SSU's bragging that by cutting out
23 your local service center and installing an 800 line that they
24 have become more efficient and thus are saving you money?
25 Would you find that ironic?

1 **WITNESS BROOKS:** Well, no. That's typically what
2 they do. If you read their literature and if you follow their
3 program, it is that, "We're more efficient, we're cutting out
4 programs, and we're cutting out office space to save money,"
5 that's exactly right. But they are not more efficient because
6 they weren't efficient to begin with. So you can't make
7 efficiency out of inefficiency.

8 **CHAIRMAN CLARK:** Thank you, Mr. Brooks.

9 **MR. TWOMEY:** Thank you.

10 **CHAIRMAN CLARK:** And I'm going to label as Composite
11 Exhibit 5, the petitions from the Hidden Hills Country Club
12 Estates Homeowners.

13 (Exhibit No. 5 marked for identification.)

14 **WITNESS BROOKS:** Thank you very much for your time.

15 **CHAIRMAN CLARK:** Thank you, Mr. Brooks.

16 (Witness Brooks excused.)

17 - - - - -

18 **MR. SHREVE:** Andrew Herbanek.

19 ANDREW HERBANЕК

20 was called as a witness on behalf of the Citizens of the State
21 of Florida and, having been duly sworn, testified as follows:

22 **WITNESS HERBANЕК:** Andrew Herbanek.

23 **CHAIRMAN CLARK:** Would you spell that?

24 **WITNESS HERBANЕК:** H-E-R-B-A-N-E-K. Address 12132
25 Spiney Ridge Drive, Jacksonville. It's a development of

1 Hidden Hills. We're served by the Beacon Hills facility.

2 I came here to this meeting with a prepared
3 statement. And I'm going to tell you, frankly, after the
4 remarks, opening remarks, by Mr. Twomey and Mr. Shreve, I was
5 appalled. I was appalled that -- not that I accept all their
6 facts or their statements as to what the situation is, but I
7 was appalled that that could be possible.

8 I have heard a lot of innuendoes for years about the
9 goings on between SSU trying to run a business, which they are
10 obviously incapable of doing, and being supported by a
11 Commission, State Commission, appointed by our Governor. And
12 then, of course, you throw the EPA in there, and we wonder a
13 lot. We know a lot of factual cases where the EPA has been
14 taken on and forced to change arrogant decisions that they
15 have made. And I'm not sure that we don't have that situation
16 here.

17 To make it brief, I had a prepared statement and a
18 list of subjects to cover and experiences to relate to you to
19 look for help and to improve the situation, but, frankly, I'm
20 rather dismayed about the whole thing. So I'm going to
21 shorten my remarks greatly.

22 I'd like to say that I concur entirely with
23 Mr. Beittel and the earlier speaker, with his remarks, and
24 also with Mr. Brooks.

25 I'm a member of the Board of Directors of the Hidden

1 Hills Homeowners Association. I know a lot of experience
2 we've had with Southern States Utilities. I'm not going to
3 get into slinging mud at Southern States. I'm just going to
4 say that I don't think they are not fit to be in business if
5 they run the business the way they do.

6 They run it on a basis of a socialistic society.
7 Take our money to build somebody else's plant. And I'd like
8 to make the Commission aware that we have some darned
9 hard-working, low income families living right in our area,
10 and we have people on fixed incomes living in this area. So
11 before we are going to be spreading money out over to other
12 people, we're going to take care of our own. We have no
13 objection to helping other people, that's the Christian thing
14 to do, we want to do that, but first things first.

15 I really think that this situation is not tolerable
16 and it will not be able to continue to exist. I hope that you
17 are hearing what is being said here tonight.

18 I can add my list of plumbing failure, hot water
19 failure, hot water heater failures. I have been replacing my
20 tank innards, flapper valves, fill valves, and so forth, on a
21 much more regular basis.

22 The water is unpalatable. It was 16 years ago when
23 I moved here, and it is just as bad today, except it has
24 different problems. I am waiting with a bated breath to
25 repipe my house at 16 years old. I expect that is probably

1 going to fall on me at any time.

2 Now, you hear all these complaints and then these
3 things are happening. And I cannot believe for one moment
4 that your Staff is not fully aware of what is going on. You
5 have engineers, you have chemists and you have analysts, and I
6 just can't believe that they don't know the things that were
7 going to happen under the conditions that prevail that they
8 are overseeing and are involved in.

9 So I'm saying be prepared for change. Because I
10 think this is ridiculous, outrageous increase that you're
11 proposing that is being proposed by SSU. I think it may have
12 pushed us over the edge.

13 I hope that somehow or another we can get together.
14 I hope you're going to heed and help our community. We need
15 your help. We need you to stand up for us and do the right
16 thing. If you think 100% increase in three years is the right
17 thing, then I don't know where you are living. It's not the
18 real world.

19 I hope something can be done with SSU. I think that
20 if SSU doesn't learn how to manage a company, they ought to
21 get out of the business, and let somebody do it that can. And
22 I say that, not disparagingly at all, but just as a matter of
23 fact.

24 I have been in the business as a management engineer
25 for many years. I'm a Professional Registered Engineer in the

1 state of Florida. I worked in the paper industry. I know
2 about corrosion; I know about effluent treatment; I know about
3 air treatment; I know what it takes to do that, and I know the
4 conditions that they work under. The conditions here at SSU
5 are nothing, nothing, compared to that. So I know that it's
6 not that bad a condition if you wanted to do something about
7 it.

8 I hope you take my remarks and my comments in the
9 spirit that they are intended, and I hope that you will help
10 us.

11 Thank you.

12 **CHAIRMAN CLARK:** Thank you, Mr. Herbanek. Could you
13 wait just a minute?

14 Are there any questions of Mr. Herbanek?

15 There are no questions. Thank you.

16 (Witness Herbanek excused.)

17 - - - - -

18 **CHAIRMAN CLARK:** Mr. Shreve?

19 **MR. SHREVE:** Mr. Heilman.

20 **GEORGE R. HEILMAN**

21 was called as a witness on behalf of the Citizens of the State
22 of Florida and, having been duly sworn, testified as follows:

23 **WITNESS HEILMAN:** Good evening, Madam Chairman,
24 fellow Commissioners. My name is George Heilman. I live at
25 4276 Captains Way, Amelia Island, Florida. I brought with me

1 this evening several petitions protesting the planned rate
2 increase.

3 There's been much said about the management and the
4 corrosion problems associated with the water service. I don't
5 want to plow up already plowed ground again, so I'd like to
6 talk primarily about the Commission.

7 Approximately two years ago when this Commission
8 proposed this uniform rate increase I wrote a letter of
9 protest. Which, to me, that plan was the dumbest thing I ever
10 heard of in my life. I never received an answer to my letter.

11 When this recent proposed increase came about, I got
12 the notice the latter part of July or very early August; and
13 about the first of August I wrote a second letter to the
14 Public Service Commission outlining the reasons I thought were
15 unrealistic as far as the uniform rate basis goes. And I
16 received back a standard computer printout type letter telling
17 me how great a job the Public Service Commission was doing,
18 how they reviewed all the rate cases, et cetera. I responded
19 with a third letter to that.

20 Some of the comments that I made in those letters
21 have been recited here tonight about SSU is a very poorly
22 managed company; they obviously don't know what they are
23 doing; if you continue to raise people's water rates, their
24 rates will be higher than their electric bill.

25 The Commission may or may not know this or be aware

1 of this, but I put the uniform rate case very similar to the
2 case that the U.S. Justice Department has against McDonald
3 Douglas at the present time where McDonald Douglas has been
4 switching charges against the Defense Department. In other
5 words, if a given project costs too much money, we'll just put
6 the cost for that project over here into another account and
7 charge another account for that basis.

8 That's exactly what you are doing with the uniform
9 rate case. I'm surprised but proud to hear that the court
10 system has overturned that.

11 From the statements I have heard here, though, this
12 evening from the Public Service Commission, I don't understand
13 exactly what it is that you propose to do about the refunds.
14 It seems to me that there has been a little double talk going
15 on about how the refunds will be treated, et cetera. It seems
16 that if customers have been overcharged for the last two or
17 three years their rates at today's basis should be less than
18 what we are already paying. Therefore, if there is a rate
19 increase, it should probably not be any higher than what
20 today's rates already are.

21 But the proposed rate increase, the notification
22 that I received and my neighbors received from SSU, propose a
23 rate increase of approximately 50%, as I think everyone knows
24 by now this evening, over the current charge, not past
25 charges.

1 As the gentleman just spoke and said he was a
2 Registered Professional Engineer, I, too, am a Registered
3 Professional Engineer and understand about pumping water and
4 treating water and the cost of treatment plants and
5 instrumentation. I agree wholeheartedly with him that what
6 SSU does is nothing. It ought to be the lowest simplest cost
7 for any utility there is. Yet their request for rate
8 increases outstrip all other services. And the Commission
9 ought to consider this when they look at what SSU is doing.

10 I believe that everything that I really think that
11 needs to be touched on has probably already been addressed by
12 the previous speakers. As far as our service goes, I don't
13 really have any complaints with our water but we don't have a
14 local office. Their line broke in front of my house
15 approximately two years ago. I had to call three times to get
16 someone out. Then when the guy came out and looked at the
17 line, he told me that it was my problem, it was my line that
18 was broken -- which I knew it was not -- and he left.

19 And I had to call again a day later after it had
20 washed out my front yard to get somebody to come back out and
21 take the issue seriously.

22 One of the other neighbors in our development
23 complains because an alarm system on their treatment plant
24 goes off frequently and disturbs the peace in the area. And
25 they call continuously to SSU to get the problem fixed, and

1 the problem has not been fixed. And the reason, they say, is
2 because they don't have the money to do anything about it.

3 So I don't know what they are doing with the money
4 other than as I have stated in my letters they are buying up
5 other utilities and using our money to do it.

6 **CHAIRMAN CLARK:** Thank you, Mr. Heilman. Are there
7 questions?

8 **MR. TWOMEY:** Yes, ma'am. One second.

9 Sir, you understand, don't you, that despite their
10 protests that they don't have any money that they are, under
11 the current rates being allowed by the PSC, they're shipping
12 out about 200 grand a year from you people over and above your
13 cost? You understand that, don't you?

14 **WITNESS HEILMAN:** I understand that very well and I
15 put that in my letters to the Commission that they are using
16 our money to buy other utility systems with.

17 **MR. TWOMEY:** I take it you're opposed to that?

18 **WITNESS HEILMAN:** Yes. I certainly am opposed to
19 that.

20 **MR. TWOMEY:** Thank you.

21 **WITNESS HEILMAN:** The systems ought to be
22 stand-alone systems. One thing about the rates in our area,
23 our area is a very high growth area. When the system was put
24 in in our area, SSU determined what the cost should be at that
25 time. At that time, they probably had about 50% of the

1 customers that they have now.

2 If those costs were properly amortized they ought to
3 be making a pot full of money or our rates should be going
4 down if it was on a stand-alone system basis because they have
5 got a lot more service to supply and the plant hasn't gotten
6 any larger.

7 But that's not what's happening. They're back
8 wanting, last year we got a 20% increase, this year they want
9 a 50% increase.

10 CHAIRMAN CLARK: Thank you.

11 MR. SHREVE: Thank you, sir.

12 MS. CAPELESS: Mr. Heilman, did you want to have
13 those petitions marked as an exhibit?

14 CHAIRMAN CLARK: We'll mark as Composite Exhibit 6 a
15 petition -- I'm trying to -- from Southern States Utilities'
16 customers in Amelia Island in Nassau County. That will be
17 Composite Exhibit 6.

18 (Composite Exhibit No. 6 marked for identification.)

19 (Witness Heilman excused.)

20 - - - - -

21 CHAIRMAN CLARK: Go ahead, Mr. Shreve.

22 MR. SHREVE: Karen Sanford.

23

24

25

1 KAREN SANFORD

2 was called as a witness on behalf of the Citizens of the State
3 of Florida and, having been duly sworn, testified as follows:

4 WITNESS SANFORD: My name is Karen Sanford, and
5 that's S-A-N-F-O-R-D. My address is 4843 Medway Hall Place,
6 Jacksonville, Florida. And I am a customer of the Beacon
7 Hills area.

8 I basically just wanted to relay one of my
9 experiences with the water in my home. We moved into our home
10 in the Beacon Hills area in 1988. And shortly thereafter I
11 began to notice yellow spots on my family's clothing. I
12 blamed it on my carelessness at first; but then I noticed that
13 I would wash new clothing that had no stains on it, remove it
14 from the washing machine only to find yellow blotches.

15 After speaking with several people including
16 plumbers, I felt my machine's transmission was leaking, so I
17 purchased a new washing machine. Needless to say, this did
18 not correct the problem.

19 I then began trying different detergents; my husband
20 put a filter on my washing machine; I did not use fabric
21 softner, and so on, but the stains still continued to ruin my
22 family's favorite articles of clothing. Also, nothing I did
23 seemed to remove the stain once it was there, and I tried all
24 sorts of products on the market.

25 I even took one article of clothing that was white,

1 I took it to my dry cleaners. He said he had a special bleach
2 that he used under pressure that normally took out any kind of
3 stain. That did not budge the stain either.

4 At this point I'm beginning to wonder if I'm the
5 only one with this problem. I began asking some friends of
6 mine and people that lived down my street if they had a
7 similar problem. I took some of my articles of clothing and I
8 showed them. Quite a few people I talked to had a very
9 similar problem and they were going through the same process
10 of blaming themselves for the spots on their clothing.

11 I did bring an article with me in case some of you
12 would like to see what these spots looked like.

13 Anyways, in February I called Southern States
14 Utilities and explained my problem. They sent a field
15 representative out and I showed him some of the things that
16 had been ruined. He told me to send them to Apopka with a
17 letter.

18 Needless to say, I did not do that because of my
19 busy schedule and also because I was kind of leery of just
20 sending my clothes with a letter. I was not sure what would
21 happen. So on May 18, I did call Southern States Utilities
22 again and I asked if someone could call me regarding the
23 problem. Gene Manning did; he said he would send someone out
24 to pick up my clothing; they would run tests on it to see if
25 they could determine what the problem was. That afternoon, it

1 was picked up by a field representative.

2 On August 17, I still had not heard anything, so I
3 called Southern States Utilities again. I was told they
4 probably would test my clothing at the end of August and that
5 I would be called back by Gene Manning to confirm this; and he
6 did not call me back.

7 I called once again this morning and was told I
8 would be called back by Gene Manning this afternoon, and I was
9 not called back.

10 I guess at this point I'm feeling rather
11 inconvenienced. I'm inconvenienced by the fact that perfectly
12 fine clothes are being ruined; and I'm inconvenienced at the
13 tremendous cost that it takes to replace the clothing that has
14 been ruined; and I'm just plain inconvenienced at having water
15 that I do not feel is of an acceptable quality.

16 I agree with many of the people who have spoken
17 tonight. I am personally just waiting for more things to
18 happen in my home because of the water. And I have small
19 children at home; and we do at times drink the water when it
20 is more convenient to get a drink out of the spigot than it is
21 to get the bottled water, and I'm really concerned what can
22 and may happen to them.

23 So at this point I cannot see any justification for
24 a rate increase. I would quite frankly just really like to
25 see the water fixed. And that's about it.

1 **CHAIRMAN CLARK:** Thank you, Ms. Sanford. Any
2 questions? Thank you.

3 **WITNESS SANFORD:** Would you like to see this?

4 **CHAIRMAN CLARK:** Yes. I will return it to you,
5 though, you won't have to call me.

6 This is what are you talking about?

7 (Witness shows article to the Commissioners.)

8 Thank you. Go ahead, Mr. Shreve.

9 **MR. SHREVE:** Thank you, Ms. Sanford.

10 (Witness Sanford excused.)

11 - - - - -

12 **MR. SHREVE:** Charlotte Temple.

13 **CHARLOTTE TEMPLE**

14 was called as a witness on behalf of the Citizens of the State
15 of Florida and, having been duly sworn, testified as follows:

16 **WITNESS TEMPLE:** Charlotte Temple, 11106 Sail Point
17 Lane, Jacksonville, Florida, 32225, served by the Beacon Hills
18 water system.

19 I have two small children. They have already spoke
20 frequently this evening.

21 We moved into our home two-and-a-half years ago. I
22 had an 18-month-old at that time, and two weeks later I had
23 another child. We're fairly high water consumers with two
24 small children in the house. At that time my bill was
25 approximately \$48 a month average. We considered that when we

1 considered moving in that area, we talked to people and we
2 considered that to be acceptable. Now they're a little over
3 \$80 a month average. Twice already they have been higher than
4 my electrical bill.

5 This is become being unacceptable. But the most
6 unacceptable part is the fact that we do not consider the
7 water safe to drink or to cook with so we use bottled water.
8 Our bottled water bill is running in excess of \$45 a month.
9 That brings our total water bill in excess of \$100 to \$130 a
10 month. That to me is becoming very, very unacceptable.

11 Someone mentiond the fact that the water lines had
12 been broke in our neighborhood. We have had at least three if
13 not four boil your water notices that have lasted
14 approximately a week. But this didn't inconvenience us
15 because we had already been doing these procedures.

16 We have CV-CB-whatever pipe in our house, so we have
17 no copper, but yet we still have the green stains. This means
18 the copper is coming from somewhere outside of our home and
19 staining our plumbing.

20 The amount of chlorine in our water is extremely of
21 great concern to us. There are times of the day that I will
22 not bathe my children because when I run the water in the
23 bathtub the fumes are so excessive I don't even want them in
24 the bathroom, I just drain the water.

25 There are times that I won't take a shower myself

1 because you turn on the water and it burns your eyes. Worse
2 than jumping in a pool that has been shocked with chlorine and
3 you realize immediately you must get out of that situation.

4 I called Southern States Utilities several times
5 about it. And it is something that they apparently do release
6 a lot of chlorine in the system at different times during the
7 day, I guess, and I just happened to hit it more often than
8 other people. Maybe because I bathe late at night. Small
9 children, you have odd schedules.

10 That brings us to another subject. I am now having
11 to buy my husband dress socks at least once a month because
12 the chlorine in the water is bleaching our clothes. So the
13 clothing bill has gone up tremendously due to the breached
14 clothes. We don't use chlorine in our house, we don't use
15 Tide with bleach, we don't bring in a bottle of chlorine and
16 pour it into our water. But when you open the lid of the
17 washing machine after you do your wash, the chlorine fumes are
18 extremely strong at different times; it's not constant but
19 it's enough that it is ruining enough of our clothing that it
20 is of great concern to our family.

21 My father lives three miles down the road. He is
22 not served by a public service water at all. He has a deep
23 artesian well. He's lived there 30 years, he's never
24 replumbed his house. He has done some remodeling work. We've
25 taken the pipes apart and the horror stories about the pipes

1 being so shrunk are not there.

2 So I don't know where they are getting their water.
3 If they are getting their water from the Floridan Aquifer like
4 my father is with a deep artesian well, then obviously
5 something is happening to the water prior to it reaching my
6 home. His water is drinkable, my water is not.

7 In consideration to other people that use SSU
8 services in other parts of the state, I have great sympathy
9 for them. We have a choice where I live. I chose to live
10 where I live because I thought at the time the rates were
11 acceptable. If my rates were to change and their rates were
12 to have to go up substantially to make a rate system due to
13 the location where you live and the service that you have, I
14 would feel very sorry for them because they may be faced with
15 the same choice I'm having to be faced with. If our rates
16 continue to increase, we're going to have to move. It gets to
17 be quite simple economically after a while, you have to sell
18 your home and move on.

19 They may be faced with that consideration quicker
20 than I am; however, I feel it is very unfair for me to have to
21 sell my home to subsidize their rates. That's part of the
22 problem.

23 You know, maybe it would be best if I pursued the
24 right to have an artesian well on my property that I may have
25 drinkable water where I live, whether through the legislature

1 or something else. It is very tedious to have to purchase
2 water to drink and to cook with when we have in this day and
3 age in this country, in this city, water piped into your homes
4 and I have to physically bring it in every day or at least
5 once a week.

6 I would appreciate any help that you can give to the
7 people that are faced with similar situations as ours.

8 **CHAIRMAN CLARK:** Thank you, Ms. Temple. Any
9 questions? Mr. Twomey?

10 **MR. TWOMEY:** Yes, ma'am.

11 You spoke about the possibility of having to sell
12 your home. Are you aware -- these are my numbers and someone
13 can challenge them if they want. I'm going to make a
14 statement, I want to ask your reaction to it.

15 Are you aware that one of the systems that benefits
16 from your subsidies that flow south is an industrial park
17 called South 40 where the sewer customers there get annual
18 subsidies of over \$4,000 apiece?

19 **WITNESS TEMPLE:** Well, like I said, you know, I --

20 **MR. TWOMEY:** If that's true how do you feel about
21 them taking money from you in order to --

22 **WITNESS TEMPLE:** Well, that's what I say. I feel
23 it's unfair that I would have to sell my home in order to
24 subsidize their rates.

25 **MR. SHREVE:** We're not talking about poor people.

1 **WITNESS TEMPLE:** I'm not talking about poor people,
2 industrial or anything. We all have a choice of where we put
3 our business, or where we leave our business, or where we
4 leave our home. Some of this is reflected in the fact that,
5 you know, if this gets noised abroad very loudly my home value
6 may go down because someone else would not consider this a
7 good situation to move into.

8 But we still have those choices here in the United
9 States. We have the choice of where we put our business based
10 on our research of what our monthly costs are going to be to
11 live there, do business there. And if it is unacceptable for
12 them to pay that \$4,000 extra that we are subsidizing now,
13 then they can move their business just as easily as I can move
14 my home.

15 **CHAIRMAN CLARK:** Thank you, Ms. Temple.

16 **MS. CAPELESS:** Ms. Temple, one question. How close
17 do you live to the Beacon Hills facility?

18 **WITNESS TEMPLE:** I live in Harbour North on Sail
19 Point Lane. I'm not really sure where their actual water
20 facility is, six blocks? So I probably get the brunt of all
21 the chlorine coming in that's coming in at that point.

22 **MS. CAPELESS:** Thank you.

23 **CHAIRMAN CLARK:** Thank you Ms. Temple.

24 (Witness Temple excused.)

25 - - - - -

1 **MR. SHREVE:** Noel Cox.

2 **NOEL COX**

3 was called as a witness on behalf of the Citizens of the State
4 of Florida and, having been duly sworn, testified as follows:

5 **WITNESS COX:** My name is Noel Cox. I live at 11357
6 Beacon Drive, Jacksonville, 32225. I'm serviced by the Beacon
7 Hills treatment plant.

8 There may be a better word for this than "service."
9 Because I have been there seven years and the house has been
10 repiped, the hot water heater has been replaced and another
11 one is going to have to be replaced. And I agree with most
12 everything that everyone has said so far about the taste of
13 the water and it being undrinkable and everything.

14 The main problem I have, I live at the end of a
15 loop, a water loop. During the dry periods when most of their
16 neighbors have their sprinklers on, if I flush the toilet it
17 will not refill the tank the pressure is so low.

18 My neighbor across the street, who has a two-story
19 house, he can't take a shower in his second story when
20 anything is on downstairs. His water pressure is extremely
21 low. This results in air locks in the hot water heater and in
22 pipes. An already bad situation of bad water is stirred up
23 more by the sludge and it really gets bad when this happens.

24 The other day I was running the washing machine and
25 I kept hearing noises in the garage where my water heater was

1 at. I looked out there and it was filling up with air instead
2 of water and I was getting all kinds of strange noises. I
3 thought I had a ghost in the house or something or other.

4 But the rate increases has been sufficient in the
5 seven years that I have lived there that it's gone up now
6 where that it's higher on my monthly bill than it was seven
7 years ago on a quarterly bill. Now how can they justify a
8 rate increase of over 300% in seven years? That doesn't even
9 seem feasible.

10 Another thing that happens is the lack of meter
11 readings. Last month my bill was \$60.22 for one person since
12 my wife passed away. I was gone 17 days of that. On the 13th
13 of this month I had a plumbing problem, another one. I had to
14 shut the water off at the water main at the meter; and I had
15 to dig approximately a wheelbarrow full of dirt out of the
16 meter just to get down to it, which indicated that obviously
17 it hadn't been read.

18 In addition, I recorded the meter reading and it
19 indicated 538 gallons had been used since the last time it had
20 been read, and that was 27 days had gone by. They had been
21 billing me at 491 gallons a day prior on that while I was
22 gone. So you tell me what they are doing. They're obviously
23 just guessing at it, just taking a computer average and
24 billing you and apparently adjusting it periodically, I
25 suppose.

1 Thank you.

2 CHAIRMAN CLARK: Thank you, Mr. Cox.

3 MR. SHREVE: Thank you, sir.

4 CHAIRMAN CLARK: Any questions? Thank you.

5 (Witness Cox excused.)

6 - - - - -

7 MR. SHREVE: Barbara Mazer.

8 BARBARA MAZER

9 was called as a witness on behalf of the Citizens of the State
10 of Florida and, having been duly sworn, testified as follows:

11 WITNESS MAZER: Good evening. My name is Barbara
12 Mazer, M-A-Z-E-R. Mrs. William E. Mazer. I reside at 4542
13 Oak Bay Drive West, Jacksonville, Florida, 32277. I'm
14 serviced by the Woodmere facilities.

15 I live in Charter Point, a subdivision of 240
16 families. I am currently the vice president of the Charter
17 Point community. We have 178 members among the families out
18 there who belong to our association.

19 In my capacity as vice president, I am a liaison to
20 any civic groups; and it was at the Southern States Utilities
21 hearing at the Greater Arlington Civic Council that I first
22 became very much aware of this public hearing coming up and
23 the various issues that would come before us.

24 We did a survey in our neighborhood asking if people
25 had complaints or if they had any concerns. In reviewing

1 those, many of our concerns were the same as previously
2 mentioned in the other neighborhoods. Although I would like
3 to say, in all fairness, in my ten years on the Charter Point
4 board we have had a very good working relationship with
5 Southern States. They have been very responsive to our
6 concerns. Our neighborhood, like many others who are not very
7 old, have underground utilities. Often times there is
8 coordination between the cable company, water, electric and
9 what not. We appreciate the cooperation Southern States has
10 given us with that respect.

11 I think our major complaints have come from, aside
12 from not wanting to pay higher rates, the same issues people
13 have mentioned with respect to the copper piping. Many of our
14 residents have spent thousands of dollars in replacing
15 systems. Other still complain about water that does not taste
16 good: There's an odor, perhaps, some type of a residue or
17 other components in the water, they're not sure what they are.

18 However, despite these, I want to get back to the
19 rate issue, the money side of it.

20 In researching Southern States Utilities, at first I
21 knew very little except I had been told it was the largest
22 privately owned utility in Florida. Hearing that, I thought
23 that's wonderful, we're dealing with a Florida corporation;
24 and we're the third most liveable city in America, this is
25 fantastic, and they're going to be fairminded. And I though I

1 would learn more about this.

2 I went down to the Haydon Burns Library where I was
3 told there would be documents where I could learn about
4 Southern States Utilities. I would like to reiterate
5 something that the Councilman from Clay County said. It would
6 be wonderful if these documents would be made available in the
7 regional and the area libraries. The downtown library is not
8 always the most accessible to all the citizens.

9 However, the librarians there were not familiar with
10 where these documents were located. It took a search of four
11 departments before we finally found the documents. They were
12 in the basement of the library; they were in a restricted
13 staff area; you had to go through locked doors into a staff
14 office and they had shelves set up.

15 There were many volumes, I believe there were 12
16 volumes that I spent some time going through. There were, I
17 believe, triplicate or quadruplicate copies of these
18 available; however, they appeared not to have been touched.
19 The pages were perfectly straight. And once you go into those
20 you wonder, "Maybe I shouldn't have looked at these, either."

21 I was very surprised to learn Southern States
22 Utilities is a wholly-owned subsidiary of I believe the Topeka
23 Corporation, which, in turn, is a wholly-owned subsidiary of
24 the Minnesota Power and Light Company.

25 The first thing I read was the statement from the

1 Chief Executive Officer of the Minnesota Power and Light
2 Company. In his appeal for the rate increase, of course he is
3 looking at the stockholders' concerns for the Minnesota Power
4 and Light Company. I learned approximately 14% of Minnesota
5 Power and Light Company's equity is invested in this
6 subsidiary. They have a great deal at stake for the
7 operations and the results of the subsidiary.

8 Their rate of return on equity for the past five
9 years I believe was quoted to be less than 3%. Their
10 projections are also dismal. The outlook for water utilities
11 in Florida for water is dismal.

12 So I know he is giving a great deal of pressure on
13 the Florida unit, on SSU, to perform. But I'm a proponent of
14 the free enterprise system; and of course we want Southern
15 States Utilities to continue, we are a captive audience --
16 especially in Charter Point where I live, that's our water
17 supplier. So we're very concerned when there are these red
18 flags about operating results are not what they should be.

19 We believe in a fair rate of return. However, the
20 Chief Executive Officer thought 12.25% would be a fair rate of
21 return. I don't know about you, but I'm not getting that
22 return on my investments.

23 I know a lot of businesses are not in as risky an
24 industry with all of the environmental concerns that the water
25 utilities are; and it is very complex, it is something that

1 you just can't learn at a brief perusal of the records.
2 However, in looking at the studies they had hired a Georgia
3 State University professor to perform, the models he used, and
4 then looking at water utility standards, I felt that Southern
5 States Utilities, if it were standing on its own as a
6 corporation, a local corporation that was not a subsidiary,
7 maybe I might buy into some of that. But I took a different
8 substance because I felt that a parent company has an
9 obligation -- not necessarily a fiduciary obligation but there
10 is an obligation -- to provide adequate capital infusion into
11 their subsidiaries. Especially when they are providing a
12 service that is a commodity that is a basic commodity that we
13 all need.

14 And if the Company was under-capitalized to begin
15 with, of course they are going to be highly leveraged. This
16 wholly-owned subsidiary cannot very easily go out on its own
17 to borrow money, to float bond issues. Of course they cannot
18 sell capital stock because they are a subsidiary. They enjoy
19 the guarantees of the parent company when they do borrow
20 money. They may have intercompany loans, I'm not sure of the
21 extent of these, but I know there are a lot of restrictions as
22 to what they can and cannot do.

23 I have read indications that this should have no
24 bearing that they are a wholly-owned subsidiary of another
25 entity. However, I think that is an alternative source of

1 financing or funding their expenditures, especially capital
2 expenditures. This industry, as I have read, is very heavily
3 involved in fixed asset acquisition.

4 This is not an unusual thing. With all of the new
5 environmental regulation, all of the competing utilities will
6 be making these expenditures; it is just the normal course of
7 business.

8 There will be depreciation from the additional
9 capital expenditures will help them recapture some of their
10 costs. There may be federal income tax incentives, there may
11 be down the road possibly even more investment tax credits
12 available. But I think looking to the customer to bear the
13 bulk of all this expenditure is unreasonable, especially in
14 the case of Charter Point where we are not beneficiaries of
15 these types of expenditures. We may down the road get certain
16 capital expenditures in our area to bring us enhanced water
17 systems but we haven't seen it now.

18 So we are opposed to receiving this hefty almost 50%
19 increase in our area for water and wastewater.

20 We are also concerned, again, with the quality of
21 the water system wastewater but we would like some consumer
22 advice from our public utility, from SSU, we would like to
23 know before we build a home that we select the right type of
24 equipment, the right type of plumbing pipes that would not be
25 subject to corrosiveness.

1 And I know there's a lot of -- this probably isn't
2 politically correct to say, but I don't know to what extent we
3 can blame the water company for our failure to know what type
4 of pipes we should have in our homes. And I don't know a
5 copper pipe from any other type of pipe; but I think we should
6 have some advice from our utility before we move into our
7 homes that, "We would like to put you on warning if you are
8 building you may want to select this type of pipe which is not
9 corrosive; or if you have something, you may consider
10 replacing it."

11 I don't know that the water utility, but someone
12 should let us as consumers know that before we make these
13 investments.

14 Secondly, with respect to customer service. So
15 often I hear remarks from people in our neighborhood, "Well,
16 the cable people broke a water main. There's water
17 everywhere. Is it safe now to use the water? Five to seven
18 days they said to boil it."

19 I myself have made calls to the water company and I
20 had a clerk tell me, or whoever spoke to me, "Well, I really
21 don't know, it's up to you. If you want to use the water,
22 fine. Otherwise, continue to boil it."

23 I don't know if you monitor the calls and perhaps
24 some education would be in order for those clerks. But
25 basically I guess what I'm thinking about is the rate increase

1 being applied uniformly to every area, whether or not you
2 enjoy the enhancements that have been made. And to the extent
3 and with the frequency of these price increases, I just feel
4 it really is almost unconscionable. And that's what I wanted
5 to convey about my neighborhood.

6 But I did want to say that water is one of our most
7 precious commodities. And I think we all realize we are going
8 to be paying more for water down the road. I guess the
9 incremental approach in small increments is more palatable to
10 us. It is somewhat of a shock where every few years we're hit
11 with the prospects of a 50% increase.

12 I thank you, Madam Chairman, the fellow
13 Commissioners, the representative here from SSU and the others
14 who are really promoting the fair pricing and safe water for
15 all the residents of Florida. Thank you, I appreciate your
16 attention to us tonight.

17 **CHAIRMAN CLARK:** Thank you, Ms. Mazer. Thank you
18 for taking the time to go to the library and look at what was
19 filed and read the testimony of the witnesses. That does help
20 you gain a better understanding of the basis for what they
21 have asked for in this case.

22 **WITNESS MAZER:** Thank you, were there any questions?

23 **CHAIRMAN CLARK:** No questions? Thank you again.

24 **MR. SHREVE:** Thank you very much.

25 (Witness Mazer excused.)

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

- - - - -

MR. SHREVE: Sandi Hibbard.

CHAIRMAN CLARK: Mr. Shreve, let me ask you: How many more witnesses do you have? Quite a few? After this witness, we will take a break again. Go ahead.

SANDI HIBBARD

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

WITNESS HIBBARD: My name is Sandi Hibbard, I reside at 4636 Harbour North Court. I am on the Beacon Hills Cobblestone plant.

I have been asked to speak for The Harbour North Civic Association board, which represents approximately 156 SSU users, some of whom have spoken here tonight.

Most of what I really wanted to say has been said but I would like to add a few things to some of the other comments. About 50% of our homes are built with quality copper plumbing. On the average between seven and ten years our newer homes with copper plumbing are having to completely replace their plumbing. We have had one case where a three-year-old home had to be replumbed.

We have discussed this with SSU and they have said they admit the water is corrosive to our plumbing. And a lot of the homes in our community because of the hardness of the water have added water softeners and we have been told by SSU

1 to disconnect them. We have been told if we have water
2 softeners we shouldn't use them because our copper plumbing
3 will degrade that much quicker.

4 In response to those who heard about the copper
5 plumbing, it is a city problem. The city code determines what
6 what we have, and that is being taken care of, if anyone here
7 is interested in that. The code is under revision right now
8 and it will eliminate copper from Jacksonville.

9 We do live with this green residue all over
10 everything in our house. That is a result of the copper. The
11 polyphosphate injector is really great if you want to put it
12 on your house. We put it on our home when we added our water
13 softener. But it costs about \$60 a month to run
14 polyphosphates through there when you have to go to Ace
15 Hardware and purchase it. I'm sure commercially it's
16 available at a better rate, but we don't have access to it.

17 One problem that hasn't been brought up here tonight
18 that has been a concern in our neighborhood, we have a lot of
19 problem with sewage flow in our neighborhood. Over the years,
20 it backs up in manholes and floods the streets. We have some
21 manholes in yards on private property; it backs up into their
22 property and saturates their yard with sewage.

23 It flows into our canal system; once it's in the
24 street, we live on a canal system, you'll see it wandering all
25 through the canal system. It also floods our community

1 retention pond. They had to come in and drain our pond after
2 it has been saturated with raw sewage on at least one
3 occasion.

4 I have a newsletter here, The Harbour North Horizon,
5 that's printed in our neighborhood. It's dated March 14,
6 1991. And I had spoken with Gene Manning with SSU concerning
7 this problem. He told me at the time that we did have some
8 flow problems and that they were in the permitting process and
9 the job should be under way soon once the permits were
10 secured.

11 And like I say, this was March of 1991 he told me
12 exactly what the project entailed, it entailed rerouting from
13 one street to another. That has not been done. It is now
14 1995. If they have found another alternative then maybe
15 that's the answer there. If not, why hasn't it been done?

16 I will say this. Probably this is a guesstimate but
17 I think it's fairly accurate: about every three months they
18 send pump trucks into our neighborhood and they run these big
19 flexible pipes from one manhole into the other and they
20 redirect the sewage. At least that's what I have been told
21 they're doing. But perhaps that's how they have decided to
22 address this issue, I don't know.

23 We haven't had raw sewage, I will say, in our
24 streets since they have been rerouting it and pumping it.

25 When the cablevision people which we heard about

1 earlier were coming through with their fiber optics in our
2 neighborhood, on about four occasions within about a month and
3 a half, lines were broken and we did get the boil water
4 notices.

5 According to the Health Department they have to have
6 three consecutive days of clean samples before we can stop
7 boiling our water. I really don't understand why we are
8 boiling our water on each occasion from seven to ten days. I
9 do know that they don't test water on the weekends; but it
10 would just seem that if you have a break on Monday by the end
11 of the week you should have gotten three consecutive clean
12 samples. Why would it go into the next week and toward the
13 end of that week?

14 It just seems like it's a rather lengthy process.
15 We just over the last two weeks were boiling our water for two
16 days because a pipe just mysteriously broke. It is really an
17 inconvenience, even though we use bottled water, most of us.

18 I know on one occasion when a pipe broke when the
19 cablevision company was coming through, we were without water
20 for an hour or so, they got it repaired very quickly. I went
21 in later that night and turned on my bathtub to fill it to
22 take a bath and I had green water, it was very, very green.
23 My husband turned on a faucet and filled a jar and it had a
24 green slime, an excessive amount of green slime on the bottom
25 of it. We never found out why all of a sudden our home was

1 invaded with so much of this green after a water outage.

2 Along with that, we have neighbors who complain
3 about turning on their faucet after a break and getting an
4 inch of sand in the bottom of their bathtubs or sinks. It
5 just seems a little excessive.

6 I do complain about not having a local office any
7 longer. I recently went on vacation this summer having
8 intended to mail all my bills, but somehow I did not get my
9 SSU bill mailed. I returned to town and realized what had
10 happened. I think it was like a weekend coming up and I had
11 two days before they indicated my water would be turned off.

12 I have been on this system before SSU even owned it,
13 that represents a number of years as a customer who pays their
14 bill. I called them in Apopka, explained my situation, and
15 said, "Could you note that I'm putting it in the mail?"

16 No, they could not do that. They told me it would
17 only cost me three more dollars to send it next day air. So I
18 did that. I knew I might not be around the house and I did
19 not want to go out and come home and have my water turned off
20 because something hadn't been put into the computer or
21 whatever.

22 So my husband out of concern wrote a second check,
23 put a note in it, stuck it in a zip lock bag and laid it on
24 top of our water meter in the event they should come to turn
25 off our water. It sat there for three months. It was three

1 months when we said, "Gee, we put this check out there, I
2 wonder whatever happened, it hasn't come through."

3 Well, it was still laying there with bugs and dirt
4 and everything else on it. So if they removed it to read our
5 meter, I wish they would have just shaken some of the dirt and
6 bugs off of it for me. My guess is it was not being read
7 every month.

8 I guess really all I would like to say is that I
9 feel our rates are really high as it is. And then I look at
10 what we spend on bottled water; I look at what we spend on
11 expensive chemicals to try and get the green off everything in
12 our house; I look at expensive items, beauty items that some
13 of my neighbors buy to keep their hair from being green; I
14 look at what we're spending to replumb our homes, and I look
15 at what we're spending to replace water heaters, and I guess I
16 just have a problem. And if I add my \$60 for my polyphosphate
17 injector, we are spending a lot of money. I just feel like we
18 should be able to turn on our faucet and have good water and
19 good service.

20 As a result of the uniform rates I understand my
21 system has overpaid and has helped subsidized other areas. I
22 just feel like my money should not be put in to be sent
23 somewhere else when my own problems and needs in my own plant
24 are not being met adequately. I would just like to say, if
25 we're going to pay this money that it go to our plant and take

1 care of some of our problems.

2 I appreciate your hearing our testimony and I hope
3 you will listen and take it under advisement when you consider
4 it when you are looking at this rate increase.

5 MR. TWOMEY: I have one question. Ms. Hibbard, are
6 you aware that the Florida Public Service Commission right now
7 is trying to get back an opinion of theirs, an order of
8 theirs, before the First District Court of Appeals so that
9 they can retake jurisdiction over the case and say grace over
10 it and make uniform rates good again? Are you aware they're
11 doing that?

12 WITNESS HIBBARD: I would hope if they are doing it
13 it's not for the reason of allowing uniform rates because that
14 would make a lot of customers very unhappy.

15 MR. TWOMEY: That's precisely their reason. Thank
16 you.

17 CHAIRMAN CLARK: Ms. Hibbard, just a minute.

18 COMMISSIONER GARCIA: Ms. Hibbard, I wanted to ask
19 you about that injector. Is it something your house has
20 specifically?

21 WITNESS HIBBARD: It's a little unit you can add on
22 to your water softener. We could not deal with the hard
23 water; we put the water softener in, and then we found out it
24 would make our copper plumbing disintegrate even faster, so we
25 added the polyphosphate injector which puts a film on your

1 pipes which helps cut down on the corrosion.

2 COMMISSIONER GARCIA: Thank you.

3 CHAIRMAN CLARK: Thank you.

4 (Witness Hibbard excused.)

5 - - - - -

6 CHAIRMAN CLARK: We're going to go ahead and take
7 another ten-minute break and we will reconvene at 9:20.

8 (Brief recess.)

9 - - - - -

10 CHAIRMAN CLARK: We're ready to reconvene the
11 hearing. Mr. Shreve, would you call the next witness?

12 MR. SHREVE: Mr. John Alonge.

13 CHAIRMAN CLARK: While he's coming up to the
14 lectern, I would like to indicate that Ms. Mazer gave me a
15 folder of customer complaints -- well, customer protests, and
16 I'm going to mark that folder as Composite Exhibit 7.

17 (Composite Exhibit No. 7 marked for identification.)

18 MR. SHREVE: Mr. A-L-O-N-G-E, Mr. Alonge? 13656
19 Mount Pleasant Road? (No response.)

20 Coleman Cosgrove.

21 - - - - -

22

23

24

25

1 COLEMAN COSGROVE

2 was called as a witness on behalf of the Citizens of the State
3 of Florida and, having been duly sworn, testified as follows:

4 WITNESS COSGROVE: Madam Chairman, Commissioners, my
5 name is Coleman Cosgrove, C-O-S-G-R-O-V-E. I reside at 12206
6 Springmoor Two Court, Jacksonville, Florida 32225, in the
7 Hidden Hills subdivision. We are users of the Beacon Hills
8 facility.

9 I won't take up a lot of time, it's getting late,
10 everybody is tired. I would like to adopt the testimony of
11 Mr. Beittel, Mr. Schunk, Mr. Brooks, Ms. Osborn, Ms. Sanford.
12 I would also like to call the attention of the Commission to
13 the fact that there's been an awful lot of testimony as to why
14 SSU doesn't seem to be able to function as a company. And
15 part of the problem that they have is complying with some of
16 the federal regulations.

17 I work for a marine transportation company, probably
18 one of the most regulated industries in the nation. We feel
19 that a 3% to 5% profit on a billion dollars plus worth of
20 revenue is sufficient for us. I don't understand why they
21 need to have more than that.

22 I would also like to point out that many of the
23 neighbors in my area of Hidden Hills are registering the same
24 complaints as the folks you have heard from here tonight. We
25 have marble tubs that are green with whatever happens to come

1 out of the faucet. We have expensive fixtures that started
2 out chromed that are now pitted and wasted away, and our home
3 is only seven-and-a-half to eight years old. We have also
4 recently replaced our hot water heater.

5 We have two little girls. My wife had the same
6 concerns about the quality of the water. I sympathize with
7 the lady who lives so close to the facility. Every time we
8 turn on our facet, it smells like you are drinking out of a
9 swimming pool.

10 We installed our water softening system. We
11 installed a reverse osmosis carbon filter for drinking water.
12 We have done what we thought we needed to to make the water
13 drinkable. All the percentages everyone else has quoted, I
14 did my own tabulations all the way back to 1988, and I'm
15 within a couple of the percentage points of what everyone else
16 is quoting.

17 I think the increases are excessive. I don't think
18 they're called for. I think poor service does not justify an
19 increase. I would like the Commission to deny any increase
20 for this company.

21 I would ask the Commission to take serious actions
22 into the business practices of SSU; and I think the Commission
23 would have the full support of all the communities here and
24 their representatives if they did so.

25 Thank you.

1 **CHAIRMAN CLARK:** Thank you, Mr. Cosgrove.

2 Questions?

3 **MS. CAPELESS:** I have one question, Mr. Cosgrove.

4 Did you find that the reverse osmosis filter helped with the
5 drinkability of the water at all?

6 **WITNESS COSGROVE:** It has improved the taste, I'll
7 put it that way. But because of the system it is not
8 really -- a large capacity system would be very, very
9 expensive and right now we have it on the small line which
10 supplies the icemaker and the water that comes out of the
11 refrigerator. It gets by.

12 I'm sorry, one other point I wanted to make. I'm
13 originally from the North. And I don't know what the
14 regulations here are, but one of the things that the water
15 utilities did in the North to consolidate some of the their
16 expenses was they allowed customers, particularly long-term
17 customers -- and most of the folks we heard here speak tonight
18 have been here for eight, ten, 15 years, usually in the same
19 communities using the same services -- the utility companies
20 developed an average usage pattern and allowed you to pay
21 annually without having to have somebody come out and read
22 your meter, which I agree they don't do on a monthly basis.

23 It seems like every time they increase the billing
24 period we get an increase in costs. We went from reading it
25 once every three months to reading it once every two months to

1 reading it every month. That obviously takes more people, it
2 takes more trucks, obviously increases the expense.

3 What's the benefit to us? There is none.

4 The annualized fee seems like it would make a lot of
5 sense. It would definitely reduce some of SSU's operating
6 expense and may be a small way to get a little money back.

7 MS. CAPELESS: Thank you.

8 CHAIRMAN CLARK: Thank you, Mr. Cosgrove.

9 (Witness Cosgrove excused.)

10 - - - - -

11 MR. BECK: Paschal Carr.

12 PASCHAL CARR

13 was called as a witness on behalf of the Citizens of the State
14 of Florida and, having been duly sworn, testified as follows:

15 WITNESS CARR: I'm Paschal Carr, I live in Bradford
16 County, near Keystone Heights. You have my address, do you
17 need it again?

18 CHAIRMAN CLARK: Would you please give it again.

19 WITNESS CARR: Okay. Box 373, Keystone Heights,
20 Florida.

21 Bradford County is probably one of the least capable
22 of paying high rates for anything. We have a very low per
23 capita income. We live right close to Keystone Heights and
24 some other areas that their water rate is very much lower than
25 our rate, so we do not understand that with the exception of

1 one thing. When SSU took over our water system, we were not
2 under the Public Service Commission and they were behaving
3 like the old robber barons and charging as much as they could
4 get away with, which we are still suffering from that. So I'm
5 very much in sympathy with the unified rate, it would
6 eliminate some of those problems.

7 When SSU took over our area, we were paying \$2,400 a
8 year -- by the way, I'm the president of a small condominium
9 association there, I'm speaking for 20 people.

10 When SSU took over our area, we were paying \$2,400 a
11 year or water. Last year we paid over \$4,100 a year for
12 water. So they have had substantial rate increases.

13 There has been, to my knowledge, very little or any
14 improvements in the water system in that area. They have the
15 same meters that's in there. I noticed there's over an 80%
16 increase for a meter charge, so I don't understand where this
17 cost is coming from.

18 Our water rates are already higher than the interim
19 water rates that they are proposing for the people that live
20 just a mile and a half from us. So I feel like we have been
21 discriminated against because of the fact we were not under
22 the Public Service Commission at one time.

23 In fact, it seems odd to me and it is almost an
24 impossibility in the interim rate increase they are wanting to
25 raise our rates even higher and then the final rate increase

1 they are wanting to bring our rates back down. This is per
2 charge for water.

3 It doesn't take a rocket scientist to figure out
4 that doesn't make sense. Kind of like the old boy in the
5 woods says, "That dog don't hunt." That just doesn't make a
6 bit of sense. I don't think we should be raised up any higher
7 than anyone else just because we have been overcharged in the
8 past.

9 On a final thing, I would like to say something.
10 There's fortunately a lot of people left so they can't throw
11 too many tomatoes at me. I have been in administration all my
12 life and uniform rates make a lot of sense. If you had to
13 keep 50 or 60 or 70 sets of books in order to keep all these
14 rates different from one area to another, you're going to
15 automatically increase your costs. There is no justification
16 whatsoever.

17 There is not another utility that I know of that
18 does this. You buy a telephone service or a electric service
19 or gas or whatever, those rates are the same, they're uniform.
20 They have to be. If you did not have that, you would have
21 chaos. There is no way you can justify not having uniform
22 rates.

23 That's all I have.

24 **CHAIRMAN CLARK:** Thank you, Mr. Carr. Any
25 questions? Thank you very much.

1 (Witness Carr excused.)

2 - - - - -

3 MR. BECK: Darlene Jones.

4 DARLENE JONES

5 was called as a witness on behalf of the Citizens of the State
6 of Florida and, having been duly sworn, testified as follows:

7 WITNESS JONES: Good evening. Darlene Jones, 11472
8 Sweet Cherry Lane South, Jacksonville, Beacon Hills water
9 treatment plant. In fact, I live right next door to the water
10 treatment plant.

11 I want to issue all of you an invitation to spend
12 one night and one day in my home, I would be delighted. And
13 bring one load of laundry with you. It can be dark or it can
14 be light. I want you when you fill my washer to get a whiff
15 of those fumes. Your sinuses will be open, your eyes will be
16 running, and your navy blue things will now be this color. So
17 Liz Clayborne with her acid wash has nothing on me.

18 I also want you to shower in my bathroom because I
19 have lovely fixtures corroded all the way through. I have
20 lived in the home seven years. When we moved there we paid in
21 three months what we are now paying monthly. The water has
22 gotten no better; in fact, it has probably gotten worse.
23 Every three-and-a-half years I replace all towel bars,
24 everything that had contact with the water.

25 This is not improving. I don't know how many of you

1 know the Beacon Hills plant has recently been renovated. They
2 have put a large tank in to hold the water, it would not fit
3 in this room. It's 30-foot tall. It's wonderful. It's
4 pretty. They have landscaped in there, they have put sod
5 down. They put a chlorine house in so they can bring the
6 large tank of chlorine in. They have a panel that is
7 computerized that chlorine goes in just like that. Except it
8 doesn't work.

9 But then I asked two Southern States people tonight
10 and it's up and running perfectly. But I'm still getting all
11 of this.

12 Just yesterday I called because I had gray sludge
13 coming through my water system and no water pressure. Well,
14 things happen, either it's not rained and they are using lots
15 of water and I have no pressure, or it's raining a lot and
16 nobody is using it so I'm getting a heavy dose of chlorine.

17 I've had it, quite frankly. So I really wish you
18 all would spend some time with me. I don't know how many
19 people are here, but I wish they would tour that area over
20 there where that water plant is. It's state-of-the-art, it
21 just doesn't function.

22 The last thing. If they are having money problems,
23 I have a great suggestion. I know what goes on at that water
24 plant; and today when I left for work, there were three new
25 white Fords sitting over there all manned by Southern State

1 employees and there were four new pickup trucks. All those
2 men could not put humpty dumbty back together again, we still
3 have rotten water. So if all else fails, I want a job with
4 Southern States because I want a white pickup truck.

5 I urge you to please do something. It cannot go on.

6 CHAIRMAN CLARK: Thank you, Ms. Jones. Questions?

7 COMMISSIONER GARCIA: Ms. Jones, you said that the
8 water quality had gotten worse since you moved?

9 WITNESS JONES: Yes.

10 COMMISSIONER GARCIA: What do you think that is, is
11 that Company servicing more areas so they are having to put
12 more chlorine in to get it to the end?

13 MR. JOHNS: That's what they tell me, that I'm the
14 first house out of the system and I get the initial jolt and
15 there's nothing they can do about it.

16 In fact, there is something they can do. They could
17 have put a filter between me and them, but that would be quite
18 expensive. And I'm not asking them to do that, I just want
19 quality water. It has, it has gotten progressively worse.

20 This is nasty.

21 COMMISSIONER GARCIA: Next time you have the problem
22 where you have no pressure or when you see things that are
23 specific, please call the 1-800 number so that we --

24 WITNESS JONES: On the blue sheet?

25 COMMISSIONER GARCIA: Exactly. And the --

1 **WITNESS JONES:** That's not Apopka, is it? Because I
2 talked to --

3 **COMMISSIONER GARCIA:** No, no, no, that's our number.
4 And so that at least we're aware what's going on --

5 **WITNESS JONES:** Do you want me to call you every
6 time I have a high chlorine content? Because you and I will
7 be on the phone all day long.

8 **COMMISSIONER GARCIA:** Let us know. Let us know so
9 our Staff can open a complaint; and that complaint, the
10 Company has had a certain amount of time to respond to. When
11 you speak with the Company directly, that complaint isn't
12 handled the same way. So if you could let us know whether it
13 be high chlorine or whether it be lack of pressure, whatever
14 it is, call our 1-800 number and let us intercede for you.

15 **MR. JOHNS:** Sure. I'll document my calendar. But
16 my calender will have every day with a call on it. I can
17 assure you it is horrific, you just cannot believe what we are
18 going through out there.

19 And I'm probably the worst because I live next door
20 to that water plant. But they are wonderful neighbors. I
21 mean, they are not intrusive, I don't have a problem with
22 that. The tank is not necessarily unsightly. None of that.
23 The men who do work over there are very courteous, I do have
24 to give them that credit. But darn, oh, acid right out of the
25 faucet.

1 **CHAIRMAN CLARK:** Thank you, Ms. Jones. Any other
2 questions?

3 **MR. BECK:** Thank you.

4 (Witness Jones excused.)

5 - - - - -

6 **MR. BECK:** David Mynatt.

7 **DAVID MYNATT**

8 was called as a witness on behalf of the Citizens of the State
9 of Florida and, having been duly sworn, testified as follows:

10 **WITNESS MYNATT:** My name is David Mynatt. I live at
11 4523 Breakwater Row West, Jacksonville, Florida.

12 I represent the 110 homes at the Harbourwood Civic
13 Association. On behalf of those homes I would like to adopt
14 all the statements made tonight in opposition to the rate
15 increase. Also regarding the poor quality of the water, I can
16 just echo what's going on.

17 The only thing I would like to put in the record and
18 make a statement about is earlier in the year, 1995, this
19 year, we all got a educational booklet or notice stating that
20 some homes in Beacon Hills have elevated lead levels in their
21 drinking water that can pose a significant risk to your
22 health.

23 After I got that, I called Southern States and asked
24 them about this health risk. They asked me what year my home
25 was build; I replied I believed it was in 1989. They said,

1 "Oh, you don't have any problem, it was only with homes built
2 in 1982 to '86. That's when they used copper pipes or lead
3 solder or something like that." So they did not think it was
4 a big deal except for these homes that were built during that
5 time frame and they just kind of like sluffed it off.

6 Later this year in August, I had my water tested.
7 And here's the results. I had my water tested by the Clean
8 Water Lead Testing Company Incorporated, One University
9 Heights, Asheville, North Carolina. I had it tested where it
10 comes into my house at the entrance to my house. And the
11 first draw was 10.4 parts per billion lead. I had it tested
12 in my kitchen before it got to the water filter after it goes
13 through a water softener. It was less than two parts per
14 billion. Safe.

15 I had it tested after the reverse osmosis filter I
16 have; it was less than two parts per billion; it's safe. So
17 from that it does appear that lead is coming into my home from
18 the Southern States Utilities' system.

19 I looked up in the encyclopedia about lead. It
20 tells me the effects of lead are cumulative, they don't
21 necessarily show up immediately. That means all this time I
22 have been drinking this water and my grandchildren we have
23 been accumulating lead in our bodies. It's not showing up yet
24 but it could show up a few years from now. But I'm sure that
25 applies to the other people that have been getting water from

1 the Beacon Hills.

2 That's all I have to say. Thank you for your
3 attention.

4 **CHAIRMAN CLARK:** Thank you, Mr. Mynatt. Any
5 questions? Thank you.

6 (Witness Mynatt excused.)

7 - - - - -

8 **MR. BECK:** Tom Millican.

9 **TOM MILLICAN**

10 was called as a witness on behalf of the Citizens of the State
11 of Florida and, having been duly sworn, testified as follows:

12 **WITNESS MILLICAN:** My name is Tom Millican, I reside
13 at P.O. Box 373 in Keystone Heights. I live outside the city
14 limits but I receive water service through the Keystone
15 Heights system.

16 I came to protest this obscene rate increase that's
17 been applied for. But I feel somewhat uncomfortable because I
18 think Keystone Heights benefits from the uniform rates, and
19 I'm not here to debate that except to say that uniform rates
20 aren't unusual in the utility business. Florida Power and
21 Light serves the City of Miami, City of Daytona Beach,
22 Palatka, the Village of Theresa with 100 people. The
23 telephone companies do the same thing and their residential
24 rates are exactly the same thing to everybody. So much for
25 uniform rates.

1 But I suppose we'll get a double whammy if that
2 situation changes. Because if it changes we'll have a rate
3 increase from not being on uniform rates as well as the
4 ridiculous rate increase that's been applied for by Southern
5 States, which is what I primarily wanted to address.

6 But other essential utilities haven't gone up hardly
7 at all. In fact, our electric costs have gone down in the
8 last four or five years. My telephone bill is the same as it
9 has been for several years. So it is hard to understand why
10 one utility has to have such increases when others have very
11 little.

12 Nothing in our budget -- nothing in my budget has
13 increased 70% all at one time that I can remember since the
14 1970s oil crisis. We know what caused that, a bunch of oil
15 sheiks holding us up. I don't know what could be causing this
16 except that I think this Company buys up systems and throws
17 tons of money at them in order to get it into the rate base to
18 get the kind of return they're asking for here.

19 I agree with many of the things that were said by
20 others here tonight, and I think that covers what I had to
21 say.

22 **CHAIRMAN CLARK:** Thank you, Mr. Millican. Any
23 questions?

24 **MR. SHREVE:** Thank you, Mr. Millican.

25 (Witness Millican excused.)

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

- - - - -

MR. SHREVE: Mr. Hale?

LYNDEL M. HALE

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

WITNESS HALE: Lyndel M. Hale, Keystone Heights, Florida. I live at 7744 Highway 100.

I would like to adopt Mr. Millican's statement. I have lived in Keystone Heights for a year now; it's the first time I have ever been on any type of water other than well water. I do have a well and I feel comforted that I do have that available to me because if this rate increase does go through I will no longer be with SSU.

I do want to make another comment. In our area there was a little restaurant, Lake Geneva -- I'm sorry, what subdivision? Geneva Springs Country Cabin. When we used to go to eat there I couldn't drink the sweet tea because when you walked into the restaurant you could smell the chlorine. I even tried; I thought that maybe they had been cleaning. I tried the tea a couple of the times, I couldn't drink it.

I don't have a problem with my house. My house is going on probably 18 to 20 years. I do have copper pipes but I have a water softener, and I'm sure that slows up the process of the chemicals. I have replaced two valves on my hot water heater, and the upstairs faucets are starting to get

1 clogged up. I'm not sure if that's the case, I haven't done
2 any work on that. But from what I've heard tonight I'm going
3 to go home and look into it.

4 Thank you very much. Any questions?

5 CHAIRMAN CLARK: Thank you, Mr. Hale. Any
6 questions?

7 MR. SHREVE: I would just like to make a comment,
8 Mr. Millican. I know for Mr. Hale and Mr. Millican it may be
9 a little tough with all this going on and there is a
10 difference of opinion between the customer groups, we
11 understand that. But I think you have done the right thing in
12 coming in and expressing your objection to the rate increase,
13 because that is a real thing that you have to be concerned
14 about. I thank you for coming forward.

15 WITNESS HALE: I didn't comment either way on that
16 really because I don't know the facts. But I do know that
17 these are my friends and I know that all the other utilities
18 do operate that way. I think the people should have the facts
19 in front of them. And I know we live in a small community and
20 if that penalized me uniform rates wouldn't be the way to go.

21 MR. SHREVE: Are you both on the Keystone system?

22 WITNESS HALE: I'm on the Keystone Heights system.

23 MR. SHREVE: As opposed to Postmaster Village?

24 WITNESS HALE: Right.

25 MR. SHREVE: Okay. Thank you.

1 **WITNESS MILLICAN:** By the way, we have good water.

2 **CHAIRMAN CLARK:** Mr. Millican, you need to come up
3 to the microphone so she can hear you.

4 **WITNESS MILLICAN:** Well, just one good thing to say
5 about Southern States Utilities, we have good quality of
6 water. I think it's because they have a good water source to
7 start with and it doesn't require too much treatment, but I
8 can't complain about the water or the service.

9 **CHAIRMAN CLARK:** Thank you, Mr. Millican.

10 (Witness Hale excused.)

11 - - - - -

12 **MR. SHREVE:** Geraldine Atkinson.

13 GERALDINE ATKINSON

14 was called as a witness on behalf of the Citizens of the State
15 of Florida and, having been duly sworn, testified as follows:

16 **WITNESS ATKINSON:** My name is Geraldine Atkinson. I
17 reside at 44 -- pardon me. I reside at 3831 Rogero Road. My
18 zip code in Jacksonville is 32277-2026.

19 The reason for the disreferency in the address is
20 that in addition to my own home, which fortunately is served
21 by water from the Jacksonville city system, I am legal
22 guardian and caregiver for a handicapped brother who owns a
23 home at 4417 Maywood Drive in Charter Point. That house is
24 served by Southern States Utilities.

25 However, my purpose in being here tonight is to tell

1 you about the experience that Greater Arlington City Council
2 has had in gathering information from members of our
3 association.

4 Greater Arlington Civic Association is a umbrella
5 association of homeowners groups, some 40 of them, in the
6 Greater Arlington area of Jacksonville. It's been my
7 privilege for two years now to serve as Chair of the
8 Environmental Concerns Committee for that association.

9 You have heard some representatives from our
10 association speak: Mrs. Mazer and Mrs. Hibbard are two, and I
11 believe they are the only two other than myself that are here
12 to speak tonight.

13 When the rate increase notification first came to
14 residents in Greater Arlington, because Greater Arlington
15 Civic Council tries hard to gather information and to
16 disseminate it to association groups, they immediately came to
17 the committee that I chair and asked for help in assessing
18 what this problem was.

19 Southern States had notified customers that they
20 would be willing to speak to any group, and so we invited them
21 to come to one of our association meetings, which they did.

22 They made a very lengthy presentation to a large
23 group of members from our association. They fielded the
24 questions from our members very skilled, in a very skilled
25 manner, and they justified to our members present at that

1 meeting their requested rate hike by saying that they were
2 indeed upgrading service.

3 Well, you've heard contradiction to that tonight
4 from some of the members of our association. They did
5 indicate that part of the upgrading of service would be done
6 down in Tampa and all over the state.

7 We always pride ourselves on trying to gather facts.
8 And so the Greater Arlington Civic Council has, indeed, acted
9 as a facilitator for sharing of information between homeowners
10 groups. We also have had a speaker who gave us from the point
11 of view of an oponent to the rate increase a very forthright
12 presentation, and so we heard the other side of the coin.

13 We're delighted and very grateful that the City
14 of Jacksonville, through its Consumer Affairs Department, has
15 now agreed with the good services of Mr. Dana Fernety to take
16 over Greater Arlington Civic Council's role as a facilitator.
17 And we will continue to work with them in trying to solve the
18 problems that are plaguing those of us who are customers of
19 Southern States Utilities.

20 Out of our discussions in the group, Greater
21 Arlington Civic Council, or GACC, there were three primary
22 concerns. When we started out, the thing everybody was
23 absolutely appalled about was the precipitous rise in rates;
24 and we thought that was probably the greatest problem that
25 needed to be addressed and researched.

1 As the discussion went on between homeowners who had
2 had no contact with one another previously concerning water,
3 probably the most pressing problem is safety of water -- which
4 you have heard amply addressed here tonight -- as well as the
5 quality of water. At one of our meetings a lady brought her
6 dog's watering bowl and it was green. And she said since that
7 bowl turned green she had begun giving even her dog bottled
8 water to drink.

9 She also brought a whole array of the very expensive
10 hair care products that Ms. Hibbard so eloquently alluded to.
11 And she said only by using those very expensive products could
12 she keep her beautiful blonde hair blonde and she didn't think
13 her husband wanted to be married on a woman with green hair
14 permanently.

15 So out of our discussions, to wind this up, we are,
16 like all the persons here tonight, concerned about an undue,
17 huge rate increase -- particularly since there have been
18 smaller increases for the last three years requested by
19 Southern States.

20 We are terribly concerned about the quality of
21 water. And I guess maybe I need to say thank you for our
22 group to Southern States in a sort of a backhanded kind of
23 way. Had they never demanded these exorbitant rates, we
24 probably would never have begun sharing information and would
25 have never realized that we do have probably very unsafe water

1 and very poor quality water.

2 Thank you for your attention. And we would adopt
3 all of the stands of the persons here tonight except those --
4 we still have some thinking to do about this uniform rate
5 increase. I myself do not believe that we need to send money
6 from our area which has problems with its water to other
7 sections of the state. I think we need to begin to clean up
8 the water here and get it good quality.

9 Thank you very much. Thanks, too, to the Commission
10 and Staff for coming. It's a long way from Tallahassee to
11 Jacksonville and it's just as long from Jacksonville to
12 Tallahassee. And when you are young mothers like so many of
13 our association mothers are and you have to arrange for
14 babysitters, and when you try to go over and back in a day,
15 that's hard work. So we're grateful to you for coming and
16 allowing us to express our opinions to you. Thank you.

17 **CHAIRMAN CLARK:** Thank you, Ms. Atkinson. Are there
18 any questions?

19 **MR. TWOMEY:** I'll say good night, Ms. Atkinson.

20 **WITNESS ATKINSON:** We are very grateful, Mr. Twomey
21 was the speaker who brought us many facts dealing with the
22 uniform rates issue. We are very grateful that he came at his
23 own expense to be a resource to Greater Arlington Civic
24 Council. He did that as a courtesy and a pro bono act and we
25 are very grateful to him.

1 **CHAIRMAN CLARK:** Thank you.

2 **MR. TWOMEY:** Thank you, Ms. Atkinson.

3 (Witness Atkinson excused.)

4 - - - - -

5 **MR. BECK:** JoAnn Collier.

6 JOANN COLLIER

7 was called as a witness on behalf of the Citizens of the State
8 of Florida and, having been duly sworn, testified as follows:

9 **WITNESS MS. COLLIER:** My name is JoAnn Collier,
10 C-O-L-L-I-E-R. I live at 4552 Bay Harbour Drive in Harbour
11 North. I am serviced by the Beacon Hills.

12 I'm sure you all are weary with all this, but we
13 are, too, with our water problems. I would like for it to be
14 part of the record also that I called the Public Service
15 Commission in Tallahassee to ask them about the procedures in
16 this meeting and I was passed to three or four different
17 people. Some of them told me who they were, some did not.

18 Finally, the last one said that I should call
19 Mr. Shreve, and I believe that's you. I appreciate your help.

20 I manage Hidden Hills Community Association. We're
21 the original Hidden Hills. It's a Florida corporation; I'm an
22 officer in that corporation. We have about 285 single family
23 homes representing 700-plus people.

24 We receive calls every week from residents
25 complaining about their water. Particularly when new people

1 come in they always call and ask, "Is there anything we can do
2 about the water?" I used to tell them to call Southern
3 States, but I don't do that any more. I just tell them to go
4 down to Publix and buy them some water and that will solve
5 their problem. I don't know what they're going to do about
6 their plumbing, but that will solve their drinking problem.

7 They call me back, even when Southern States
8 Utilities had an office in Jacksonville, they didn't respond.
9 They still don't respond. They do not respond. Of course now
10 we have no office in Jacksonville.

11 This is particularly, to the builders in
12 Jacksonville, this is an inconvenience. Because you have to
13 get a water letter from Southern States to take to the city
14 before can you get a permit, so this is an inconvenience to
15 them.

16 I would like to address the quality of our water.
17 It's yellow or green or dingy, it's ugly, it is not drinkable.
18 You cannot drink iced tea or coffee that's made from that
19 water. It's dark, the tea is, and it is thick and it is not
20 palatable. My sister-in-law is the Temple, Charlotte Temple
21 who spoke here. And we do haul water home every two or three
22 times a week because we can't drink what we have that comes
23 out of our spigots.

24 For several days when Continental Cable was in our
25 subdivision and Southern States did not cooperate with them in

1 locating water mains in Hidden Hills and in Harbour North, we
2 were without water for one whole day, and then we were told to
3 boil our water.

4 Now, that, to me, is a horrible thing to have to do.
5 I understand there are other utilities in Jacksonville and
6 Duval County that can cleanse their lines in 15, 20, 30
7 minutes. Southern States does not have that ability so we
8 were without drinkable water or useable water.

9 One thing that bothered me tremendously about that
10 is we have people in our subdivision who are older. I don't
11 know that they got the notices, if they paid any attention to
12 them. I didn't get the notice on my front door. There was
13 not one on my door. My son down the street called me and told
14 me that we were not to drink the water. So the news was not
15 around like it should have been. This, to me, is very, very
16 dangerous. I don't know what the end effect would be, but
17 it's certainly not good for you.

18 Also, Southern States certainly could have helped
19 Continental Cable; together they might not have cut so many
20 lines.

21 If you lift the washing machine while the clothes
22 are running, the chlorine just smacks you in the face. I too
23 have clothes that are bleached and clothes with yellow spots
24 on them.

25 I live at 4552 Bay Harbour Drive, as I said, in

1 Harbour North. I am second door from the lift station there.
2 My son lives next door to the lift station. There is not a
3 time that you can go outside that you don't smell sewer. And
4 it is not, not good. It is bad, it is strong and you can
5 smell it all the time. We have lost home sales because of the
6 foul odor of the lift station.

7 I believe it's unsafe and I certainly think it's a
8 detriment to our community.

9 Charles Collier is my husband, and I think he is
10 going to speak later, developed Harbour North. We have tried
11 to work with Southern States to improve the situation there.
12 We have many times -- it has been said already -- had raw
13 sewer in our streets. We are unable to let the dog out.
14 Other people that had small children would not let their
15 children out to play because it was in our front yard. It
16 smelled awful, it was terrible.

17 One time there was a manhole cover off of its hole.
18 I called Southern States and said, "The sewer gas is so strong
19 today until it blew the manhole cover off." Southern States
20 said -- now we have strong teenagers in Harbour North, and you
21 can enjoy this. They said, "Some of the teenagers picked that
22 manhole up and put it in the street."

23 I said, "Well, we need to put those same teenagers
24 to work doing something else, then, because they have to be
25 awfully strong."

1 Of course our untreated sewer was in the street and
2 in our canal and going into our river and into the ocean. It
3 was raw sewage not treated; you could tell by the odor and the
4 sight and the content, it was all very obvious.

5 In Hidden Hills, our office is in the front of
6 Hidden Hills on Monument Road. We are asked frequently to
7 come to people's homes to try to help them figure out what the
8 odor is in their house because they feel like that it's sewer
9 odor and it is.

10 That's because of the overload that comes through
11 Hidden Hills. And lots of times when you go into some of the
12 different homes in there, you can smell it when you open the
13 door. Of course, I don't believe this is safe for people, I
14 just honestly don't. We recommend that they call Southern
15 States. Southern States, of course, does not respond.

16 I don't believe that we deserve a rate increase but
17 I do believe that we deserve good water. A lot of other
18 people in Jacksonville have it.

19 And I would like for everybody here to take this
20 home with you, that we are very serious about what we said
21 tonight. This is not an idle threat. It's not a threat.
22 It's just a promise that we are very serious and we intend to
23 do something about it.

24 I hope that the Public Service Commission is here to
25 serve the public. If you are, I believe that our water will

1 improve, I believe that the odor in our neighborhood will
2 improve, I believe we will have good service from you. I hope
3 that whoever you are, that the Public Service Commission is
4 going to serve us.

5 Thank you. Any questions?

6 MS. CAPELESS: Ms. Collier, I have one question.

7 When did that problem occur with the open manhole cover?

8 WITNESS MS. COLLIER: It was New Year's weekend in
9 1992.

10 MS. CAPELESS: Thank you.

11 CHAIRMAN CLARK: Ms. Collier, let me follow up on
12 that.

13 We had another witness testify that there were
14 problems with the sewer and that there was raw sewage and that
15 she indicated that there was supposed to be some change in the
16 flow and she had noticed trucks out there?

17 WITNESS MS. COLLIER: Yes.

18 CHAIRMAN CLARK: And it had improved since then?

19 WITNESS MS. COLLIER: When the trucks come --

20 CHAIRMAN CLARK: Can you tell me --

21 WITNESS MS. COLLIER: Yes, when the trucks come,
22 when they pump -- now I don't know the technical term because
23 I don't know anything about this business except what I smell
24 and see, and that's enough.

25 What I understand is that they come and pump the

1 lift station. My understanding is that when this was first
2 built, this system, it was built for X amount of homes; and
3 now there is probably four or five times that much on this
4 same system. It cannot possibly hold it.

5 CHAIRMAN CLARK: Let me ask you this. Do you think
6 this is a continuing problem?

7 WITNESS MS. COLLIER: Oh, yes.

8 CHAIRMAN CLARK: You've had it quite recently?

9 WITNESS MS. COLLIER: Yes.

10 CHAIRMAN CLARK: Okay.

11 WITNESS MS. COLLIER: If they didn't come and pump
12 it out we'd have it in the street. Now, that's what I've been
13 told.

14 CHAIRMAN CLARK: But you still have the odor?

15 WITNESS MS. COLLIER: Oh, we still have the odor.
16 It never goes away.

17 CHAIRMAN CLARK: Okay. Thank you.

18 MR. SHREVE: Thank you.

19 (Witness Ms. Collier excused.)

20 - - - - -

21 MR. SHREVE: John Fiori? (No response.)

22 Mr. Collier.
23
24
25

1 CHARLES COLLIER

2 was called as a witness on behalf of the Citizens of the State
3 of Florida and, having been duly sworn, testified as follows:

4 WITNESS MR. COLLIER: I'm Charles Collier. I live
5 at 4552 Bay Harbour in Harbour North. We're on the Beacon
6 Hills system, too.

7 I'm a developer, I developed Harbour North, I
8 developed the most of Hidden Hills and have dealt with
9 Artesian Utilities, which was the name of the company before
10 Southern States bought it out.

11 I have tried to work with Southern States and have
12 worked with them ever since they have owned the system. We
13 have spent many hundreds of thousands of dollars putting in
14 systems for them, paying them tap fees, and all this other
15 kind of stuff developers have to do nowadays.

16 This is also reflected in the price of homes. We
17 have to add this to our cost. So the people on this system
18 are paying a premium for new stuff.

19 For Southern States to be able to go out and buy an
20 old dilapidated system that is run down and at our expense
21 built it up to something that would probably be worth a lot of
22 money to them that they can sell for a profit in the future
23 doesn't sound like a very good idea or very good reason for
24 uniform pricing. This is in a system that is expanding and
25 new customers being added on to daily and their revenues

1 picking up daily from these new customers, you can see where
2 I'm coming from as to why I think our system ought to stand on
3 its own.

4 I also believe if the Public Service Commission
5 members lived in our subdivision it would be shut down, it
6 don't think it would even be operating because of some of the
7 things we have had to go through.

8 I will give them credit, they are doing better. Our
9 water pressure is almost back up to what it was when they took
10 over the system. Also, because of a slight increase in the
11 dependability of their lift stations, we haven't had near as
12 much sewer in the street, not near as much sewer in our
13 retention ponds recently in the last year or almost a year;
14 there's only been a very few times this year. It used to be
15 almost a monthly occasion.

16 Nobody seemed to believe us. I called the Public
17 Service Commission, I called the Better Business Bureau, I
18 called DER, I called Charles Sweat and his wife, Mrs. Sweat.
19 They knew me on a first-name basis. I have also not been able
20 to get Southern States to give me a call, to return one of my
21 calls or be able to talk to either of them in over two years.
22 This really bugs me bad.

23 The only response I can get, occasionally they will
24 call somebody at the local people down here and they'll come
25 by and talk to me. They are very courteous, very nice. But

1 they have no authority, they can't do anything. They can
2 smell the odor, they can watch the sewer, they can smell the
3 chlorine and they can do whatever else is happening and
4 probably go back and tell the people at the home office what
5 is going on, but nothing ever transpires from there. Nothing
6 ever improves.

7 What our problem is with the sewer -- and that's
8 really what I wanted to address, that's what bugs me so bad.
9 Our water is bad. They get perfectly good water out of the
10 Flint River and screw it up. I ain't figured out how they do
11 that yet. I know in Atlanta they took recycled water out of
12 the Flint River that had been through how many sewer systems
13 before it got to Atlanta, cleaned it up, chlorinated it
14 properly, shipped it to us and hardly anybody ever complained
15 and they drank it. And here we take good, clean artesian
16 water out of the aquifer and screw it up before it gets to our
17 house. I ain't figured out how that happens but it does.

18 We started off with Beacon Hills, then we added the
19 Harbour, then we added Harbour North, Harbour Woods and Hidden
20 Hills. All that sewer runs right through and ends up and
21 we're the last place; Harbour North is the last place it comes
22 through.

23 It is all pumped from the one lift station to the
24 next lift station to the next lift station. It was never
25 designed to carry even the subdivisions that were put on

1 initially hardly, much less all the new shopping centers, all
2 the new McDonald's, all the new apartment complexes, the
3 Hidden Hills Country Club, all these other new subdivisions
4 are all still being pumped through that same -- right back
5 through each one of them subdivisions. The sewer and the
6 fumes from it are so toxic that it is actually eating the
7 concrete up and the pipes and the manholes.

8 They were in Hidden Hills the last few months trying
9 to coat the manholes to keep them from falling completely
10 apart. Which means that over some short period of time they
11 will be out there replacing sewer lines, replacing manholes,
12 ripping up our streets, tearing up our subdivision to replace
13 the pipes that have to do the job.

14 They have been promising me every since probably
15 about 1987 they were going to put in a force main, a master
16 force main that comes from Cobblestone and all these apartment
17 complexes and shopping centers and stuff that's up the road on
18 Monument up there and pipe it directly to the sewer plant that
19 would take the load off of us, it wouldn't come through our
20 subdivisions. And they haven't done that yet.

21 They wouldn't give me any engineering on it, they
22 won't show me that they are doing anything except promising me
23 they are going to do it.

24 They still haven't done it. I still haven't seen a
25 plan. I haven't seen anything on it, and none of them will

1 talk to me.

2 That's the relationship we have with Southern
3 States. Everybody that has tries to contact them, everybody
4 that's tried to do anything about it, they get the same
5 response, which is absolutely nothing.

6 That is what I wanted to address.

7 **CHAIRMAN CLARK:** Thank you, Mr. Collier. Any
8 questions?

9 **MR. SHREVE:** Thank you, sir.

10 (Witness Mr. Collier excused.)

11 - - - - -

12 **MR. SHREVE:** Charles Hoepfner.

13 **CHARLES HOEPPNER**

14 was called as a witness on behalf of the Citizens of the State
15 of Florida and, having been duly sworn, testified as follows:

16 **WITNESS HOEPPNER:** Good evening. My name is Charles
17 Hoepfner; I reside at 5387 Riverbreeze Court, Jacksonville,
18 Florida. The zip is 32277 here in Duval County. I'm not sure
19 which station I'm on; I believe I'm on the Woodmere station,
20 down at the far end by University Boulevard.

21 I'm the President of the Emerald Bay Homeowners
22 Association. There's 30 homes that are occupied there,
23 probably 90 to 100 people in our neighborhood.

24 I adopt the testimony that everyone else has been
25 reiterating tonight, the quality of the water, the smell of

1 the water, the lack of response from service. I propose that
2 Southern States Utilities, which is a rural utilities company,
3 sell their interest in Duval County to JEA. I used to be on
4 JEA's system for eight years over in Sandalwood. I never had
5 a water outage.

6 The water in Florida is hard, there's no way around
7 that. It was hard water over there but I never had a problem.
8 My rates were greatly lower, about four times lower than they
9 are now. I believe JEA could maintain and provide service at
10 a lower cost than SSU.

11 I live in the middle of Jacksonville, a new
12 subdivision. Since moving there about a year and a half ago I
13 have been under several boil water orders, some lasting over a
14 week.

15 Some of the outages have been caused by utilities
16 digging each other up, cable companies cutting water, and the
17 phone. If there was a local utility, the cooperation between
18 utilities would probably have been better.

19 Right now, the latest water outage we had was due to
20 someone cutting their grass. They were out cutting their
21 grass and the water line was above the ground and their lawn
22 mower cut a hole in it. So water was spraying up over the top
23 of their house and they called the utility.

24 They came out relatively quick. The gentleman came
25 out, realized the problem. So they went down to the end of

1 the street to turn off the water; but in the act of that, they
2 broke the entire water main. So water starting flying out of
3 that end of the street.

4 They ended up digging up my neighbor's yard directly
5 across the street. Dug up his front easement and had to
6 replace a water main. The water was out the entire day. That
7 was the longest boil water order we had.

8 A lot of people in my neighborhood did not know that
9 they were under a boil water order. We had our monthly
10 association meeting and this was news to the people, this was
11 three days into the boil the water order. Their method of
12 notifying the homeowners to boil the water doesn't seem to be
13 effective.

14 That's all I have.

15 **CHAIRMAN CLARK:** Thank you Mr. Hoeppepner. Questions?

16 **MS. CAPELESS:** I have one.

17 Mr. Hoeppepner, what is the Utility's method of
18 notifying you that you are under a boil water order?

19 **WITNESS HOEPPNER:** They place a note on your front
20 door. Not everybody goes in their front door, some go into
21 the garage and into the kitchen, and so forth. Not everyone
22 goes in and out their front door all the time. That's
23 probably the fault of that, that was a breakdown in
24 communication. But the communication didn't take place
25 properly.

1 MS. CAPELESS: Thank you.

2 MR. SHREVE: Thank you, sir.

3 (Witness Hoeppner excused.)

4 - - - - -

5 MR. SHREVE: Beverly Ingram? Beverly Ingram?

6 Marshall Henreik? 11717 Seaview Drive.

7 Tilly, Mr. Or Mrs. Tilly? (No response.)

8 Fred Zeiler?

9 FRED ZEILER

10 was called as a witness on behalf of the Citizens of the State
11 of Florida and, having been duly sworn, testified as follows:

12 WITNESS ZEILER: Good evening. My name is Fred
13 Zeiler, Z-E-I-L-E-R. I reside at 44822 Woodsong Loop West,
14 Harbour Woods subdivision. I also work at the drug store on
15 Cobblestone, so I have Cobblestone service both at home and at
16 work.

17 First, the quality at the home level is not that
18 great, the smell is bad. And four years into a new home I had
19 to repipe my whole house. After four slab leaks, I could not
20 see spending \$600 to \$800 for each slab leak so I had to have
21 it repiped.

22 On the business side, I have managed there eight
23 years, and on the average once a year I have had to replace
24 all the plumbing flushers both the women's restroom and the
25 men's restroom. Having managed a store on the north side five

1 years and on the west side for five years, I never had that
2 problem there.

3 Just recently for the second time I have had to
4 replace the elbow coming in from the outside meter.
5 Unfortunately, this last time the water broke on the outside
6 of the meter, which would be the SSU responsibility. We
7 called them at 11:00 in the morning and they did not respond
8 until after 5:00 that same day. And if they are concerned
9 about water conservation, there was from 11:00 to 5:00 water
10 going out on the street all the long.

11 That's all I have to say, thank you very much.

12 MR. SHREVE: Thank you, sir.

13 (Witness Zeiler excused.)

14 - - - - -

15 MR. SHREVE: Terry Gallagher? Terry Gallagher?

16 Mr. John Simmons or Simons?

17 Mr. Ted Walker? Mr. Ted Walker? (No response.)

18 That's all we have.

19 CHAIRMAN CLARK: Thank you, Mr. Shreve. Is there
20 anyone here who has not signed up who would like to provide
21 some testimony in this proceeding? I don't see any hands
22 raised. I would like to thank you all very much for coming
23 here and participating in this proceeding, and for those of
24 you who have stayed until the end. This hearing is adjourned.

25 (Jacksonville Service Hearing concluded at 10:25 p.m.)

1 STATE OF FLORIDA)

2 :
COUNTY OF LEON)

CERTIFICATE OF REPORTER

3 I, SYDNEY C. SILVA, RPR, CSR, Official Commission
4 Reporter,

5 DO HEREBY CERTIFY that the Jacksonville Service
Hearing in Docket No. 950495-WS was heard by the Florida
6 Public Service Commission at the time and place herein stated;
it is further

7 CERTIFIED that I stenographically reported the said
8 proceedings; that the same has been transcribed under my
direct supervision; and that this transcript, consisting of
9 167 pages, constitutes a true transcription of my notes of
said proceedings.

10 DATED this 9th day of October, 1995.

11

12

13

14

15

16

17

18

19

20


21

22

23

24

25


SYDNEY C. SILVA, RPR, CSR
Official Commission Reporter
(904) 413-6734

Par.
No.

DOCKET 950495-WS
EXHIBIT NO. 4

4

CASE NO. 96-04227

(244) In 1971 the District entered into an agreement with Lehigh Acres Development, Incorporated (Lehigh Corporation), a major developer in the District, wherein it was mutually agreed that, because Lehigh Acres Development had donated and will donate substantial amounts of rights-of-way to the District, any excess spoilage existing on or to be placed on such rights-of-way in the future will be the property of the developer. It was not practicable to make a determination as to whether the value received by the District from donated rights-of-way equaled or exceeded the value of spoilage to be received by the developer.

(245) Contracts and bid specifications that we reviewed indicated that where work was done on lands and rights-of-way other than those donated by Lehigh Corporation, ownership and disposal responsibilities were made a part of the bid specifications to be considered by prospective bidders.

(246) One project which deviated somewhat from the above practice was the Mirror Lakes, Phase II project. On September 19, 1984, the Board decided to include in the bid specifications for the Mirror Lakes, Phase II construction (and excavation) project, that bidders take into consideration the payment to Lehigh Corporation by the District of 15 cents per cubic yard for the privilege of depositing the spoil material, owned by the Lehigh Corporation ~~per the 1971 agreement~~, in areas designated by Lehigh Corporation near or adjacent to the excavation.

(247) The District and Lehigh Corporation entered into an agreement on November 6, 1984, which specified that Lehigh Corporation shall hold the District harmless from any claim which may arise from the deposit of spoilage by the contractor (for the Mirror Lakes excavation) on Lehigh Corporation's land, including any claims from adjacent landowners where the spoil spills over onto their land. The District paid Lehigh Corporation a total of \$74,385.90 (495,906 cubic yards at 15 cents each) for the placement of spoil material in accordance with the agreement. Correspondence from the District's Engineer indicated that alternative means of disposal were considered at the time and that the arrangement with Lehigh Corporation was the most economical for the District. However, the only alternative means of disposal referred to by the Engineer involved moving the spoilage to a site further away which would obviously result in additional costs.

(248) It is not clear to us from the District's records made available for our review why the Board did not request Lehigh Corporation to remove, at the Corporation's expense, the excess spoilage not wanted by the District. If upon request the Corporation did not remove the excess spoilage, then the Board should have sought other parties through newspaper advertisement, inquiries, etc., who may have been interested in acquiring the spoilage from the District. In the absence of documentation indicating that such actions were taken by the Board, it was not apparent to us that the payments to Lehigh Corporation were the

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET

NO. 950495

EXHIBIT NO. 4

COMPANY/

WITNESS:

DATE: 4/29/96

Par.
No.

most economical means of removing the excess spoilage from the District's rights-of-way.

- (249) In his written response to paragraphs 243 through 248, the District Manager states that the disposal of the spoil material was accomplished in an economical manner and the District saved the taxpayers approximately \$446,000 by its actions. While the method used may or may not have resulted in the most economical disposition of the spoilage, the point of our finding is that the District's public records do not document the procedures followed to determine that, in fact, the method used was the most economical.

STATEMENT FROM AUDITED OFFICIAL

- (250) In accordance with the provisions of Section 11.45(6)(d), Florida Statutes, a list of audit findings was submitted to the Board of Supervisors of the East County Water Control District. The written response to the audit findings included in this report received by this Office was signed by the District Manager, an employee of the District. That response is shown on exhibit E.
- (251) In his response, the District Manager has referenced paragraphs which relate to the preliminary and tentative audit findings that were submitted to the District Board of Supervisors. However, for the purposes of referencing the District Manager's response to our comments contained within this report, the reader should refer to the report paragraph numbers set forth in the margin of the District Manager's response. The District Manager's written response included two maps (referred to in the response as exhibits A and G) which are public records on file at the District Office and not reproduced in this report.

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 25245 EXHIBIT NO. 5
COMPANY: _____
WITNESS: _____
DATE: _____

DOCKET 950495-WIS
EXHIBIT NO. 5
CASE NO. 96-04227

Comp.
Exh 5

HIDDEN HILLS COUNTRY CLUB ESTATES HOMEOWNERS
BEACON HILLS WATER SYSTEM
DUVAL COUNTY

WE IN THE BEACON HILLS WATER SYSTEM HAVE BEEN FACING INCREASING WATER SERVICE BILLING CHARGES, NOT ONLY WHAT IS PENDING BEFORE THIS COMMISSION, BUT SIGNIFICANT INCREASES OVER THE PAST 4 YEARS.

SOME EXAMPLES: IN DEC. 1991 - WATER CHARGE PER GAL. WAS \$.000650
TODAY THE CHARGE IS \$.001230 - 89% INCREASE!

IN DEC. 1991 - WASTE WATER BASIC CHARGE WAS \$7.49
A MONTH.
TODAY IT IS \$12.67 A MONTH. - 69% INCREASE!

DEC. 1991 SEWER CHARGE WAS \$1.65 PER 1000 GALS.
TODAY IT IS \$3.66 PER 1000 GALS. - 122% INCREASE!

NOW YOU CAN SEE WHY THIS PROPOSED INCREASE OF 34% IS HARD TO SWALLOW BY THE CUSTOMERS OF SOUTHERN STATES UTILITY (SSU).

WHILE WE HAVE BEEN PAYING THESE HIGH WATER BILLS, WE IN THE HIDDEN HILLS SUB-DIVISION HAVE NOT SEEN THE QUALITY OF SERVICE. IN FACT THE QUALITY OF SERVICE IS GOING THE WRONG WAY. IN ADDITION, THERE ARE SOME QUESTIONS ON THE ACTUAL QUALITY OF THE POTABLE WATER IN THE SYSTEM.

QUALITY OF SERVICE: THERE IS NO LOCAL OFFICE TO DISCUSS PROBLEMS OR PAY OUR BILL TO. WE ARE FORCED TO CALL A 1-800 NUMBER. THUS, SERVICE RESPONSE OR TO GET AN ANSWER TO A QUESTION IS DELAYED OR NOT RESOLVED AT ALL, UNLESS IT IS IN SSU'S FAVOR TO RESPOND.
WATER PRESSURE COMPLAINTS ALMOST NEVER GO AWAY!

THE QUALITY OF WATER REMAINS AN ISSUE. WE HAVE HOMES OF LESS THAN 6 YEARS OLD REQUIRING EXPENSIVE WATER PIPE REPAIRS, RE-PIPING, AND VISIBLE DAMAGE TO PLUMBING HARDWARE I.E. FAUCETS, TOILETS, ETC. THIS HAS LEAD TO INDEPENDENT STUDIES AND EVEN TOO CUSTOMERS INSTALLING WATER FILTRATION SYSTEMS COSTING FROM \$300 TO \$3000 TO PREVENT FURTHER DAMAGE TO THEIR WATER PIPES. EVEN AN ADJACENT COMMERCIAL PROPERTY IS FACING A MAJOR COMPLEX RE-PIPING. CHEMICAL BALANCE IN THE WATER IS ANOTHER CONSTANT COMPLAINT. WITHOUT WARNING WE EXPERIENCE AN OUT OF CONTROL CHLORINE INPUT IN THE SYSTEM.

ON A SIDE NOTE - WE QUESTION THE BUSINESS PRACTICE OF SSU. FOR YEARS OUR SUB-DIVISION PAID SSU'S ELECTRIC BILL FOR OUR LIFT STATION WITHOUT EVEN A PEEP FROM THEM.

WHEN THE CABLE COMPANY CAME INTO OUR AREA TO PUT DOWN FIBER OPTIC CABLE, SSU WAS UNCOOPERATIVE IN ASSISTING IN LOCATING PIPES. AS A

RESULT PIPES WERE BROKEN, CUSTOMERS EXPERIENCED WATER SERVICE DISRUPTIONS AND CONTAMINATED WATER FOR A SHORT WHILE AFTER SERVICE WAS RESTORED. " A GOOD NEIGHBOR" IS HARD TO PUT ON SSU'S RESUME!

ALSO, THE COMMISSION SHOULD LOOK VERY CLOSELY AT SSU'S PROPOSED MONTHLY WEATHER NORMALIZATION CLAUSE ADJUSTMENT. THIS CAN ONLY LEAD TO ABUSE BY THIS UTILITY AND THE CUSTOMER WILL BE PAYING MORE FOR LESS.

IN CLOSING, IT IS HARD TO JUSTIFY AN INCREASE AT THIS TIME WHEN WE ARE PAYING 43% MORE FOR WATER THAN OUR NEIGHBORS CONNECTED TO THE JACKSONVILLE PUBLIC UTILITY WATER SYSTEM.

FLORIDA PUBLIC SERVICE COMMISSION

Docket No. 950495-WS

We the undersigned residents of Hidden Hills Country Club Estates Development and customers of Southern States Utilities, Inc. in the Beacon Hills Water System, Duval County, are opposed to the uniform rate increases and the increase in service availability charges currently pending before the Florida Service Commission.

Name	Address	Telephone
Harry Anderson	12465 Masters Ridge Drive 32225	642-8350
Betty M. Anderson	12465 Masters Ridge Drive 32225	642-5350
Wayne H. Brink	3826 MISSION HILLS DR. E.	641-2792
Harry Rogers	12628 Shinnecock Way	642-5319
Stephenie Honevood	12623 Shinnecock Way	641-5621
James & Helen L. Sloan	12660 Shinnecock Way 32225	642-6018
Barbara Valdivia	12728 Shinnecock Way 32225	642-5077
Eileen Parsons	12734 Shinnecock Way 32225	646-0530
Jean Moore	12739 Shinnecock Way 32225	646-9130
Robin Blank	12738 " CT "	646-3901
Robert N. Schubert	12746 " CT "	646-3664
Al Z	12753 Shinnecock Ct 32225	641-7882
Mary LaTayo	12753 Shinnecock Ct. 32225	641-7552
Eileen Wujek	12746 Shinnecock Ct. 32225	646-3664
Alma Bell	12741 Shinnecock Ct 32225	645-9924
Chad Shore	12661 Shinnecock Ct 32225	646-0516
Alfred J.	12542 Masters Ridge Rd. 32225	646-4188
Martin Nor	12589 Masters Ridge Rd 32225	641-8872
Bob Hunsdel	12583 Masters Ridge Rd	641-3118
Richard W. Bush	12577 Masters Ridge Rd	645-0637

FLORIDA PUBLIC SERVICE COMMISSION

Docket No. 950495-WS

We the undersigned residents of Hidden Hills Country Club Estates Development and customers of Southern States Utilities, Inc. in the Beacon Hills Water System, Duval County, are opposed to the uniform rate increases and the increase in service availability charges currently pending before the Florida Service Commission.

Name	Address	Telephone
Lisa Williams	12565 Masters Ridge Dr.	641-6770
Orinda McDougall	12559 " "	
Walter Guilford	12549 Masters Ridge Dr	642-8152
Wesley Thomas	12523 Masters Ridge Dr	645-8586
Mary Lou Thomas	" "	645-8586
Nancy L. Peck	12672 Shinnecock Ct.	645-3087
Don Egan	12507 Masters Ridge Dr	641-7587
Carole & Jim Ward	12493 Masters Ridge Dr	641-6197
Ed & Brenda Spry	12466 Masters Ridge Dr	646-3124
Betty Lou & Ken Clark	12488 Masters Ridge Dr.	645-5667
Mike & Jenny Roy	12532 Masters Ridge Dr	642-0137
Dan & Mary Pat Kulis	12736 MURFIELD BLVD N.	646-5730
Portia Mary Hatcher	12808 murfield Blvd. N.	646-0247
Patricia Haley	12830 MURFIELD BL. N	645-5353
Melvin Albino	12789 Murfield Blvd. North	645-8514
Charles Noon	12748 MURFIELD BLVD N.	642-2401

FLORIDA PUBLIC SERVICE COMMISSION

Docket No. 950495-WS

We the undersigned residents of Hidden Hills Country Club Estates Development and customers of Southern States Utilities, Inc. in the Beacon Hills Water System, Duval County, are opposed to the uniform rate increases and the increase in service availability charges currently pending before the Florida Service Commission.

Name	Address	Telephone (904)
m/m Rich Hatfield	12930 Jupiter Hills Cir S., Jay	845-7362
Janet Morton	3255 Jupiter Hills Dr. Jay	904 645-9946
JOHN HAYT, JR.	3278 JUPITER HILLS DR. JAX	904 928-9164
Mr & Mrs. W.T. McMane	12905 Jupiter Hills Cir S.	565-1092
Mr & Mrs Jeff Hurley	3266 Jupiter Hills Dr	904. 998-9806
Mr & Mrs. John Bass	12919 OAKLAND HILLS CT	641-8094
Mr & Mrs. John Myers	12918 Oakland Hills Ct.	646-9687
Linda Dunn	12906 Oakland Hills Ct	641-7952
Ed & Sonnie Hite	12894 Oakland Hills Ct.	642-6150
Ruthann & F.E. Abbey	12882 Oakland Hills Ct	645-6465
Jackie Ferrer	3053 Southern Hills Cir W.	642-7517
Kathie	3041 Southern Hills Circle W.	642-0478
Anne. Birkelback	3029. Southern Hills C-W.	646-0380
Bert & Kerry Haggard	3017 Southern Hills C W	645-5616
William A. Smith & family	3005 Southern Hills Cir W.	641-4711
Donna Appier	2993 Southern Hills Cir W	928-0877
Martha McDannell	2981 Southern Hills Circle W.	642-1002
Charles S. Young	2957 SOUTHERN HILLS CIRCLE WEST	646-3861
Brenda Paradise	2945 Southern Hills Cir. W.	565 9169
Cathie Bleach	2920 Southern Hills Cir. W.	646-0064

FLORIDA PUBLIC SERVICE COMMISSION

Docket No. 950495-WS

We the undersigned residents of Hidden Hills Country Club Estates Development and customers of Southern States Utilities, Inc. in the Beacon Hills Water System, Duval County, are opposed to the uniform rate increases and the increase in service availability charges currently pending before the Florida Service Commission.

Name	Address	Telephone
Hoppy Cunningham	12481 TURNBERRY DR	642-9257
Sharon Bandel	12498 TURNBERRY Dr.	641-9584
Katie Ripley	12506 Turnberry Dr.	642-7956
Yolande Labriter	12497 Turnberry Dr.	928-0282
Gloria Howe	4012 TURNBERRY CT	646 5654
Maryann Judd	4020 Turnberry Ct	645-9832
Fryh	4019 TURNBERRY CT	646-1958
B. M. B.	12522 TURNBERRY DR	642-0659
Michelle Whitney	12521 Turnberry Dr	565-1338
Jessie H. Kays	12529 Turnberry Drive	646-1123
Lisa Shower	12538 Turnberry Dr	642-6097
Betsy Scanlin	12541 Turnberry Dr.	641-5351
Ray Menard	12549 Turnberry Dr.	585-9962
Alan Outwater	12546 TURNBERRY DR.	642-4321
Elen Duxton	12554 Turnberry Dr.	641-7122
Martha Grace	12555 Turnberry Dr	642-6059
Wm Schuff	12505 Turnberry Dr.	645-0891

FLORIDA PUBLIC SERVICE COMMISSION

Docket No. 950495-WS

We the undersigned residents of Hidden Hills Country Club Estates Development and customers of Southern States Utilities, Inc. in the Beacon Hills Water System, Duval County, are opposed to the uniform rate increases and the increase in service availability charges currently pending before the Florida Service Commission.

Name	Address	Telephone
Mr and Mrs Dykes	2944 Southern Hills Cir W. Jax	6426652
Mr. and Mrs. Morley	3054 Southern Hills Cir W.	565-1976
Guerry & Mary Ellen Doolittle	3104 Southern Hills Cir. W. Jax 32225	645-5685
Doug & Susan Thomas	3116 Southern Hills Cir W Jax 32225	565 1170
Pete Sinesac	12869 Southern Hills Cir.	641 7376
Judy Muzzy	12872 Southern Hills Cir E.	646-3053
William S. Graney	12872 Southern Hills Circle East	641-6353
John P. Behr	3773 Southern Hills Drive	642-2475
Taren Sonshall	12856 Southern Hills Cir E.	642-0906
C. G. M. Naughton	12885 Jupiter Hills Cir No	645-3457
Peter & Kristin Sullivan	12897 Jupiter Hills C. N.	641-0631
Glover & Kim Scott	12909 Jupiter Hills Cir. N.	642-2960
Robert & Susan Klopfersten	12921 Jupiter Hills Cir N.	645-7316
Tony & Janice Nelson	12929 Jupiter Hills Cir &	646-5627
Mike & Kelley Hest	12917 Jupiter Hills Cir S.	642 2589

cc

FLORIDA PUBLIC SERVICE COMMISSION

Docket No. 950495-WS

We the undersigned residents of Hidden Hills Country Club Estates Development and customers of Southern States Utilities, Inc. in the Beacon Hills Water System, Duval County, are opposed to the uniform rate increases and the increase in service availability charges currently pending before the Florida Service Commission.

Name	Address	Telephone
Glenn Ogo	3765 Five Farms Ct.	642-8355
Glenn Burton	3762 Five Farms Ct.	646-0171
Joe James	3766 Five Farms Ct.	645-6628
Patricia A. Schweizer	12516 Mission Hills Dr. S.	646-0232
Mr + Mrs L.V. Stealy	12520 Mission Hills Dr. S.	645-0519
Rev. R. P. & Mrs. Lechner	12526 Mission Hills Dr. S.	641-8931
Edith + Allyn Lee	12532 Mission Hills Dr. S.	646-1457
Howard + Peggy Harman	12525 Mission Hills Dr. So.	641-5646
Carl + Helen Taylor	12533 Mission Hills Drive So.	646-1626
Row + Canoa Bradman	12538 Mission Hills Ct. Jax	642-4212
Jim + Jackie Sullivan	12538 MISSION HILLS DR SO JAX	641-9639
Mark S. Chustensen	12608 Munfield Blvd S Jax 32225	646-5688
Martha O'Kelly	12753 Munfield Blvd S	642-8518
Joe Bowden	12620 Munfield Blvd. S. JAX, FLA	928-0415
Elmer Lewellyn	12639 Munfield Blvd S Jax FLA ³²²²⁵	646-0524
Deborah Rouse	12647 Munfield Blvd S. Jax. ³²²²⁵	645-5073
Betsy Mihail	12653 Munfield Blvd. S. Jax 32225	585-1617
Jim + Faye Gray	1267 South Munfield Blvd. 32225	641-5409
Paul H. Smith	12729 Munfield Blvd S 32225	645-3207
Anna J. Morgan	12737 Munfield Blvd S 32225	646-4579

FLORIDA PUBLIC SERVICE COMMISSION

Docket No. 950495-WS

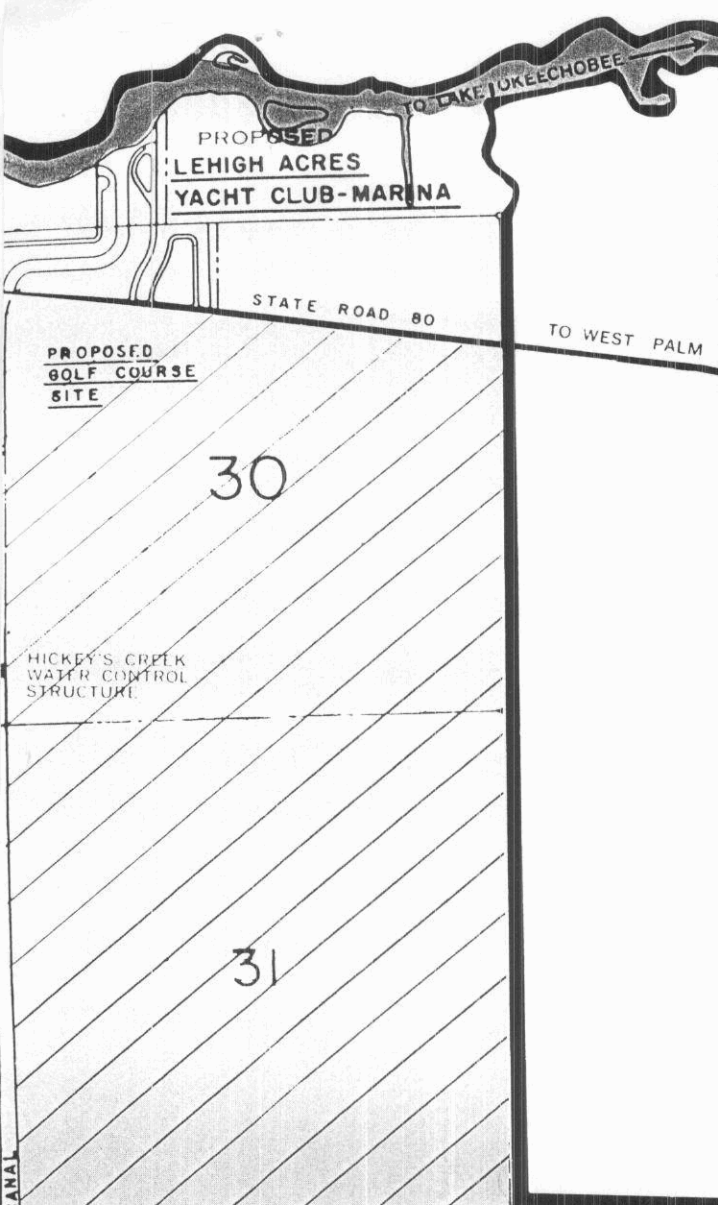
We the undersigned residents of Hidden Hills Country Club Estates Development and customers of Southern States Utilities, Inc. in the Beacon Hills Water System, Duval County, are opposed to the uniform rate increases and the increase in service availability charges currently pending before the Florida Service Commission.

Name

Address

Telephone

Marilyn Poyner	12745 Muirfield Blvd. S.	928-9073
John F. Vano	12761 Muirfield Blvd S.	642-3887
Mr. Mrs. Minska	12769 Muirfield Blvd. S.	642-3436
Ron J. J.	12827 S. MUIRFIELD BLVD	565-1275
Debbie Lee	12835 Muirfield Blvd S	646-1858
John H. Alexander	12851 Muirfield Blvd S.	645-5548
Sally H. Alexander	12851 Muirfield Blvd S.	645-5548
Mr. Mrs. James T. Moore	12859 Muirfield Blvd S.	646-9813
M/M H. Folmer, Jr.	12846 Muirfield Blvd. S.	641-1151
Angie J. Futch	12836 Muirfield Blvd So	641-7067
Don L. Lutz	12836 Muirfield Blvd. S.	641-7067
Elaine Kelle	12772 Muirfield Blvd S.	645-7612
Pat	12758 MUIRFIELD BLVD S	646-0667
Steve & Sharon Green	12750 Muirfield Blvd S.	641-6474
Mr & Mrs Charles E. Fahn	12661 Muirfield Blvd. H.	641-3051
M/M Ch. Hon. Colon	12542 Mission Hills Dr. S.	646-5790



Hunting is always great at the Lehigh Acres.

RGE. 27E

6 5 4

RESERVED FOR FUTURE DEVELOPMENT

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET
NO. 950495 EXHIBIT NO 5
COMPANY/
WITNESS:
DATE 4/23/96

25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	-----

DOCKET 950495-WS
EXHIBIT NO. 6
CASE NO. 96-04227

PETITION

SEPTEMBER 15, 1995

DOCKET NO. 950495-WS

WE AS CUSTOMERS OF SOUTHERN STATES UTILITIES HERE-BY PETITION THE FLORIDA PUBLIC SERVICE COMMISSION TO DENY THE APPLICATION BY SOUTHERN STATES UTILITIES FOR RATE INCREASES FOR WATER AND WASTEWATER, SPECIFICALLY FOR AMELIA ISLAND IN NASSAU COUNTY, FLORIDA, WHERE ALL THE PETITIONERS WHO HAVE SIGNED BELOW RESIDE.

	CUSTOMER SIGNATURE	ADDRESS	TELEPHONE
1	Henry A Gillmer	5334 Florence Pt. Dr.	261-2326
2	Helga M. Gillmer	5334 Florence Pt. Dr.	261-2326
3	Paul Johnson	5332 Florence Pt. Dr.	261-7530
4	Ruth Johnson	5332 Florence Pt. Dr.	261-7530
5	Deborah Broughton	5336 Florence Point Dr.	261-8467
6	Deborah Broughton	5336 Florence Point Dr.	261-8467
7	Melinda Wilcox	5344 Florence Pt. Dr.	261-3134
8	Terry Wilcox	5344 Florence Pt. Dr.	261-3134
9	Janis Sell	5378 Florence Pt. Dr.	261-2506
10	Robert Sell	5378 Florence Point Dr.	261-2506
11	Amy J Morris	5389 Florence Pt. Dr.	261-0097
12	Clyde Morris	5389 Florence Pt. Dr.	261-0097
13	Walter A Bland	5408 Florence Pt. Dr.	277-1232
14	Katharine W. Bland	5408 Florence Pt. Dr.	277-1232
15	Valerie T. Kern	5451 Florence Pt. Dr.	261-6531
16	James Kern	5451 Florence Point Dr.	261-6531
17	Robt St. Peter	5443 Florence Pt. Dr.	261-2120
18	William St. Peter	"	"
19	Ellen Spence	5425 Florence Pt. Dr.	
20	Janet E. McManis	5383 Florence Pt. Dr.	277-45745

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 950495-WS Comp. 6
EXHIBIT NO. 6
COMPANY/
WITNESS:
DATE: 4-29-96

	CUSTOMER SIGNATURE	ADDRESS	TELEPHONE
71	Willie W. Daulton	5475 Arena Pt. Dr	904/261-9326
72	John Albright	" " "	" "
73	Thylen	5483 Florence Pt Dr	261-6340
74	Charles H. Kammern	5388 Florence Pt. Dr.	261-1860
75	Sharon J. Kammern	5388 Florence Pt. Dr.	" "
76	Paul J. Finales	5341 Florence Pt. Dr	261-8198
77	Carolyn Finales	5341 Florence Pt. Dr	261-8198
78	William R. Moore	5457 Marshview Ln.	261-2396
79	Rosene Moore	5457 Marshview Ln.	261-2396
80	Jones Westwood	5417 Florence Pt Dr	261-6885
81	Bob Westwood	5417 Florence Pt Dr	261-6885
82			
83			
84			
85			
86			
87			
88			
89			
90			
91			
92			
93			
94			
95			

PETITION

SEPTEMBER 15, 1995

DOCKET NO. 950495-WS

WE AS CUSTOMERS OF SOUTHERN STATES UTILITIES HERE-BY PETITION THE FLORIDA PUBLIC SERVICE COMMISSION TO DENY THE APPLICATION BY SOUTHERN STATES UTILITIES FOR RATE INCREASES FOR WATER AND WASTEWATER, SPECIFICALLY FOR AMELIA ISLAND IN NASSAU COUNTY, FLORIDA, WHERE ALL THE PETITIONERS WHO HAVE SIGNED BELOW RESIDE.

	<u>CUSTOMER SIGNATURE</u>	<u>ADDRESS</u>	<u>TELEPHONE (904)</u>
1	Mr & Mrs. Carl Wam Horn	4966 SUMMER BEACH BLVD. AMELIA ISLE	261-1944
2	Mr & Mrs. Larry & Gibson	4944 Summer Beach Blvd Fernandina Beach	277-1665
3	Mr. & Mrs. Robert Odom	4949 Summer Beach Blvd Amelia Island, FL	277-4825 32034
4	Mr & Mrs. Norris Hines	4976 Summer Beach Blvd Amelia Island	FL 32034
5	Mr & Mrs. L. Lillis	4953 Summer Beach Blvd, Amelia Island	
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

DOCKET NO. 950495

21

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

43

44

PETITION

SEPTEMBER 15, 1995

DOCKET NO. 950495-WS

WE AS CUSTOMERS OF SOUTHERN STATES UTILITIES HERE-BY PETITION THE FLORIDA PUBLIC SERVICE COMMISSION TO DENY THE APPLICATION BY SOUTHERN STATES UTILITIES FOR RATE INCREASES FOR WATER AND WASTEWATER SPECIFICALLY FOR AMELIA ISLAND IN NASSAU COUNTY, FLORIDA, WHERE ALL THE PETITIONERS WHO HAVE SIGNED BELOW RESIDE.

	CUSTOMER SIGNATURE	ADDRESS	TELEPHONE
1	<i>[Signature]</i>	4 Wild George Amelia Isl	261-6148
2	<i>[Signature]</i>	39 Laurel Oak Arch - Ambr	261-7731
3	<i>[Signature]</i>	24 Sea Marsh Fanningham	261-6266
4	<i>[Signature]</i>	63 Sea Marsh	261-4060
5	<i>[Signature]</i>	3064 Sea Marsh Rd	261-7779
6	<i>[Signature]</i>	84 Linc, Pointe St	261-8514
7	<i>[Signature]</i>	42 Laurel Oak	277-4022
8	<i>[Signature]</i>	5157 Marshview Lan	261-2426
9	<i>[Signature]</i>	Palmetto Walk	261-0722
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

Kay. Thanks For
your efforts. I hope this
helps
[Signature] Bob Cocker

PETITION

SEPTEMBER 15, 1995

DOCKET NO. 950495-WS

WE AS CUSTOMERS OF SOUTHERN STATES UTILITIES HERE-BY PETITION THE FLORIDA PUBLIC SERVICE COMMISSION TO DENY THE APPLICATION BY SOUTHERN STATES UTILITIES FOR RATE INCREASES FOR WATER AND WASTEWATER, SPECIFICALLY FOR AMELIA ISLAND IN NASSAU COUNTY, FLORIDA, WHERE ALL THE PETITIONERS WHO HAVE SIGNED BELOW RESIDE.

CUSTOMER SIGNATURE

ADDRESS

TELEPHONE

1	Gordon Barnes	1853 Ocean Village Dr.	277-6977
2	Lyce Payne	1833 Ocean Village Dr	261-2256
3	Larry M. Raw	1810 Ocean Village Dr.	277-7982
4	William F. Murphy	5220 Village Way	321-0872
5	Nellie Barbagallo	5189 Village Wy	277-0652
6	James J. Lawley	1875 Atlantic Way	321-0907
7	Dorrie Fussell	747 S. Fletcher Ave	261-8402
8	Peggy C. Taylor	1865 Atlantic Way	321-0600
9	Ann Berghart	1622 Regatta Dr	261-7106

10

11

12

13

14

15

16

17

18

19

20

PETITION

SEPTEMBER 15, 1995

DOCKET NO. 950495-WS

WE AS CUSTOMERS OF SOUTHERN STATES UTILITIES HEREBY PETITION THE FLORIDA PUBLIC SERVICE COMMISSION TO DENY THE APPLICATION BY SOUTHERN STATES UTILITIES FOR RATE INCREASES FOR WATER AND WASTEWATER, SPECIFICALLY FOR AMELIA ISLAND IN NASSAU COUNTY, FLORIDA, WHERE ALL THE PETITIONERS WHO HAVE SIGNED BELOW RESIDE.

	<u>CUSTOMER SIGNATURE</u>	<u>ADDRESS</u>	<u>TELEPHONE</u>
1	Sean J. Wiedeman	1660 Regatta Dr	277-2973
2	Michael B. Wiedeman	1660 Regatta	277-2973
3	Charlotte Mayo	1668 Regatta	321-0760
4	Joe Mayo	1668 Regatta	321-0760
5	Dennis Vignier	1708 " "	321-8316
6	Helen Chapin	1728 Regatta Dr	321-2316
7	Alan Adams	1738 Regatta Dr	277-3114
8	John Bennett	1739 Regatta Dr.	277-3457
9	Ron (RPM)	4910 Genua	321-0156
10	Rebecca Creus	4910 Genua	321-0156
11	Deborah Olsen	4908 Genua	261-8537
12	Trinity McCleave	4674 Genua Dr.	261-2040
13	J. H. McClay	4674 Genua Dr.	261-2040
14	Kay Snel	4728 Yachtsman Dr	277-2611
15	Lusien J. Newnan	4711 Yachtsman Dr.	321-2434
16	M. J. Newnan	" " "	" "
17	Ruth H. Boyle	4716 Yachtsman Dr.	277-1523
18	Clyde J. Boyle	" " "	" "
19	Sammy Nichols	3165 12 th Ave apt 14	261-7312
20	Frankie Hicks	" " " "	" "

DOCKET NO. 950495

21 Ramona E. Pulling 18604 Ocean Village Dr. 2770609

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

43

44

PETITION

SEPTEMBER 15, 1995

DOCKET NO. 950495-WS

WE AS CUSTOMERS OF SOUTHERN STATES UTILITIES HERE-BY PETITION THE FLORIDA PUBLIC SERVICE COMMISSION TO DENY THE APPLICATION BY SOUTHERN STATES UTILITIES FOR RATE INCREASES FOR WATER AND WASTEWATER, SPECIFICALLY FOR AMELIA ISLAND IN NASSAU COUNTY, FLORIDA, WHERE ALL THE PETITIONERS WHO HAVE SIGNED BELOW RESIDE.

	<u>CUSTOMER SIGNATURE</u>	<u>ADDRESS</u>	<u>TELEPHONE</u>
1	Ellen E. Wilson	5459 Florence Pt	261-9894
2	Richard A. Wilson Jr ^{SEW}	" " "	"
3	Xina Anderson	5339 Florence Pt.	321-2270
4	Ray Smith	5343 Florence Pt	261-1745
5	Walter D. Smith ^{RSS}	"	"
6	William Jay Wether	5351 Florence Pt	261-1023
7	Jay W. Watters	5351 Florence Pt.	261-1023
8	Dick + Karyl Cochran	5367 Florence Pt	261-4063
9	Mary L. Hunt	5375 Florence Point	261-3230
10	Ashtley P. Hunt	" " "	" "
11	June L. St. George	5391 Florence Pt. Dr.	261-2883
12	Raymond B. St. George	5391 Florence Pt. Dr.	261-2883
13	Wesley W. Arnold	5409 Florence Pt Dr	261-7902
14	Sarah J. Arnold	" " " "	" "
15	Blair Jensen	5422 Marsh View Ln.	277-8389
16	Ray MacQueen	5430 Marshview Ln.	261-7326
17	Sam MacQueen	5430 Marshview Ln.	261-7326
18	James R. W. MacQueen	5441 Marshview Ln	277-7990
19	Drenda DeMarco	5441 Marshview Ln	277-7950
20	De	5449 MARSHVIEW LN	277-4572

CUSTOMER SIGNATURE

ADDRESS

TELEPHONE

- | | CUSTOMER SIGNATURE | ADDRESS | TELEPHONE |
|----|--------------------------|---------------------------------------|-----------|
| 21 | Don Hamlin | 5454 MARSHVIEW LN FLORENCE FL. | 277-0913 |
| 22 | Ruthanne Lynch | 5462 Marsh View Ln | 277-2612 |
| 23 | Rene' Willic | 5480 Marsh View Ln. | 261-3198 |
| 24 | Pam Bolden | 5368 Florence Point Dr. | 261-0759 |
| 25 | Paul L. Edd | " " | " " |
| 26 | Maue Bellings | 5359 Florene Pt. Dr. FB | 261-0681 |
| 27 | Rich Bellings | 5359 Florene Pt. Dr. FB | 261-0681 |
| 28 | Jacky + Gnette Burette | 1325 Hickory Nut Ct. Florence FL | 261-0512 |
| 29 | ROB + CONNY ZEEPVAT | 5401, FLORENCE POINT DR FB | 277-7194 |
| 30 | GARY + NANCY DEENAN | 5486 FLORENCE PT. DR. | 261-0281 |
| 31 | Dan and Christine Clower | 5470 Marsh View Lane Amelia Island FL | 261-7046 |
| 32 | Bob Stacy | 5446 MARSHVIEW LN Amelia Is. FL | 277-8167 |
| 33 | KENNETH SMART | 5418 FLORENCE PT F.B. FLA | 277-6789 |
| 34 | Nancy Higginbotham | 1328 Hickory Nut Ct. FB FL | 277-8430 |
| 35 | Windle Higginbotham | " " " " | " " |
| 36 | | | |
| 37 | | | |
| 38 | | | |
| 39 | | | |
| 40 | | | |
| 41 | | | |
| 42 | | | |
| 43 | | | |
| 44 | | | |
| 45 | | | |

CUSTOMER SIGNATURE

ADDRESS

TELEPHONE

46

47

48

49

50

51

52

53

54

55

56

57

58

59

60

61

62

63

64

65

66

67

68

69

70

PETITION

SEPTEMBER 15, 1995

DOCKET NO. 950495-WS

WE AS CUSTOMERS OF SOUTHERN STATES UTILITIES HERE-BY PETITION THE FLORIDA PUBLIC SERVICE COMMISSION TO DENY THE APPLICATION BY SOUTHERN STATES UTILITIES FOR RATE INCREASES FOR WATER AND WASTEWATER, SPECIFICALLY FOR AMELIA ISLAND IN NASSAU COUNTY, FLORIDA, WHERE ALL THE PETITIONERS WHO HAVE SIGNED BELOW RESIDE.

	<u>CUSTOMER SIGNATURE</u>	<u>ADDRESS</u>	<u>TELEPHONE</u>
1	<i>Donald C. Gentry</i>	4704 Rigging Dr	297-8454
2	<i>H. E. McEary</i>	4482 SPANNAKE CT.	277-4490
3	<i>Jerry Reese</i>	4912 Rigging Way	277-8334
4	<i>Mrs. Donald Fuller</i>	1795 Fairway Dr.	277-2686
5	<i>Ann + Thompson Lillis</i>	4953 Summer Beach Blvd.	261-6288
6	<i>Bill + Sallyann Morris</i>	1657 Rigging Way	261-7935
7	<i>Donna McEary</i>	4482 Spannake Ct.	277-4490
8	<i>Michel D. Age</i>	4957 Spanish Oaks Circle	321-1833
9	<i>A. C. Jones</i>	1818 Ocean Village Dr	321-0735
10	<i>Cheryl D. Moore</i>	1818 Ocean Village Dr	321-0735
11	<i>Richard C. Green</i>	1753 Regatta Dr.	261-4083
12	<i>Paul E. Shuler</i>	4909 Genoa Dr	277-3142
13	<i>Catherine A. Shuler</i>	4909 Genoa Dr	277-3142
14	<i>Jean Dietterich</i>	1753 Regatta Dr.	261-4083
15	<i>Sheryl Belknap</i>	4810 Gulf Stream Ct.	261-8679
16	<i>Wilma C. Hayes</i>	5080 Outrigger Dr	321-1544
17	<i>Francis P. Ruck</i>	1638 REGATTA DR.	277-8280
18	<i>John M. Smith</i>	1863 OCEAN VILLAGE DR.	277-4036
19	<i>John M. Smith</i>	5164 Village Way	261-8707
20	<i>Summit</i>	1863 Ocean Village Dr.	277-4036

- 21 Joubert P. Hidingen 1638 Regatta 277-8280
 22 Penny Woods 5164 Village Way 261-8707
 23 J. C. Black 1652 Regatta Dr. 277-8540
 24 Kay Black 1652 Regatta Dr. 277-8540

DOCKET NO. 950495 -WS

PAGE 17

	CUSTOMER SIGNATURE	ADDRESS	TELEPHONE
26	Carl O. Hays	5080 Outrigger Dr.	321-1544
27	Tom Puley	1864 Ocean Village Dr.	277-0609
28	Gail Kardon	1907 Ocean Village Dr.	277-3336
29	Emilio Blesky	4121 Captain's Way A.I.	277-1855
30	John Hyie	4169 Captain's Way A.I.	321-0744
31	Paul A. Paul	1750 Regatta Dr. A.I.	277-4252
32	Jack Hyman	1775 Regatta Dr. A.I.	277-5601
33	Pat Mahoney	1774 Regatta Dr. A.I.	277-7337
34	Frank Finkle	4445 Sprinkler Dr.	261-7525
35	Don Fisher	4448 Sprinkler Dr.	261-3209
36	Judy Fischer	4448 Sprinkler Dr.	261-3209
37	Samuel H. Rogers	1784 Arbor Dr.	277-0682
38	L. Marie Rogers	LOT 122 Yachtsman Dr.	321-0778
39	James Abbott	4671 Seneca	321-1859
40	Patricia Abbott	4671 Seneca	321-1859
41	Paul Hui	4169 Captain's Way	321 0744
42	Sam Thorman	4047 Captain's Way	261-4192
43	Samuel H.	4047 Captain's Way	261-4192
44	John R. Shukla	4248 CAPTAIN'S WAY	261-4657
45	Phyllis Shekelle	4248 Captain's Way	261-4657
46	Theresa Foxhedi	4198 Captain's Way	261-9211
47	Robert Joubert	4198 Captain's Way	261-9211

CUSTOMER SIGNATURE

ADDRESS

TELEPHONE

48	<i>AP Kelly</i>	4332 CAPTAINS WAY	277-8616
49	Julie McCracken	4290 Captains	261-1995.
50	<i>John Mitterhoff</i>	4464 SPINNAKER DR	261-7421
51	Betty Fetterhoff	4464 Spinnaker Dr	261-7421
52	Ivy Black	4141 Captains Way	277-1855
53	Mrs James C. Berghelt	1622 Regatta Dr	261-7106
54	Marianne Gumm	1618 Regatta Dr	277-3380
55	William E. Gumm	1618 REGATTA DR	277-3380
56	George R. Ladman	1588 Regatta Dr.	261-7198
57	Michael J. Laus	1583 REGATTA DR.	261-1960
58	Ann Alshen	1597 Regatta Dr	261 1734
59	Janney Wanslow	1597 Regatta Dr	261 1734
60	Jim Hug	1603 REGATTA DR.	261-9840
61	Gady Arney	1603 Regatta Dr.	261-9840
62	Kenny Eyer	1619 Regatta	277-0072
63	Danae Arney	1619 Regatta	277-0072
64	Marilyn Bailey	4682 RIGGING DR	277-7871
65	Elis Biele	"	"
66	Norman Tamm	4701 RIGGING WAY	277 4694
67	Luis Moun	"	"
68	Susie L. Doernbach	4725 Rigging Way	261-2069
69	ERIC DOERNBACH	4725 Rigging Way	261-2069
70	Monte B. Wernum	1582 Regatta Dr	277-7074

	CUSTOMER SIGNATURE	ADDRESS	TELEPHONE
71	Jack L Cullen	4914 Rigging Way	261-1877
72	Maralyn Cullen	4914 Rigging Way	261-1877
73	J. M. Davis	4665 Genoa Dr	277-8426
74	Janice B. Davis	4665 Genoa Dr.	277-8426
75	Bobbie Stanton	4729 Rigging Dr	261-8811
76	Jeff Walukonis	4292 Captains Way	261-0290
77	Sander Woods	4310 Captains Way	277-1570
78	Paul H. Hays	4367 Captains Way	277-7116
79	Clyde Holclaw	4195 Captains Way	277-8914
80	Mr & Mrs James Hook	4168 Captains Way	261-1057
81	Janice Weaver	4269 " "	277 8405
82	Joan Deal	4438 Spinnaker Dr	261-6230
83	Jim Deal	" " "	
84	Rick Spencer	4435 Spinnaker Dr.	261-8166
85	Dick Saul	4378 Spinnaker Dr.	261-2232
86	Kathryn Jones	4431 Spinnaker Dr.	261-9885
87	L. D. Jones	4431 Spinnaker Dr.	261-9885
88	Lisa M. Spencer	4435 Spinnaker Dr.	261-7525
89	H. B. Heilman	4276 Captains Way	261-8578
90	Lorraine Heilman	4276 Captains Way	261-8578
91			
92			
93			
94			
95			

6

IN THE CIRCUIT COURT OF THE
TWENTIETH JUDICIAL CIRCUIT, IN
AND FOR LEE COUNTY, FLORIDA

LEHIGH CORPORATION,

Plaintiff,

vs.

LEE COUNTY, a political subdivision
of the State of Florida,

Defendant.

Case No. 85-5843 CA-EOF

STIPULATION AND SETTLEMENT AGREEMENT

Plaintiff, Lehigh Corporation ("Lehigh"), and Defendant, Lee County, hereby enter into this Stipulation and Settlement Agreement in the above-referenced cause and in support thereof state:

WHEREAS, Lehigh is a corporation organized and existing under the laws of the State of Florida and the owner and developer of the planned community of Lehigh Acres, which is located in unincorporated Lee County, Florida; and

WHEREAS, Lee County is the local government with jurisdiction over Lehigh Acres; and

WHEREAS, the East County Water Control District oversees surface water management of Lehigh Acres, Lehigh Acres Utilities, Inc. provides water and sewer services to Lehigh Acres, Lehigh Acres Fire District provides fire protection and inspection services for Lehigh Acres, and various lighting districts provide street lights in portions of Lehigh Acres; and

WHEREAS, on November 16, 1984, the Lee County Board of County Commissioners adopted, pursuant to the requirements of Section 163.3161, et. seq., Florida Statutes (1983), the Lee County Comprehensive Land Use Plan ("Lee Plan") as Lee County Ordinance No. 84-28; and

WHEREAS, the Lee Plan provides that all development and all actions taken in regard to development must be consistent with the Lee Plan unless a landowner or developer has previously obtained vested rights to develop his lands; and

WHEREAS, pursuant to the Lee Plan, Lehigh timely filed an application for administrative interpretation of vested rights, claiming that it had vested rights to develop the remaining undeveloped parts of Lehigh Acres in accordance with its Master Land Use Plan Map; and

WHEREAS, by Administrative Interpretation of Vested Rights dated August 19, 1985, the Administrative Designee of Lee County determined that Lehigh had a vested right to develop all of those portions of Lehigh Acres for which a plat had been prepared

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET

NO. 85-5843

COMPANY/

WITNESS:

DATE: 4/29/85

EXHIBIT NO. 6

by Lehigh and approved and recorded by Lee County. The administrative designee further concluded, however, that all remaining undeveloped and unplatted lands in Lehigh Acres were not vested under the Lee Plan; and

WHEREAS, Lehigh timely requested an appeal of the Administrative Designee's Administrative Interpretation of Vested Rights to the Lee County Board of County Commissioners; and

WHEREAS, the Lee County Board of County Commissioners, by a 2-2 tie voice vote denied Lehigh's Administrative Appeal on October 2, 1985; and

WHEREAS, on October 31, 1985, Lehigh filed the subject action for a declaratory judgment for a declaration of its rights under the Lee Plan so that it would have judicially determined whether it has vested rights to develop the remaining unplatted and undeveloped portions of Lehigh Acres; and

WHEREAS, Lehigh and Lee County desire to amicably resolve this dispute without the need for further legal proceedings; and

WHEREAS, Lehigh and Lee County hereby ratify and affirm that the settlement of this suit is in the public interest and in the interests of the parties hereto.

WHEREFORE, in light of the foregoing declarations, Lehigh and Lee County hereby agree and stipulate as follows:

1. The lands within Lehigh Acres which are the subject of this Stipulation and Settlement Agreement are approximately described as follows:

(1) NE $\frac{1}{4}$ of NE $\frac{1}{4}$ of NE $\frac{1}{4}$ of Sec. 25, Township 43S, Range 26E.

(2) SE $\frac{1}{4}$ of NE $\frac{1}{4}$ of NE $\frac{1}{4}$ of Sec. 25, Township 43S, Range 26E.

(3) NE $\frac{1}{4}$ of SE $\frac{1}{4}$ of NE $\frac{1}{4}$ of Sec. 25, Township 43S, Range 26E.

(4) W $\frac{1}{2}$ of SE $\frac{1}{4}$ of SW $\frac{1}{4}$ S. of Caloosahatchee River, Sec. 19, Township 43S, Range 27E.

(5) All of the NW $\frac{1}{4}$ lying N. of S.R. 80 of Sec. 30, Township 43S, Range 27E.

(6) All of the NW $\frac{1}{4}$ of NE $\frac{1}{4}$, lying N. of S.R. 80 of Sec. 30, Township 43S, Range 27E.

(7) All of Sec. 30, Township 43S, Range 27E, lying S. of S.R. 80, less out parcels.

(8) W $\frac{1}{2}$ of Sec. 31, Township 43S, Range 27E.

(9) W $\frac{1}{2}$ of SE $\frac{1}{4}$ of Sec. 31, Township 43S, Range 27E.

(10) SE $\frac{1}{4}$ of SE $\frac{1}{4}$ of Sec. 31, Township 43S, Range 27E.

(11) SW $\frac{1}{4}$ of NE $\frac{1}{4}$ of Sec. 31, Township 43S, Range 27E.

(12) SW $\frac{1}{4}$ of NW $\frac{1}{4}$ of NE $\frac{1}{4}$ Sec. 31, Township 43S, Range 27E.

(13) NE $\frac{1}{4}$ of NE $\frac{1}{4}$ of NE $\frac{1}{4}$ Sec. 31, Township 43S, Range 27E.

(14) S $\frac{1}{2}$ of NE $\frac{1}{4}$ of Sec. 36, Township 43S, Range 27E.

- (15) NE $\frac{1}{4}$ of NE $\frac{1}{4}$ of Sec. 36, Township 43S, Range 27E.
- (16) All of Sec. 10, Township 44S, Range 27E.
- (17) All of Sec. 30, Township 44S, Range 27E, lying N. of Able Canal, less County Park.
- (18) Northerly part of W $\frac{1}{2}$, S. of Able Canal of Sec. 30, Township 44S, Range 27E.
- (19) W $\frac{1}{2}$ of NE $\frac{1}{4}$ of Sec. 5, Township 45S, Range 27E.
- (20) SE $\frac{1}{4}$ of SW $\frac{1}{4}$ of Sec. 5, Township 45S, Range 27E.
- (21) SW $\frac{1}{4}$ of SE $\frac{1}{4}$ of Sec. 5, Township 45S, Range 27E.
- (22) S $\frac{1}{2}$ of SW $\frac{1}{4}$ of Sec. 4, Township 45S, Range 27E.
- (23) SW $\frac{1}{4}$ of SE $\frac{1}{4}$ of Sec. 4, Township 45S, Range 27E.
- (24) W $\frac{1}{2}$ of NE $\frac{1}{4}$ of Sec. 9, Township 45S, Range 27E.
- (25) W $\frac{1}{2}$ of SE $\frac{1}{4}$ less the W. 125' of Sec. 15, Township 45S, Range 27E.
- (26) Block "B" of Lehigh Park, Secs. 21 & 22, Township 44S, Range 26E.
- (27) Block "A" of Lehigh Park, Sec. 23, Township 44S, Range 26E.
- (28) Block 20 of Lehigh Park, Sec. 23, Township 44S, Range 26E.
- (29) W $\frac{1}{2}$ of SE $\frac{1}{4}$, East of Beth Stacey Blvd., of Sec. 6, Township 45S, Range 27E.
- (30) S $\frac{1}{2}$ of N $\frac{1}{2}$ of NW $\frac{1}{4}$ of NE $\frac{1}{4}$ of Sec. 6, Township 45S, Range 27E.
- (31) N $\frac{1}{2}$ of S $\frac{1}{2}$ of NW $\frac{1}{4}$ of NE $\frac{1}{4}$ of Sec. 6, Township 45S, Range 27E.
- (32) N $\frac{1}{2}$ of NE $\frac{1}{4}$ of SW $\frac{1}{4}$ of NE $\frac{1}{4}$ of Sec. 6, Township 45S, Range 27E.
- (33) S $\frac{1}{2}$ of NW $\frac{1}{4}$ of SW $\frac{1}{4}$ of NE $\frac{1}{4}$ of Sec. 6, Township 45S, Range 27E.
- (34) S $\frac{1}{2}$ of SW $\frac{1}{4}$ of NE $\frac{1}{4}$ of Sec. 6, Township 45S, Range 27E.
- (35) N $\frac{1}{2}$ of NE $\frac{1}{4}$ of NE $\frac{1}{4}$ of SE $\frac{1}{4}$ of Sec. 4, Township 45S, Range 27E.
- (36) W $\frac{1}{2}$ of SW $\frac{1}{4}$ of NW $\frac{1}{4}$ of Sec. 3, Township 45S, Range 27E.
- (37) NE $\frac{1}{4}$ of SW $\frac{1}{4}$ of NW $\frac{1}{4}$ of Sec. 3, Township 45S, Range 27E.
- (38) S $\frac{1}{2}$ of NW $\frac{1}{4}$ of NW $\frac{1}{4}$ of Sec. 3, Township 45S, Range 27E.
- (39) Blocks 5 & 6 of Carlton Park, Sec. 32, Township 44S, Range 27E.
- (40) Blocks 10, 11, 12, 16 & 17 of Carlton Park, Sec. 33, Township 44S, Range 27E.
- (41) Blocks 1 & 2, of Country Club Estates, Sec. 34, Township 44S, Range 27E.
- X-(42) All of the undeveloped portions of Blocks 1, 2, 3, 4, 5, 8, 9, 10 and 11 of the unrecorded plat of Sunshine Shopping Plaza, Section 31, Township 44S, Range 27E.

- (43) All of the undeveloped portions of Section 34, Township 44S, Range 27E lying NW of Joel Boulevard.
- (44) The westerly half of Block 27A, Country Club Estates, Section 34, Township 44S, Range 27E.
- (45) The undeveloped portion of Block 19, Country Club Estates, Section 34, Township 44S, Range 27E.
- (46) The vacated portion of Blocks 25, 26 and 27, Country Club Estates, Section 34, Township 44S, Range 27E.
- (47) That vacated portion of Sections 32 and 33, Township 44S, Range 26E, for the condo Beau Rivage.
- (48) That vacated portion of Blocks 4 and 5, Unit 1, Lehigh Estates, Section 30, Township 44S, Range 26E.
- (49) The Easterly portion of Block 7, Unit 1, Lehigh Estates, Section 30, Township 44S, Range 26E.

A map depicting these approximate areas, which are indicated by number in yellow on the map, is attached hereto and incorporated herein as Exhibit A.

2. The intent of this Agreement is to provide Lehigh with urban densities and intensities of use for development that will be independent of Lee County subsidized infrastructure for the lands which are the subject of this Agreement.

3. Lee County, therefore, affirms and ratifies that Lehigh will be allowed densities and intensities of use, commensurate with its existing development in Lehigh Acres, for the lands which are the subject of this Agreement. Lee County further affirms and ratifies that these densities and intensities of use are consistent with and vested under the Lee Plan and any subsequent plans adopted pursuant to Chapter 163, Florida Statutes. Lehigh agrees that all such new development, however, will be independent of Lee County subsidized infrastructure (i.e., streets and roads, potable water, sewer, and storm water facilities).

4. The costs for providing such essential infrastructure shall be borne as follows:

(a) Lehigh shall provide the streets and roads for the subject lands and construct these streets and roads in accordance with the Lee County regulations in force at the time plats for said lands are approved by Lee County. Such streets and roads shall be accepted by Lee County in accordance with the provisions of the subdivision platting assurance agreement between Lee County and Lehigh;

(b) Lehigh Utilities, Inc. shall provide water and sewer services in accordance with provisions and terms of Lehigh's agreement with the Lee County Health Department dated April 8, 1970, as affirmed January 20, 1983, and as further reaffirmed January 27, 1987, the contents of which are attached hereto and incorporated herein as Composite Exhibit B;

(c) Stormwater facilities shall be constructed by Lehigh in conformance with the overall drainage plans of the East County Water Control District.

5. Lee County agrees that it will grant plat approval and development orders for said lands on the condition that all essential infrastructure set forth in the preceding paragraph has been or will be provided in accordance with this Agreement and Composite Exhibit B.

6. The parties further agree that the principles, rights, duties, and responsibilities set forth herein shall be incorporated into any subsequent comprehensive plan adopted by Lee County pursuant to Chapter 163, Florida Statutes.

DONE and ENTERED this 27th day of December, 1988.

William L. Hyde
WILLIAM L. HYDE
ROBERTS, BAGGETT, LaFACE & RICHARD
Post Office Drawer 1838
Tallahassee, Florida 32302
(904) 222-6891
ATTORNEYS FOR LEHIGH CORPORATION

Robert W. Gray
ROBERT GRAY
Assistant County Attorney
Lee County
Post Office Box 398
Fort Myers, Florida 33902-0398
ATTORNEYS FOR LEE COUNTY

WLH/LehiSetAgr/gdw

7

IN THE CIRCUIT COURT OF THE TWENTIETH JUDICIAL CIRCUIT, IN AND FOR
LEE COUNTY, FLORIDA CIVIL ACTION

LEHIGH CORPORATION,

Plaintiff,

vs.

Case No. 91-2482 CA

LEE COUNTY, A POLITICAL
SUBDIVISION OF THE
STATE OF FLORIDA,

C920557

Defendant.

STIPULATION AND SETTLEMENT AGREEMENT

This Agreement made as of 9th day of June, 1992 between Lehigh Corporation, a Florida corporation, ("Lehigh") and Lee County, a political subdivision of the State of Florida (the "County").

RECITALS

A. Lehigh is a corporation organized and existing under the laws of the State of Florida and the developer of Lehigh Acres, located in unincorporated Lee County, Florida; and

B. The County is the local government with jurisdiction over Lehigh Acres.

C. On September 27, 1990, Lehigh filed three Applications for Determination of Concurrency Vesting with the County, to wit:

Application File No. C-90-4882, (hereinafter "Application #1")

Application File No. C-90-4883, (hereinafter "Application #2")

Application File No. C-90-4884, (hereinafter "Application #3")

SEP 10 1992

ADMINISTRATION

(3154D/F)

-1-

EXHIBIT E

D. By letter dated February 18, 1991, the County notified Lehigh that the property covered by Application #1 was ineligible for vesting from the Lee County concurrency management regulations. No final determination was made with regard to Orange Villas, Section 26/44/27, Plat Book 1356, Pages 1147-1176 or Beacon Square, Section 5/45/27, recorded September, 1983 in Plat Book 1689, Pages 3846-3870.

E. On May 16, 1991, Lehigh filed a Request for Appeal of an Administrative Interpretation with respect to Application #1 (the "Administrative Appeal"). The Administrative Appeal is pending before the Lee County Hearing Examiner as of the date hereof (Case Number ADM-91-10).

F. By letter dated November 3, 1990, the County notified Lehigh that Lehigh and its successors in interest may complete development of property covered by Application #2 without compliance with the Lee County Concurrency Management Regulations. By letter dated January 6, 1992, the County issued a Certificate of Concurrency Exemption with respect to property included in Application #2.

G. Pursuant to letters dated November 9, November 14 and December 17, 1990, the County notified Lehigh that certain property included in Application #3 was vested for the purposes of concurrency. Other property included in Application #3 was found ineligible for concurrency vesting. On November 7, 1991, the County issued a Certificate of Concurrency Exemption with respect to the property included in Application #3. Both Certificates of Exemption are valid for three years from the date of issuance.

H. The property included in Application #3 which was deemed exempt from the Lee County Concurrency Management Regulations included all of Section 30, Township 43 South, Range 27 East, lying south of State Road 80, less out parcels ("Section 30"). Section 30 consists of 458 acres. Approximately 400 of those acres are zoned RM-2, which allows the construction of up to 14 residential units per acre or a maximum of 5,600 units.

I. On November 28, 1990 Lehigh filed a Request for Appeal of an Administrative Interpretation with respect to the property denied vesting pursuant to Application #3. The matter was heard before the Lee County Hearing Examiner on January 28, 1991. The Hearing Examiner denied the Appeal in a decision rendered in February, 1991. On April 2, 1991, Lehigh filed a Petition for Writ of Certiorari and/or Complaint for Declaratory Relief and/or Complaint to Enforce Final Judgment against the County in the Circuit Court of the Twentieth Judicial Circuit In and For Lee County, Florida, thereby challenging the denial of concurrency vesting with respect to such property (the "Judicial Appeal"). The Judicial Appeal is pending as of the date of this Agreement.

J. Lehigh and the County desire to amicably resolve the Administrative Proceeding and the Judicial Proceeding.

NOW THEREFORE, In consideration of the foregoing recitals, Lehigh and the County hereby agree and stipulate as follows:

1. Lehigh and its successors in interest may complete development of the property described in Exhibit "A" attached hereto and depicted in white (uncolored) on Exhibit "E" (the "Exempt Property") without compliance with the Lee County Concurrency Management Regulations. Such property shall remain subject to all other local land development regulations adopted pursuant to the Lee County Comprehensive Plan as may be amended from time to time, however, such regulations shall not effect the densities or intensities of use previously established in the Stipulation and Settlement Agreement dated December 27, 1988. The Certificate of Concurrency Exemption ("Certificate of Exemption") excuses the exempt property from compliance with the level of service standards set forth in the Lee County Concurrency Management Ordinance No. 89-33, as amended, and as may be further amended from time to time (the "Concurrency Ordinance"). Pursuant to Section 8.K. of the Concurrency Ordinance, the Certificate of Exemption is valid for three (3) years from the date of this Agreement. Three (3) years from the date of this Agreement, Lehigh or its successors in interest may renew the Certificate of Exemption, thereby extending the right to develop the exempt property as property exempt from the Lee County Concurrency Management Regulations.

2. The property described in Exhibit "B" attached hereto and depicted in red on Exhibit "E", is ineligible for concurrency vesting and shall be subject to all Lee County Land Development Regulations including concurrency. However, the County shall issue permits for the construction of single family residential units on the property described in Exhibit "B" which has been platted prior to 1971, notwithstanding the level of service standards set forth in the Lee County Comprehensive Land Use Plan.

3. Lehigh will consent to a reclassification of the status of Section 30 as follows: the section shall no longer be deemed vested and exempt from Lee County Concurrency Management Regulations.

In conjunction with the reclassification of Section 30, the County will establish a transferable credit based upon eight (8) residential units per acre or 3,200 residential units (the "transfer credit") which may be developed on certain property, as hereinafter described, previously denied concurrency vesting but located closer to existing infrastructure improvements than Section 30. In exchange, Lehigh will waive all claims of vesting with respect to the remaining 2,400 residential units previously found to be exempt from the Lee County Concurrency Management Regulations.

With respect to residential lots that were determined to be ineligible for vesting pursuant to Application #1, the County shall continue its current policy of issuing permits for construction

of single family residential dwelling units notwithstanding the level of service standards set forth in the Lee County Comprehensive Land Use Plan.

4. In consideration of the former exempt status of Section 30, which shall hereafter be subject to all Lee County land development regulations including concurrency, Lehigh and its successors in interest are and shall be entitled to develop certain property exempt from the Concurrency Management Regulations to the extent of the Transfer Credit, subject to the following:

a) The Transfer Credit shall not exceed a total of 3,200 residential units or the equivalent thereof, as provided under subparagraph b.) below, and Lehigh hereby waives any further rights in connection with the previous status of Section 30.

b) Lehigh or its successors in interest may convert all or any portion of the Transfer Credit from residential units to other uses ("Residential Unit Equivalents"), based upon the conversion table attached hereto as Exhibit "C".

c) Lehigh and its successors in interest may from time to time assign the Transfer Credit or any portion thereof to any property described on Exhibit "D" attached hereto and depicted in orange on Exhibit "F" (the "Eligible Property"), subject to the procedures provided for in subparagraph d.) below.

d) Whenever the Transfer Credit or any portion thereof is assigned to a specific parcel, Lehigh or its successor in interest shall provide written notice to the County of its intention to assign the Transfer Credit. The Notice shall include: (i) a legal description of the Eligible Property to which the Transfer Credit is being assigned (the "Receiving Parcel"); (ii) the number of residential units or Residential Unit Equivalents assigned from the Transfer Credit; (iii) a copy of a recorded instrument restricting the Receiving Parcel to the density of uses assigned; and (iv) an accounting which reflects all assignments of the Transfer Credit and which sets forth the remaining balance of the Transfer Credit, i.e., the number of remaining residential units or Residential Unit Equivalents eligible for assignment. Upon the County's receipt of this Notice, the Receiving Parcel shall be exempt from compliance with the level of service standards set forth in the Lee County Comprehensive Land Use Plan.

e) The assignment of the Transfer Credit in accordance with this paragraph shall not confer rights upon the Receiving Parcel beyond those permitted by existing zoning and further, shall not exempt the property from compliance with the Lee Comprehensive Land Use Plan and other Lee County Land Development Regulations with the exception of concurrency.

5. The Certificate of Concurrency Exemption issued pursuant to this Agreement shall not be affected by platting,

replatting or rezoning of the Exempt Property, provided the density and/or intensity of land use is not increased thereby. The density and/or intensity of land uses of Receiving Parcels shall be limited as set forth in Paragraph 4.e. of this Agreement.

6. In the event the County hereafter undertakes a Sector Plan for Lehigh Acres or any portion thereof, Lehigh shall cooperate with the County by providing any information and staff support that it is reasonably capable of providing, using its existing in-house capacity. In addition, Lehigh shall contribute money to the County to defray the cost of professional services necessary to develop the Sector Plan, in an amount equal to fifty percent (50%) of the amount expended by the County, up to a maximum reimbursement by Lehigh of \$20,000. The scope and contents of such Sector Plan shall be at the sole discretion of the County. Alternately, at the County's sole discretion and upon notice to Lehigh, the service, support and reimbursement that Lehigh has committed to in this Section may be redirected to such other study or project that relates to the planning, traffic conditions or general aesthetics at Lehigh Acres.

7. This Stipulation and Settlement Agreement supersedes all previous certifications, determinations and agreements with respect to concurrent status for the property described in Exhibits "A", "B" and "D" and depicted in Exhibits "E" and "F" attached hereto. However, the Stipulation and Settlement Agreement entered into by the parties on December 27, 1988, as it pertains to density and intensity of use is not superseded hereby and is hereby ratified and shall remain in full force and effect.

8. Lehigh and the County hereby ratify and affirm that the settlement of the Administrative Proceeding and the Judicial Proceeding is in the public interest and the interests of the parties hereto.

9. This Agreement shall be deemed incorporated in any subsequent Concurrency Ordinance or Comprehensive Plan hereafter adopted and/or amended by the County.

AGREED ON this 9th day of June, 1992.

Elen Wyskoczek
WITNESS

James E. Allen
WITNESS

LEHIGH CORPORATION

By: William Livingston
William Livingston, President
Address: 201 E. Joel Boulevard
Lehigh Acres, FL 33936

STATE OF FLORIDA)

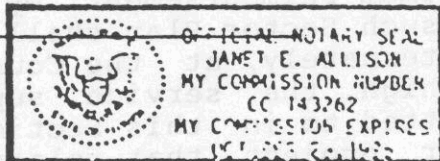
) SS.

COUNTY OF LEE)

The foregoing instrument was acknowledged before me this 2nd day of June, 1992, by William Livingston, who is personally known to me or who has produced as identification and who did not take an oath.

My Commission Expires:

Janet E. Allison
Notary Public



BOARD OF COUNTY COMMISSIONERS
LEE COUNTY, FLORIDA

By: Doug St. Cerfy

Doug St. Cerfy, Chairman

ATTEST:
CHARLIE GREEN, CLERK

By: Lin L. Pave

Deputy Clerk

Approved as to form:

By: Lee County Attorney

Lee County Attorney

Charter Point NOTES

DOCKET 950495-WS

EXHIBIT NO. 7

CASE NO. 96-04227

IMPORTANT ANNOUNCEMENTS

SEMI-ANNUAL MEETING OF CHARTER POINT COMMUNITY ASSOCIATION:

TUESDAY, SEPTEMBER 19th, 7:00 PM

The Semi-Annual Meeting of the Charter Point Community Association will be held TUESDAY, SEPTEMBER 19th, 7:00 PM in the Library of The Fort Caroline Middle School. Please plan to attend! Please note the date change from Sept. 18 to Sept. 19, due to an Open House being held at the school on our original date.

PUBLIC HEARING: SOUTHERN STATES UTILITIES RATE INCREASE HEARING

WEDNESDAY, SEPTEMBER 20th, 6:00 PM

A Public Hearing regarding Southern States Utilities requested rate increase will be held WEDNESDAY, SEPTEMBER 20TH, 6:00 PM in the BALLROOM SOUTH of THE PRIME OSBORN CONVENTION CENTER. Please plan to attend this hearing. Southern States Utilities provides sewer and water service for Charter Point.

GREATER ARLINGTON CIVIC COUNCIL MEETING

THURSDAY, SEPTEMBER 14th, 6:00 PM-Southern States Utilities info.: 7:00 PM, regular meeting.

The Greater Arlington Civic Council will meet on THURSDAY, SEPTEMBER 14th, in the Library at Terry Parker High School. At 6:00 pm the GACC Environmental Committee will have a meeting with attorney Michael Twomey regarding the Southern States Utilities requested rate increase. This will be a good opportunity to get more information before the Public Hearing on SSU rate hike the following Wednesday. At 7:00 pm the GACC will have MAYOR JOHN DELANEY as the keynote speaker; later in the program, attorney Michael Twomey will speak briefly about SSU proposed rate increase. Please plan to attend. All are welcome!

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) S. A. Vior

Signature S. A. Vior

Address 5470 Fern Creek Dr. N.

date 9-12-95

phone # 744-4939

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET

NO. 950495-WS EXHIBIT NO. 7

COMPANY/

WITNESS:

DATE

9-22-95

Charter Point NOTES

IMPORTANT ANNOUNCEMENTS

SEMI-ANNUAL MEETING OF CHARTER POINT COMMUNITY ASSOCIATION: TUESDAY, SEPTEMBER 19th, 7:00 PM

The Semi-Annual Meeting of the Charter Point Community Association will be held TUESDAY, SEPTEMBER 19th, 7:00 PM in the Library of The Fort Caroline Middle School. Please plan to attend! Please note the date change from Sept. 18 to Sept. 19, due to an Open House being held at the school on our original date.

PUBLIC HEARING: SOUTHERN STATES UTILITIES RATE INCREASE HEARING WEDNESDAY, SEPTEMBER 20th, 6:00 PM

A Public Hearing regarding Southern States Utilities requested rate increase will be held WEDNESDAY, SEPTEMBER 20TH, 6:00 PM in the BALLROOM SOUTH of THE PRIME OSBORN CONVENTION CENTER. Please plan to attend this hearing. Southern States Utilities provides sewer and water service for Charter Point.

GREATER ARLINGTON CIVIC COUNCIL MEETING

THURSDAY, SEPTEMBER 14th, 6:00 PM-Southern States Utilities info.: 7:00 PM, regular meeting.

The Greater Arlington Civic Council will meet on THURSDAY, SEPTEMBER 14th, in the Library at Terry Parker High School. At 6:00 pm the GACC Environmental Committee will have a meeting with attorney Michael Twomey regarding the Southern States Utilities requested rate increase. This will be a good opportunity to get more information before the Public Hearing on SSU rate hike the following Wednesday. At 7:00 pm the GACC will have MAYOR JOHN DELANEY as the keynote speaker; later in the program, attorney Michael Twomey will speak briefly about SSU proposed rate increase. Please plan to attend. All are welcome!

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) GORDON L. & ANNE R. HENDRY

Signature Gordon L. Hendry Anne R. Hendry

date 9/14/95

Address 4300 CHARTER PT BLVD

phone # 244-3104

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Charter Point NOTES

IMPORTANT ANNOUNCEMENTS

SEMI-ANNUAL MEETING OF CHARTER POINT COMMUNITY ASSOCIATION:
TUESDAY, SEPTEMBER 19th, 7:00 PM

The Semi-Annual Meeting of the Charter Point Community Association will be held TUESDAY, SEPTEMBER 19th, 7:00 PM in the Library of The Fort Caroline Middle School. Please plan to attend! Please note the date change from Sept. 18 to Sept. 19, due to an Open House being held at the school on our original date.

PUBLIC HEARING: SOUTHERN STATES UTILITIES RATE INCREASE HEARING
WEDNESDAY, SEPTEMBER 20th, 6:00 PM

A Public Hearing regarding Southern States Utilities requested rate increase will be held WEDNESDAY, SEPTEMBER 20TH, 6:00 PM in the BALLROOM SOUTH of THE PRIME OSBORN CONVENTION CENTER. Please plan to attend this hearing. Southern States Utilities provides sewer and water service for Charter Point.

GREATER ARLINGTON CIVIC COUNCIL MEETING

THURSDAY, SEPTEMBER 14th, 6:00 PM-Southern States Utilities info.: 7:00 PM, regular meeting.

The Greater Arlington Civic Council will meet on THURSDAY, SEPTEMBER 14th, in the Library at Terry Parker High School. At 6:00 pm the GACC Environmental Committee will have a meeting with attorney Michael Twomey regarding the Southern States Utilities requested rate increase. This will be a good opportunity to get more information before the Public Hearing on SSU rate hike the following Wednesday. At 7:00 pm the GACC will have MAYOR JOHN DELANEY as the keynote speaker; later in the program, attorney Michael Twomey will speak briefly about SSU proposed rate increase. Please plan to attend. All are welcome!

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) BERNARD & BETTIE JOSIE

Signature B. B. Josie

date 9-13-95

Address 5451 WOODWIND TERR

phone #743-6300

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Charter Point NOTES

IMPORTANT ANNOUNCEMENTS

SEMI-ANNUAL MEETING OF CHARTER POINT COMMUNITY ASSOCIATION: TUESDAY, SEPTEMBER 19th, 7:00 PM

The Semi-Annual Meeting of the Charter Point Community Association will be held TUESDAY, SEPTEMBER 19th, 7:00 PM in the Library of The Fort Caroline Middle School. Please plan to attend! Please note the date change from Sept. 18 to Sept. 19, due to an Open House being held at the school on our original date.

PUBLIC HEARING: SOUTHERN STATES UTILITIES RATE INCREASE HEARING WEDNESDAY, SEPTEMBER 20th, 6:00 PM

A Public Hearing regarding Southern States Utilities requested rate increase will be held WEDNESDAY, SEPTEMBER 20th, 6:00 PM in the BALLROOM SOUTH of THE PRIME OSBORN CONVENTION CENTER. Please plan to attend this hearing. Southern States Utilities provides sewer and water service for Charter Point.

GREATER ARLINGTON CIVIC COUNCIL MEETING

THURSDAY, SEPTEMBER 14th, 6:00 PM-Southern States Utilities info.: 7:00 PM, regular meeting.

The Greater Arlington Civic Council will meet on THURSDAY, SEPTEMBER 14th, in the Library at Terry Parker High School. At 6:00 pm the GACC Environmental Committee will have a meeting with attorney Michael Twomey regarding the Southern States Utilities requested rate increase. This will be a good opportunity to get more information before the Public Hearing on SSU rate hike the following Wednesday. At 7:00 pm the GACC will have MAYOR JOHN DELANEY as the keynote speaker; later in the program, attorney Michael Twomey will speak briefly about SSU proposed rate increase. Please plan to attend. All are welcome!

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville, Florida) for an increase in its current rates for sewer and water services.

Name (Print) THOMAS S. L. WARENN JR.

Signature Thomas S. L. Warren Jr.

date 9-12-95

Address 455 MAYWOOD DR. JACK FL 32277 phone # 742-5715

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Charter Point NOTES

IMPORTANT ANNOUNCEMENTS

SEMI-ANNUAL MEETING OF CHARTER POINT COMMUNITY ASSOCIATION: TUESDAY, SEPTEMBER 19th, 7:00 PM

The Semi-Annual Meeting of the Charter Point Community Association will be held TUESDAY, SEPTEMBER 19th, 7:00 PM in the Library of The Fort Caroline Middle School. Please plan to attend! Please note the date change from Sept. 18 to Sept. 19, due to an Open House being held at the school on our original date.

PUBLIC HEARING: SOUTHERN STATES UTILITIES RATE INCREASE HEARING WEDNESDAY, SEPTEMBER 20th, 6:00 PM

A Public Hearing regarding Southern States Utilities requested rate increase will be held WEDNESDAY, SEPTEMBER 20TH, 6:00 PM in the BALLROOM SOUTH of THE PRIME OSBORN CONVENTION CENTER. Please plan to attend this hearing. Southern States Utilities provides sewer and water service for Charter Point.

GREATER ARLINGTON CIVIC COUNCIL MEETING

THURSDAY, SEPTEMBER 14th, 6:00 PM-Southern States Utilities info.: 7:00 PM, regular meeting.

The Greater Arlington Civic Council will meet on THURSDAY, SEPTEMBER 14th, in the Library at Terry Parker High School. At 6:00 pm the GACC Environmental Committee will have a meeting with attorney Michael Twomey regarding the Southern States Utilities requested rate increase. This will be a good opportunity to get more information before the Public Hearing on SSU rate hike the following Wednesday. At 7:00 pm the GACC will have MAYOR JOHN DELANEY as the keynote speaker; later in the program, attorney Michael Twomey will speak briefly about SSU proposed rate increase. Please plan to attend. All are welcome!

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) Jane Thomasino

Signature Jane Thomasino

Address 4440 OAK BAY DR. W

date 9/12/95

phone # 743-4921

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Charter Point NOTES

IMPORTANT ANNOUNCEMENTS

SEMI-ANNUAL MEETING OF CHARTER POINT COMMUNITY ASSOCIATION: TUESDAY, SEPTEMBER 19th, 7:00 PM

The Semi-Annual Meeting of the Charter Point Community Association will be held TUESDAY, SEPTEMBER 19th, 7:00 PM in the Library of The Fort Caroline Middle School. Please plan to attend! Please note the date change from Sept. 18 to Sept. 19, due to an Open House being held at the school on our original date.

PUBLIC HEARING: SOUTHERN STATES UTILITIES RATE INCREASE HEARING WEDNESDAY, SEPTEMBER 20th, 6:00 PM

A Public Hearing regarding Southern States Utilities requested rate increase will be held WEDNESDAY, SEPTEMBER 20th, 6:00 PM in the BALLROOM SOUTH of THE PRIME OSBORN CONVENTION CENTER. Please plan to attend this hearing. Southern States Utilities provides sewer and water service for Charter Point.

GREATER ARLINGTON CIVIC COUNCIL MEETING

THURSDAY, SEPTEMBER 14th, 6:00 PM-Southern States Utilities info.: 7:00 PM, regular meeting.

The Greater Arlington Civic Council will meet on THURSDAY, SEPTEMBER 14th, in the Library at Terry Parker High School. At 6:00 pm the GACC Environmental Committee will have a meeting with attorney Michael Twomey regarding the Southern States Utilities requested rate increase. This will be a good opportunity to get more information before the Public Hearing on SSU rate hike the following Wednesday. At 7:00 pm the GACC will have MAYOR JOHN DELANEY as the keynote speaker; later in the program, attorney Michael Twomey will speak briefly about SSU proposed rate increase. Please plan to attend. All are welcome!

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) James Gerard Pickett

Signature James Gerard Pickett date 9-18-95

Address 5380 Timberline Dr. phone #744-0259

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Charter Point NOTES

IMPORTANT ANNOUNCEMENTS

SEMI-ANNUAL MEETING OF CHARTER POINT COMMUNITY ASSOCIATION:

TUESDAY, SEPTEMBER 19th, 7:00 PM

The Semi-Annual Meeting of the Charter Point Community Association will be held TUESDAY, SEPTEMBER 19th, 7:00 PM in the Library of The Fort Caroline Middle School. Please plan to attend! Please note the date change from Sept. 18 to Sept. 19, due to an Open House being held at the school on our original date.

PUBLIC HEARING: SOUTHERN STATES UTILITIES RATE INCREASE HEARING

WEDNESDAY, SEPTEMBER 20th, 6:00 PM

A Public Hearing regarding Southern States Utilities requested rate increase will be held WEDNESDAY, SEPTEMBER 20TH, 6:00 PM in the BALLROOM SOUTH of THE PRIME OSBORN CONVENTION CENTER. Please plan to attend this hearing. Southern States Utilities provides sewer and water service for Charter Point.

GREATER ARLINGTON CIVIC COUNCIL MEETING

THURSDAY, SEPTEMBER 14th, 6:00 PM-Southern States Utilities info.: 7:00 PM, regular meeting.

The Greater Arlington Civic Council will meet on THURSDAY, SEPTEMBER 14th, in the Library at Terry Parker High School. At 6:00 pm the GACC Environmental Committee will have a meeting with attorney Michael Twomey regarding the Southern States Utilities requested rate increase. This will be a good opportunity to get more information before the Public Hearing on SSU rate hike the following Wednesday. At 7:00 pm the GACC will have MAYOR JOHN DELANEY as the keynote speaker; later in the program, attorney Michael Twomey will speak briefly about SSU proposed rate increase. Please plan to attend. All are welcome!

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) M.F. HESOCK

Signature M. Hesock

date 9-13-95

Address 4544 Oak Bay Dr. W. Jacksonville phone # 243-1920

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) GORDON R. CHAMBERLAIN

Signature Gordon R. Chamberlain

date 9/12/95

Address 4347 Bay Forest Lane

phone # 743-1291

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) Barbara Mazer

Signature Barbara Mazer

date 9/12/95

Address 4542 Oak Bay Drive

phone # 743-1291

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

.....
Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) JOHN & SUSAN DeANGELIS & JEAN MAIRE

Signature Susan DeAngelis

date 9-13-95

Address 5466 Pearwood Ct.

phone # 744-6077

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

BETH DeANGELIS - SAME ADDRESS

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) Becky Moseley

Signature Becky Moseley

date 9-16-95

Address 4334 Maywood Drive

phone # 743-7049

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) Paul Buzio

Signature Paul Buzio

date 9/15/95

Address 3474 Woodward Dr

phone # 743-0522

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) DAVID EASTON

Signature David Easton

date 9-18-95

Address 4318 Charter Pt Blvd JAX FL 32277

phone # 744-6883

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) Bob & Judy Austin

Signature [Signature]

date 9-12-95

Address 5455 Oak Bay Drive

phone # 745-0736

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) LOU & BETTY FISCHER

Signature [Signature]

date 9/18/95

Address 4411 FLAN CREEK DR. DAK, FL 32277

phone # 743-5245

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) Jeffrey W. Boyd

Signature [Signature]

date 9/15/95

Address 4463 Charter Point Blvd

phone # 743 3033

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville, Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Patti Conrad

Signature Patti Conrad

date 9/17/95

Address 5454 Woodward Terrace phone # 743-3134

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville, Florida) for an
increase in its current rates for sewer and water services.

Name (Print) E. FAYE WILLIAMS

Signature E. Faye Williams

date 9-12-95

Address 5388 Oak Bay Dr. N. JAX FL phone # 743-4036

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville, Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Lillian P. Kabase

Signature Lillian P. Kabase

date 9-12-95

Address 5456 Fern Creek Dr. phone # 744-1953

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) DON & SUSIE SMITH

Signature Susie Smith & Don Smith date 9-12-95

Address 5456 BRIGHTWATER LANE 32277 phone # 904-744-5446

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Al & Betty Malone

Signature Betty Malone date 9-15-95

Address 5364 Timberline Dr. phone # 744-2812

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) JEANNE REVELS

Signature Jeanne Revels date 9-12-95

Address 4411 CHARTER PT BLVD phone # 744-8784 (904)

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) CAROLYN Mc DONALD

Signature Carolyn Mc Donald

date 9/12/95

Address 4479 Fern creek Dr. Jct 7E

phone # 743-2389

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) HAROLD GALEY

Signature Harold Galey

date 9-13-95

Address 5345 OAK BAY DR E

phone # 745-0017

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) J.A. LOCKHART

Signature J.A. Lockhart

date SEPT. 14-95

Address 5463 BRIGHTWATER LANE

phone # 744-7103

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) HUGH F. KISER

Signature Hugh F. Kiser

date 9-12-95

Address 5475 Woodwind Tr. Jay, Fla. 32277 phone # 744-3989

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Gordon W. Arbogast

Signature Gordon W. Arbogast

date 9-12-95

Address 4578 Oak Bay Dr. W. phone # 744-8896

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Nancy Chastano

Signature Nancy Chastano

date 9-12-95

Address 4575 Oak Bay Drive phone # 7443173

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

11. If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) JAMES B. LUMPKINS

Signature [Signature]

date 9-14-95

Address 5467 PEARWOOD CT phone # 744-8815

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) TONY & ANNA MARINATO

Signature [Signature]

date 9/10/95

Address 5396 OAK BAY DR N. phone # 744-4746

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) PAUL & GAIL LOWRY

Signature [Signature]

date 9/16/95

Address 5458 RIVER TRAIL RD N, JACKSONVILLE FL 32277 phone # 744-3889

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

19594

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville, Florida) for an
increase in its current rates for sewer and water services.

Name (Print) John + Marjorie Fiore

Signature John Fiore + Marjorie Fiore

date 9-14-95

Address 4448 Charter Pt Blvd phone # 7447991

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville, Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Vivian Elrod Ekern

Signature Vivian Elrod Ekern

date 9/18/95

Address 4356 Oak Bay Dr. W. phone # 743-0577

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville, Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Jimmie C. Luaders

Signature Jimmie C. Luaders

date 9/19/95

Address 4569 Oak Bay Dr. W phone # 745-0873

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville, Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Bruce & Susan Myers
Signature Mrs. Bruce & Susan Myers date 9-12-95
Address 5467 River Road Rd 5 phone # 744-8914

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville, Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Barbara Mazer
Signature Barbara Mazer date 9-11-95
Address 4542 Oak Bay Dr. W. Jax FL 32277 phone # 904-744-6678

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville, Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Charles F. Kelly
Signature Charles F. Kelly date 9-13-95
Address 4475 Charter Point Blvd phone # 743-7671

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

to whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) Robert & Evelyn PEACE
Signature Evelyn M. Peace date 9-18-95
Address 4456 Fern creek Dr phone # 744-0129

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) MR & MRS NEAL D. EVANS JR
Signature Neal D. Evans & Betty Evans date 9/12/95
Address 4468 Oak Bay Dr W phone # 743-2945

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

come!

Note: If you would like to protest the requested rate hike proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by Southern States Utilities(which provides sewer and water service in the Charter Point neighborhood, Jacksonville,Florida) for an increase in its current rates for sewer and water services.

Name (Print) W.A. WICK, JR
Signature 5469 RIVER TRAIL RD date 9/14/95
Address Box 71 32277 phone # 743-8921

Return to Barbara Mazer, Vice-President of Charter Point Community Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277 before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Tony Abraham

Signature Tony Abraham

date 9/19/95

Address 5451 Pearwood Ct.

phone # 743-3840

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) Marie Buckner

Signature Marie Buckner

date 9/17/95

Address 4492 Oak Bay Drive 32217

phone # 743-4864

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) John & Judy Mangum III

Signature John & Judy Mangum III

date 9/12/95

Address 4444 Fern Creek Dr 32217

phone # 904-0919 (904)

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) R.S. & DORIS BARLETTA

Signature R.S. Barletta Doris Barletta

Address 4432 FERN CREEK DR JAX FL 32227 date 9-19-95

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

Note: If you would like to protest the requested rate hike
proposed by Southern States, please complete this form:

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) R.M. CANTRELL, JR.

Signature R.M. Cantrell

Address 4485 FERN CREEK DR date 9-12-95

phone # 743-0296

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).

To whom it may concern: I am in opposition to the application by
Southern States Utilities(which provides sewer and water service
in the Charter Point neighborhood, Jacksonville,Florida) for an
increase in its current rates for sewer and water services.

Name (Print) George + CAROL Mays

Signature George + Carol Mays

Address 4380 OAK BAY DR. W. date 9-13-95

phone # 743-4088

Return to Barbara Mazer, Vice-President of Charter Point Community
Association, 4542 Oak Bay Drive, West, Jacksonville, Florida, 32277
before September 20, 1995 (a box will be provided near the door).