

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 001118-WU Date Docketed: 08/11/2000 Title: Application for staff-assisted rate case in Polk County by
Company: Keen Sales, Rentals and Utilities, Inc.

Official Filing Date: _____
Last Day to Suspend: _____

Expiration: _____

Referred to:
("()" indicates OPR)

ADM AFA APP CAF CMP CMU EAG (ECR) GCL LEG PAI RAR RGO SER WAW
_____ X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module A1(b)

Staff Assignments

OPR Staff

Staff Counsel

OCRs ()

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Recommended assignments for hearing
and/or deciding this case:

Full Commission _____ Commission Panel _____
Hearing Examiner _____ Staff _____

Date filed with RAR: _____

Initials: OPR _____
Staff Counsel _____

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
Current CASR revision level**

0

Due Dates

Previous Current

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Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	DS	JC	JB	NC	XX		

Where panels are assigned the senior Commissioner is Panel Chairman;
the identical panel decides the case.
Where one Commissioner, a Hearing Examiner or a Staff Member is
assigned the full Commission decides the case.

- Prehearing Officer

Commissioners					ADM
DS	JC	JB	NC	XX	

Approved: _____

Date: / /

DOCUMENT NO.

1772701

Case Assignment and Scheduling Record

Section 1 - Division of Records and Report (RAR) Completes

Docket No. 001118-WU Date Docketed: 08/11/2000 Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).
Company: Keen Sales, Rentals and Utilities, Inc.

Official Filing Date: 10/07/2000
Last Day to Suspend: 12/05/2000 15 MoExpiration: 01/10/2002

Referred to: ADM AFA APP CAF CMP CMU EAG (ECR) GCL LEG PAI RAR RGO SER WAW
("()" indicates OPR)

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module A1(b)

Staff Assignments

OPR Staff J Butts, B Crouch, L Munroe,
T Rendell, P Stallcup, C Walker,
M Willis

Staff Counsel R Jaeger

OCRs (RGO) R Brown, D Vandiver, C Winston

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
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FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
Current CASR revision level

1

Due Dates

Previous Current

1. Staff Recommendation	04/05/2001	04/19/2001
2. Agenda	04/17/2001	05/01/2001
3. PAA Order	05/07/2001	05/21/2001
4. Protest Period Expires	05/28/2001	06/11/2001
5. Consummating Order if No Protest	06/01/2001	06/15/2001
6. Close Docket or Revise CASR	06/08/2001	06/22/2001
7. Prehearing, if PAA Protested (10/3/01)	SAME	10/03/2001
8. Hearing, if PAA Protested (10/23-24/01)	SAME	10/23/2001
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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel
Hearing Examiner Staff

Date filed with RAR: 03/21/2001

Initials: OPR
Staff Counsel

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JC	DS	JB	BZ	PL		
X							

- Prehearing Officer

Commissioners					ADM
JC	DS	JB	BZ	PL	
		X			

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved:

Date: Pending 4/5/01

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (R) Completes

Docket No. 001118-WU Date Docketed: 08/11/2000 Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).
Company: Keen Sales, Rentals and Utilities, Inc.

Official Filing Date: 10/07/2000
Last Day to Suspend: 12/05/2000 15 MoExpiration: 01/10/2002

Referred to: ADM AFA APP CAF CMP CMU EAG (ECR) GCL LEG PAI RAR RGO SER WAW
("()") indicates OPR

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module A1(b)

Staff Assignments

OPR Staff J Butts, B Crouch, L Munroe,
T Rendell, P Stallcup, C Walker,
M Willis

Staff Counsel R Jaeger

OCRs (RGO) R Brown, D Vandiver, C Winston

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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel
Hearing Examiner Staff

Date filed with RAR: 03/21/2001

Initials: OPR
Staff Counsel

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
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FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
Current CASR revision level

2

Due Dates

Previous Current

1. Protest Period Expires	05/28/2001	06/11/2001
2. Consummating Order if No Protest	06/01/2001	06/16/2001
3. Close Docket or Revise CASR	06/08/2001	06/22/2001
4. Prehearing, if PAA Protested	10/03/2001	10/01/2001
5. Hearing, if PAA Protested (10/23-24/01)	SAME	10/23/2001
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Section 3 - Chairman Completes

Assignments are as follows:

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- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JC	DS	JB	BZ	PL		
X							

- Prehearing Officer

Commissioners					ADM
JC	DS	JB	BZ	PL	
		X			

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: *[Signature]*

Date: 06/06/2001

Case Scheduling/Rescheduling Advice

Last Revised 08/30/2000 at 08:49

Page 1 of 1

Printed on 08/31/2000 at 13:45

To: ☐ Commissioner Jacobs ☒ Deputy Executive Director/Tech ☐ Safety & Electric Reliability Director
☒ Commissioner Jaber ☒ Appeals Director ☒ Records & Reporting Director
☒ New Commissioner ☒ Legal Director ☒ PAI Director
☒ New Commissioner-SC ☒ Economic Regulation Director ☐ Regulatory Oversight Director
☒ Executive Director ☐ Competitive Services Director ☒ Court Reporter
☒ Public Information Officer ☒ Consumer Affairs Director ☒ Staff Contact - Johnny Butts

From: Office of Chairman Terry Deason

Docket Number: 001118-WU

Docket Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference		10/03/2001	Tallahassee, Room 152	9:30 AM - 12:00 PM
Service Hearing		10/23/2001	Polk County	10:00 AM - 12:00 PM
Hearing		10/23/2001	Polk County	12:00 PM - 5:00 PM
Service Hearing		10/23/2001	Polk County	6:00 PM - 8:00 PM
Hearing		10/24/2001	Polk County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	DS	JC	JB	NC	SC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	DS	JC	JB	NC	SC		
			X	X	X		

Prehearing Officer

Commissioners					
DS	JC	JB	NC	SC	ADM

Commissioners					
DS	JC	JB	NC	SC	ADM
		X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: The 12pm Hearing on 10/23/2000 will begin immediately following the 10am Service Hearing.

Section 1 - Division of Records and Report (RAR) Completes

Official Filing Date: 10/06/2000
Last Day to Suspend: 12/05/2000

Expiration: 01/10/2002

ADM AFA APP CAF CMP CMU EAG (ECR) GCL LEG PAI RAR RGO SER WAW
X X

Time Schedule

Program/Module A1(b)

Staff Assignments

OPR Staff J Butts, B Crouch, L Munroe,
T Rendell, P Stallcup, M Willis

Staff Counsel T VanLeuven

OCRs (RGO) R Brown, D Vandiver

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Recommended assignments for hearing
and/or deciding this case:

Full Commission X Commission Panel _____
Hearing Examiner _____ Staff _____

Date filed with RAR: 09/06/2000

Initials: OPR _____
Staff Counsel _____

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
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FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
Current CASR revision level

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Due Dates

Previous	Current
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1.	Forms Requesting Assistance Filed	NONE	08/11/2000
2.	Preliminary Audit	NONE	09/05/2000
3.	Committee Meets to Discuss	NONE	09/06/2000
4.	Audit Request	NONE	09/08/2000
5.	SARC Approval/Denial Letter	NONE	09/12/2000
6.	Company Pays Filing Fee	NONE	10/06/2000
7.	Audit Report Due	NONE	11/08/2000
8.	Engineer Analysis Due to Accounting	NONE	11/15/2000
9.	Preliminary Acct Repression/Conservation Analysis	NONE	12/12/2000
10.	Repression/Conservation Analysis to Staff	NONE	12/19/2000
11.	Engineer/Repression Issues Due to Accounting	NONE	12/27/2000
12.	Preliminary Staff Report to Supervisor	NONE	01/03/2001
13.	OPR Provides Legal with Customer Notice Data	NONE	01/08/2001
14.	Legal Sends Notice and Reports to Company	NONE	01/10/2001
15.	Customer Meeting	NONE	02/12/2001
16.	Staff Recommendation	NONE	04/05/2001
17.	Agenda	NONE	04/17/2001
18.	PAA Order	NONE	05/07/2001
19.	Protest Period Expires	NONE	05/28/2001
20.	Consummating Order if No Protest	NONE	06/01/2001
21.	Close Docket or Revise CASR	NONE	06/08/2001
22.	Prehearing, if PAA Protested (10/3/01)	NONE	10/03/2001
23.	Hearing, if PAA Protested (10/23-24/01)	NONE	10/23/2001
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Section 3 - Chairman Completes

Assignments are as follows:

CSRA

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	DS	JC	JB	BB	XX		
X							

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

- Prehearing Officer

Commissioners					ADM
DS	JC	JB	BB	XX	
		X			

Approved: 20/8m

Date: 09/06/2000

Case Scheduling/Rescheduling Advice

Last Revised 06/06/2001 at 09:56

Page 1 of 1

Printed on 06/19/2001 at 16:04

To: ☐ Commissioner Deason ☒ Deputy Executive Director/Tech ☐ Safety & Electric Reliability Director
☒ Commissioner Jaber ☒ Appeals Director ☒ Records & Reporting Director
☒ Commissioner Baez ☒ Legal Director ☒ PAI Director
☒ Commissioner Palecki ☒ Economic Regulation Director ☒ Regulatory Oversight Director
☒ Executive Director ☐ Competitive Services Director ☒ Court Reporter
☒ Public Information Officer ☒ Consumer Affairs Director ☒ Staff Contact - Ralph Jaeger

From: Office of Chairman E. Leon Jacobs

Docket Number: 001118-WU

Docket Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	10/03/2001	10/01/2001	Tallahassee, Room 152	1:30 PM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JC	DS	JB	BZ	PL		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	JC	DS	JB	BZ	PL		
			X	X	X		

Prehearing Officer

Commissioners					
JC	DS	JB	BZ	PL	ADM

Commissioners					
JC	DS	JB	BZ	PL	ADM
		X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: The hearing is scheduled for Oct. 23-24.

Case Scheduling/Rescheduling Advice

Last Revised 06/21/2001 at 13:40

Page 1 of 1

Printed on 07/06/2001 at 17:08

To: ☐ Commissioner Deason ☒ Deputy Executive Director/Tech ☐ Safety & Electric Reliability Director
☒ Commissioner Jaber ☒ Appeals Director ☒ Records & Reporting Director
☒ Commissioner Baez ☒ Legal Director ☒ PAI Director
☒ Commissioner Palecki ☒ Economic Regulation Director ☒ Regulatory Oversight Director
☒ Executive Director ☐ Competitive Services Director ☒ Court Reporter
☒ Public Information Officer ☒ Consumer Affairs Director ☒ Staff Contact - Ralph Jaeger

From: Office of Chairman E. Leon Jacobs

Docket Number: 001118-WU

Docket Title: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	10/01/2001	Cancelled	Tallahassee, Room 152	1:30 PM - 5:00 PM
Service Hearing	10/23/2001	Cancelled	Polk County	10:00 AM - 12:00 PM
Hearing	10/23/2001	Cancelled	Polk County	12:00 PM - 5:00 PM
Service Hearing	10/23/2001	Cancelled	Polk County	6:00 PM - 8:00 PM
Hearing	10/24/2001	Cancelled	Polk County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JC	DS	JB	BZ	PL		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	JC	DS	JB	BZ	PL		
			X	X	X		

Prehearing Officer

Commissioners					
JC	DS	JB	BZ	PL	ADM

Commissioners					
JC	DS	JB	BZ	PL	ADM
		X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: PAA has expired.

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER



DIVISION OF RECORDS & REPORTING
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770

Public Service Commission

August 14, 2000

J. Ray Keen, President
Keen Sales, Rentals and Utilities, Inc.
685 Dyson Road
Haines City, Florida 33844

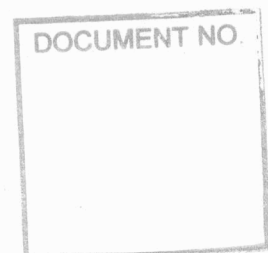
Re: Docket No. 001118-WU

Dear Mr. Keen:

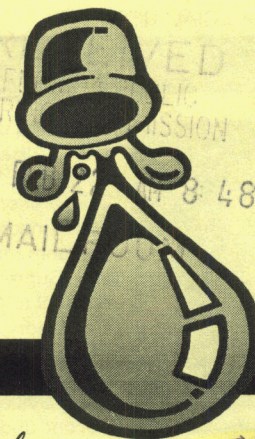
This will acknowledge receipt of an application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc., which was filed in this office on August 11, 2000 and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6248 or FAX (850) 413-7180.

Division of Records and Reporting
Florida Public Service Commission



SPECIAL REPORT



FEBRUARY 2001 NO.16

Application for a Staff Assisted Rate Case by
Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

001118-WU

On August 11, 2000, Keen Sales, Rentals and Utilities, Inc. (Keen) filed an application for a staff-assisted rate case with the Florida Public Service Commission (PSC). Keen is a water utility that provides service to approximately 548 customers in Polk County.

This report addresses one of Keen's four systems, the Sunrise Water Company (Sunrise) system. The Sunrise system provides water service to approximately 267 residential customers and one general service customer in its service area.

PSC staff has audited the utility's records for compliance with Commission rules and orders, and has determined all components necessary for rate setting. A review of Keen's rate application, files and operating expenses was performed to obtain information about the physical plants and operating costs.

The PSC selected a historical "test year" ending March 31, 2000, for this rate case. A test year is a 12-month operating period the PSC uses in a rate case to review the utility's revenues, expenses and return on its investment in order to determine the appropriate rates for the utility. Keen's adjusted test year revenue for its Sunrise system was \$35,353, while its adjusted test year operating expenses were \$87,561. This resulted in an operating loss of \$52,208 for the Sunrise system during the test year.

Based on the test year analysis, PSC staff is preliminarily recommending that Keen be allowed an annual increase in revenue of \$61,347 (173.53 percent) for its Sunrise water system. This will allow the company an opportunity to recover its expenses and earn a 7.58-percent return on its investment.

The current rate case is being processed under the PSC's "Proposed Agency Action" (PAA) procedure. Under the PAA process, the case will not be set for a formal hearing unless a protest is filed within 21 days of the issuance of a PAA Order.

The PSC is conducting a customer meeting on February 12, 2001, in the utility's service area to hear and respond to customer comments on quality of service, rate structure and other issues related to the proposed rate increase. In accordance with Florida Statutes, the PSC will consider the utility's quality of service and other matters in this case.

PSC staff is scheduled to make a recommendation to the Commission on April 5, 2001, and the Commission vote on this matter is scheduled for the April 17, 2001, Agenda Conference.

CUSTOMER MEETING

DOCKET NO. 001118-WU

6:00 p.m.

February 12, 2001
 Auburndale Civic Center
 119 W. Park St.
 Auburndale, Florida

PSC Staff & Reference Numbers

For legal information, contact:

Ralph Jaeger (850) 413-6234

For technical information, contact:

Johnny Butts (850) 413-6920

Charles Walker (850) 413-6968

For general information, contact:

Barry Ray (850) 413-6111

Robby Cunningham (850) 413-6129

or call toll-free 1-800-342-3552

1-800-511-0809 to fax

E-Mail: contact@psc.state.fl.us

Internet Home Page: <http://www.floridapsc.com>

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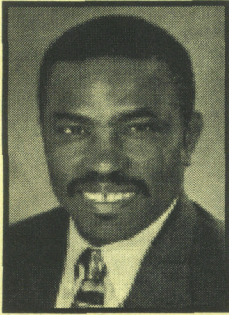
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*Jo Montane Man
 Certificate, heard (buddy)*

PCV Pipe 5" sticking out of yard (in right of way)

PSC COMMISSIONERS



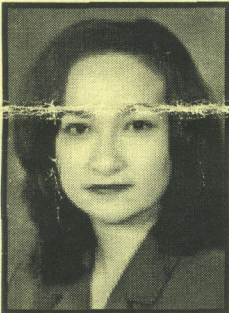
Chairman Jacobs

E. Leon Jacobs, Jr. was appointed by the late Governor Lawton Chiles to a four-year term beginning in January 1998, and is currently serving a two-year term as Chairman of the Commission. Prior to his appointment, he was a staff attorney for the House Committees on Tourism and Economic Development, Insurance, and Financial Services in the Florida House of Representatives. There, he authored reforms to the state's minority business enterprise programs, as well as managing health insurance and workers' compensation issues. He also was staff counsel to the Florida Senate Committee on Reapportionment, addressing redistricting issues, which involved support of court appeals of the political districts up through the U.S. Supreme Court. In addition, he was an attorney with the Florida Public Service Commission, where he served as counsel to Commission staff and litigator of administrative proceedings. He is Chairman of the National Association of Regulatory Utility Commissioners' (NARUC) Committee on Consumer Affairs and a member of NARUC's Committee on Electricity. Chairman Jacobs also served as a member of the Distributed Energy Advisory Committee of the Consumer Energy Council of America Research Foundation, and served as a member of the National Drinking Water Advisory Council Small Systems Implementation Working Group. He is also a volunteer guardian in the Guardian Ad Litem Program in the Second Judicial Circuit. Additionally, Chairman Jacobs formerly chaired NARUC's Ad Hoc Task Force on Y2K Readiness, and formerly served as President of the Board of Directors of the Tallahassee affiliate of Habitat for Humanity. Chairman Jacobs is a member of the Florida Bar. He received a bachelor of technology/science degree, with honors, in data processing from Florida A&M University, and received his juris doctorate from the College of Law at Florida State University. Chairman Jacobs is married with two children.



Commissioner Deason

J. Terry Deason was first appointed to the Commission by the Florida Public Service Commission Nominating Council in January 1991 for a term ending in January 1995. He was subsequently reappointed by the late Governor Lawton Chiles for a term ending in January 1999. Commissioner Deason was then reappointed by Governor Jeb Bush to his current term, which ends in January 2003. Commissioner Deason has served as Chairman of the Commission on two occasions, from January 1993 to January 1995, and from July 2000 to January 2001. Commissioner Deason is an active member of the National Association of Regulatory Utility Commissioners (NARUC). He currently serves on NARUC's Board of Directors, its Finance and Technology Committee, and its Utility Association Oversight Committee. Prior to his appointment, he served as Chief Regulatory Analyst in the Office of Public Counsel. In that capacity, he was responsible for the coordination of accounting and financial analysis used by the Public Counsel in cases before the Public Service Commission, presented testimony as an expert witness, and consulted with the Public Counsel on technical issues and ratemaking policies concerning regulated utilities in the State of Florida. From 1981 to 1987, Commissioner Deason served as Executive Assistant to PSC Commissioner Gerald L. Gunter, during which time he reviewed and analyzed staff recommendations and advised the Commissioner on those recommendations and other pertinent policy determinations. From 1977 to 1981, he served as a Legislative Analyst with the Office of Public Counsel. He attended the U.S. Military Academy at West Point, and in 1975 received his bachelor of science degree in accounting, summa cum laude, from Florida State University. He also received his master of accounting degree from FSU in 1989.



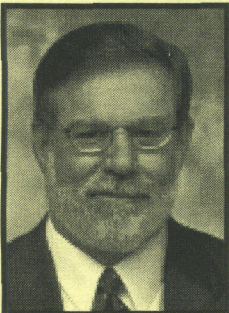
Commissioner Jaber

Lila A. Jaber was appointed to the Florida Public Service Commission by Governor Jeb Bush in February 2000 to complete a term ending in January 2001. From April 1999 to November 1999, she served as Assistant to PSC Commissioner Julia L. Johnson. From 1994 to 1999, Jaber served as a Bureau Chief with the PSC's Division of Legal Services, Bureau of Water and Wastewater, implementing law and policies on the regulation of more than 1,500 water and wastewater facilities throughout the state of Florida. She also served as an attorney with the Division of Legal Services from 1991 to 1994. Commissioner Jaber is a court-certified mediator and a member of the Florida Bar and the National Bar Association. Jaber serves on the National Association of Regulatory Utility Commissioners' Committee on Telecommunications and the Committee on Consumer Affairs. Jaber also serves as co-chair of the e-Infrastructure Subcommittee for the Information Service Technology Development Task Force. She received a bachelor of arts degree in political science and business from Stetson University in DeLand, FL, and received a juris doctorate from the Stetson University College of Law in St. Petersburg, FL.



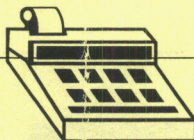
Commissioner Báez

Braulio L. Báez was appointed August 23, 2000, to the Florida Public Service Commission by Governor Jeb Bush, to complete a term ending in January 2002. Prior to his appointment, Commissioner Baez was an attorney in Miami, Florida, with a statewide practice representing municipal and county governments in telecommunications, cable franchising and other regulatory matters. He served as Executive Assistant to Florida Public Service Commissioner Joe Garcia from 1994 to 1998. A native of South Florida, Commissioner Baez received his undergraduate degree from Florida International University in 1988, and his Juris Doctorate degree from Nova University, Shepard Broad Law Center, in 1993. Commissioner Baez is a current member of the Florida Bar, American Bar Association, Federal Communications Bar Association, International Municipal Lawyers Association, and the National Association of Telecommunications Officers and Administrators. He is also a past Director of the Hispanic Bar Association, 2nd Judicial District.



Commissioner Palecki

Michael A. Palecki was appointed to the Florida Public Service Commission by Governor Jeb Bush on November 20, 2000, to complete a term ending in January 2003. From 1995 until his appointment, Commissioner Palecki was Manager of Regulatory Affairs for NUI Corporation, where he practiced before the New York, Pennsylvania, Maryland, North Carolina and Florida Public Service Commissions. He also served as Secretary of the Associated Gas Distributors of Florida, and was on the Board of Directors of the Florida Natural Gas Association. From 1989 to 1995, Commissioner Palecki was an attorney for the Florida Public Service Commission, and was promoted to Chief of the Electric and Gas Bureau in the Legal Division in 1990. Prior to that, he was an attorney for the State Fire Marshal's Office, where he prosecuted arsons and fire-related murders statewide. He also worked with a major law firm, where he represented 23 insurance companies in over 100 arson and fraud cases. He became president of the Florida Advisory Committee on Arson Prevention, and was a founding partner of FireDogs, a company that pioneered the training and use of canines to "sniff" for evidence of arson at fire scenes. Commissioner Palecki also worked for the State Attorney's Office in Polk County, and for the Florida Attorney General's Office, where he argued and won over 300 criminal cases, including the U.S. Supreme Court case of *Tibbs v. State*, preserving Florida's right to retry defendants after appellate reversal of conviction. Commissioner Palecki is a 1976 graduate of the Stetson University College of Law. He is a member of the Florida Bar and is admitted to practice in several federal courts, including the U.S. Supreme Court.



Base Facility Charge	Minimum Charge for 5,000 Gallons Existing Monthly Rates	Staff's Preliminary Monthly Rates
-----------------------------	--	--

Meter Sizes:

5/8" x 3/4"	\$ 8.85	\$ 12.19
3/4"	8.85	18.29
1"	8.85	30.48
1 1/2"	8.85	60.95
2"	8.85	97.52
3"	N/A	195.04
4"	N/A	304.75
6"	N/A	609.50

Gallonge Charge

Per 1,000 gallons	
over 5,000 gallons	\$ 1.31

Gallonge Charge

Per 1,000 gallons	\$ 4.00
-------------------	---------

Based on staff's preliminary recommended rates, the following would be the estimated average residential and general service water monthly billings for the consumption shown:

Monthly Consumption (In Gallons)	Monthly Billing	Using Staff's Preliminary Rates
5,000	\$ 8.85	\$ 32.19
7,500	\$ 12.12	\$ 42.19
10,000	\$ 15.40	\$ 52.19

Consumer Statements at PSC Meetings

The PSC is interested in what consumers have to say about the application for a staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc., for its Sunrise Water Company system. The main purpose of this meeting is to receive comments from the public.

Anyone may make a statement, and speaking is an effective way to let the Commission know how you feel about the case under review. Those consumers who wish to speak should arrive early. The meeting will begin as scheduled and continue until all the consumers have been heard.

At the beginning of the meeting, procedures will be set up to establish an order for comments. PSC staff will have sign-up sheets, and consumers will be called in the order of those sheets. PSC staff will be available to coordinate consumer comments and assist members of the public.

Any person who wishes to comment or provide information to the PSC staff may do so at the hearings, orally or in writing. Written comments may be sent to the Commission at: Florida Public Service Commission, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Your letter will be placed in the correspondence file of this docket (Docket No. 001118-WU). For your convenience, a comment form is attached to this Special Report. You may also call the Commission's toll-free number, **1-800-342-3552**, or dial **1-800-511-0809** to fax.

Any person who is unable to attend and who wishes to obtain a copy of the recommendation or the order may do so by writing to: Director, Division of Records and Reporting, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida, 32399-0850.

What Is a Staff-Assisted Rate Case?

Many of the water and wastewater utilities located throughout the state are very small and do not have employees with the financial and engineering expertise to develop the minimum filing requirements required for a rate case. Because of their size, it is also not economically feasible for them to hire outside engineers, accountants and attorneys to compile the necessary information without great expense, which may be passed on to customers.

For this reason, the Commission developed a "staff-assisted" rate case program in which small utilities with annual water or wastewater revenues under \$150,000 can request that the PSC staff develop the information for the rate cases. The primary purpose of this type of program is to avoid passing on to the customer, through higher rates, substantial costs of having outside consultants develop rate case data. In a staff-assisted rate case, the PSC staff audits the utility's books and carefully reviews expenditures and operations. PSC engineers and accountants make on-site investigations of the company's operations and service. The PSC staff then prepares an accounting report. After considering the testimony of customers from a customer meeting, a recommendation on rates for each utility is prepared and scheduled for a regular Commission Agenda Conference.

Florida Public Service Commission *Bureau of* Consumer Information

2540 Shumard Oak Boulevard
Betty Easley Conference Center, Room 184
Tallahassee, Florida 32399-0850

The Public Service Commission's Bureau of Consumer Information provides a staff of information specialists who are available to answer questions from the media and from Florida consumers.

To reach a PSC media representative, please call the Bureau of Consumer Information during business hours at (850) 413-6100 or send a fax to 1-800-511-0809. See the PSC's Internet home page at <http://www.floridapsc.com>.

Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

Name Marge LaCapra
Address 2504 Edmond Cir. Auburndale, FLA
1-863-965-1174 33823
? (941)

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

Problems listed below in Sun Acres Sub-division

1. Foul smelling, foul tasting water.
2. Low pressure often / Don't remember getting deposit back.
3. Water shut off often, "no notice, especially on Friday afternoons, Saturday - or Sunday - (some holidays)"
4. Calls made often to the company when there is a problem, but there unanswered, no one calls back.
5. My fence (inside my yard) was spray-painted with orange and blue paint where my water meter is.
6. Shut off valve 5-6" pipe installed in "right of way"
7. In Sept. ~~2000~~¹⁹⁹⁹ I called Keen Water Company because of low pressure problem & water being shut off without notice. The secretary said some one would come out; no one did. A few weeks later the maintenance man came over, dug a ^{small} hole and found a broken pipe. Said he would be back to fix it; three months later he came back. A 4'x6" whole was dug, but the problem was not yet fixed. The whole was simply covered with a few small boards.

Fold and tape -- see back for address

Continued on white paper

March 99
Bright

Quick notes

How often is water tested?

STAMP

Are there people here from

Leans Yes, Secretary.

Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Depart

Said he's the
only one working
can't do it all
Woke a lot of hours
on his own

1-800-342-3552

Consumer Affairs

for problem

Fold Here

Phone ring

- Unanswered calls during emergencies. No answer at all
- Pipe broken several months before being fixed.
Low pressure
Finally a whole was dug - pipe still not fixed
- Foul smelling water
I called again hole covered with board

Storku says when he gets around to it he'll
fix it - I had no business calling the company.
Owner doesn't care. The more I call, the longer it will take
No notice when water is shut off

Fold Here

This is done especially on weekends -
Shut off on holiday

Low pressure

If you refrigerate water
it's not so bad - Can't drink
out of faucet

Still send some one out but we never
see them. (They said they never knew it was off.)

Notes for the meeting

I called, the longer it would take to fix the problem. (Three

Three months later in March²⁰⁰⁰ the hole was still simply covered by a few boards, the pipe finally ^{was} fixed but the hole not covered properly.

My son called the company again and complained, but Ken said 'again', that they thought this was already taken care of. Days

later, the hole was finally covered

properly.

I still have problem with low pressure, foul smelling & foul tasting water. We never know when the water will be shut off so each night I fill my sinks with water. The smell is so bad by morning however. I gag when I brush my teeth in the morning when I turn on water. Please help
M. La Capra

From: Maize Le Capre - 2504 Edm. rd. - Vancouver
863-965-1174

#7-Continued -

I called Keen Water Co. three times after that over the next few weeks. It asked that this problem of a broken pipe be taken care of, and that the ~~whole~~ be covered up. Keen said they knew nothing of my problem and would send the maintenance man over the next day to fix the problem.

Two week later, he ^{maintenance man} knocked at my door at 7:30 P.M. and told me I had no business calling the company to complain about him, that the ~~owe~~ owner doesn't care, that my problem area was small and he had other areas to fix first; that he (this maintenance) man works alone, works a lot of unpaid hours on his' own, works long into the night, works on weekends and holidays, and he can't do all the work that is to be done. The maintenance man also said that he will fix the broken pipe, and cover the ~~whole~~ when he gets around to it. and that the more ^{over}

Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

ORIGINAL

RECEIVED-FPSC

01 FEB 19 AM 9:55

Name BUFFY Davis RECORDS AND
REPORTING

Address 2556 Nelson St.
Auburndale, FL 33823-4817

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

My Comments on this Matter are as follows:

I cannot see any justification for the huge increase in cost for water services provided, especially if the water continues to remain the same quality. The quality of the water is nothing short of disgusting and the water is absolutely not fit to consume.

I have purchased a water machine thru ~~sepp~~ Culligan because I refuse to use this water for anything other than cleaning purposes.

Thank-You

Buffy Davis

2-14-01

CAF
CMP
COM
CTR
ECR
LEG
OPC
PAI
RGO
SEC
SER
OTH

Fold and tape -- see back for address

Buffy & Stacy Davis
Savannah Davis
2556 Nelson Street
Auburndale, FL 33823

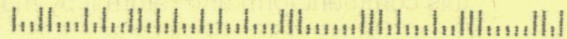


01 FEB 19 AM 9:22

REPORTING
AND RECORDS

Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399X7019



Fold Here

Buffy & Stacy Davis
Savannah Davis
2556 Nelson Street
Auburndale, FL 33823

Fold Here



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

ORIGINAL

RECEIVED-PPSC
FEB 14 PM 12:30
RECORDS AND
REPORTING

DATE: February 14, 2001

TO: Division of Records and Reporting

FROM: Johnny Butts and Charles Walker, Division of Economic Regulation

RE: Docket No. 001118-WU- Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.

The attached correspondence should be included in the official docket file:

1. The original petition and a copy signed by customers of the above referenced utility addressing the utility's preliminary rate increase on the staff report. The petition was given to staff at the February 12, 2001 customer meeting.

APP _____
CAF _____
CMP _____
COM _____
CTR _____
ECR _____
LEG _____
OPC _____
PAI _____
RGO _____
SEC _____
SER _____
OTH _____

Jesus - Answers & Prayers

SUN-ACRES WATER INCREASE MEETING

FEBRUARY 12, MONDAY AT 6:00

UP TOWN AUBURNDALE Civic Center

Jesus

IF YOU CARE ABOUT YOUR WATER BILL GOING UP, PLEASE SHOW UP TO MEETING

LET YOUR VOICE BE HEARD ABOUT THE THREE TIMES THE INCREASE ON YOUR WATER BILL.

SOME PEOPLE GOT LETTERS ABOUT THE RATE INCREASE AND MEETING SOME PEOPLE DID NOT.

~~if the system is~~

Received on 2/12/01 customer meeting.
from customer Mindy Cooley.

MM

Water Rate Increases
COMMUNITY MEETING MONDAY FEB. 12, 2001
AUBURNDALE AUDITORIUM
ACROSS FROM BASKET BALL COURTS

6:00 PM

**IT YOU DON'T THINK SUNRISE SHOULD RAISE OUR
WATER BILLS THREE TIMES HIGHER THAN THEY
ARE NOW, PLEASE COME TO THE MEETING AND LET
YOUR VOICE BE HEARD!**

EXAMPLE:

\$9.03 WATER BILL GOES TO \$32.00

PROBLEMS WITH WATER:

**SHUT OFF'S -----IT'S WHEN PEOPLE ARE COMING HOME FROM WORK
TO TAKE A BATH AND COOK DINNER OR WHEN PEOPLE THAT WORK A
2ND SHIFT GET UP TO GET READY FOR WORK NO WATER, THEY WORK
ON THE WATER AT TIMES PEOPLE NEED IT WITH OUT WARNING. WHY
CAN'T THE SYSTEM BE WORKED ON DURNING THE DAY WHEN PEOPLE
ARE AT WORK OR SLEEPING IT'S ALWAYS FROM 3pm TO 6pm.
SUNRISE CAN'T WORK ON WATER SYSTEM WHEN IT'S A BETTER TIME
FOR EVERY ONE AND GIVE A FEW DAYS NOTICE.**

WATER SMELLS

WATER HAS A YELLOW COLOR TO IT, HAS FOREIGN BODIES IN IT.

**SUNRISE POSTED SIGN: A SIGN WAS JUST PUT UP IN THE FRONT OF
SUNACRES TO**

**LET PEOPLE KNOW ABOUT WHEN THE WATER WILL BE OFF .
THIS HAPPEN TO BE THE WEEKEND BEFORE THE MEETING TO
RAISE OUR WATER RATES. THE AREA THAT TELLS WHAT TIME
THE WATER TURN OFF ISCAN NOT BE READ FROM YOUR CAR,
ITS WROTE WITH A PEN.**

**SUNRISE READING METERS: THEY READ THE METERS WHEN EVER
THEY FEEL LIKE IT. SOME METERS ARE READ OVER THE
FENCES**

NAME

ADDRESS

DO NOT AGREE
WITH INCREASE

Branchy Benison

2419 Stanton St.

✓

Roxanne Wallace

2411 Tiny Terrace

✓

Mindy A Cooley 2405 TINY TERRACE

✓

Chris Wallace 2402 Thompson

✓

Candy Cameron 2439 Stanton

✓

Christy J. Selby 2439 Stanton St

HELL NO
I DON'T AGREE

Vany R 2378 Peach Av.

HELL NO ✓

Cory L...

NO

Phil Clark

✓

Heather Geistinger 2407 Summer Hollow dr. HELL NO!

Sharon Duncan 2521 Edmond Circle

✓

Jana & Billy Ray 2470 Thompson St

✓ HELL NO
I pay enough!

Kenneth McMillan 2409 Autumnwood DR

NO

Ben Kuhl 2426 Stanton St.

NO

Randall K... 3921 OWENS RD. AUB. 33823

WHY HELL NO

Danny Mills 2386 Plum Ave Aub. Fl. 33823 Do Not Agree

Jeremy Little 2454 King Ave Aub FL 33823 HELL NO!!!

Angela Chipp 2437 Garden St. Auburndale 33823 Do Not Agree

DORIS PIERCE 2407 STANTON ST AUB 33823 HELL!!! NO

NAME

ADDRESS

DO NOT AGREE
WITH INCREASE

Pamela L. Coy

2432 Gordon St.
Aub. Fl. 33823

✓ no

Ryan Fisher

2439 Station St.
Aub. Fl. 33823

✓ no

Geronimo Munoz

2338 Cherry Ave
Aub. Fl. 33823

✓ no

Mike William

2454 Stanton

11

Mary Munn

2338 Cherry Ave.

Do Not

John & Pat Gross

2353 King Ave.

NO

2378 Peach Ave

Do Not

Mariana Smith

Lydia R. Cuevas

2591 Sun Acres Blvd.

DO NOT

Diana Allen

2371 Peach Ave.

Do Not

Kathy Carter

2406 Summer Hollow Dr.

DO NOT!

Barbara A. Carter

2590 Sunrise Dr.

No

William M. Young

2596 SUN ACRES BLVD

NO

Michelle Carter

2347 Cherry Ave

NO

Bobby W. Graham

2409 Springwater Dr

NO

Joe Bodwin

2375 King Ave.

NO

James Sterling

2564 SE 542

= NO =

Dallas Smith

2376 Peach

NO

Kinder Mc Nair

2588 Sun acres Blvd.

NO-NO

Paula Buhl

2589 Sun Acres Blvd

NO

Wabel Buhl

2589 Sun Acres Blvd

NO

NAME

ADDRESS

DO NOT AGREE
WITH INCREASE

Bonnie Alderman 2445 King Ave. no - not.

Cindy Little 2445 King Ave. NO

Tina Baker 2343 Cherry Ave NO

MARION CARTRELL 2352 King Ave NO

Frank Bregman 2460 Teri NO

Gloria Kuntner 2570 Nelson St NO

Joy Juntty 2520 N Spry St NO

Verna Hame 2592 Sunrise Tr NO

Sam Gladen 2554 Nelson St. NO

Alice Cadwalader 2602 Sun Acres Blvd NO

Lynn S. Cadwalader 2406 Teri St. NO

Hubert A. McHain 2588 Sun Acres Blvd NO

Mary Jo Noble Warner 2560 Nelson St NO

Bobby Stewart NO

Marge La Capra 2504 Edmond Cir. - NO

Glenns Ogden Aub. Tr 2453 Teri St. - NO

Eugene A Carter 2406 Summer Hollow Dr NO

Jackie Siter 2597 Sun Acres Blvd. NO

NAME

ADDRESS

DO NOT AGREE
WITH INCREASE

SHARON Mulsey 2534 Edmond Cir

~~NO~~ ✓

William S. Wallace 2425 Stanton St

~~NO~~ ✓

HEA WALLACE 2425 STANTON ST

~~NO~~ ✓

Claris Wallace 2404 Thompson St

✓

Wanda Porcilio 2410 Sumner Hill

✓

ED BRILVA 2364 Plum Ave. N.W.

✓

Lynn S. Cadwalader

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

February 14, 2001

RECEIVED-FPSC
01 FEB 16 PM 1:47
RECORDS AND
REPORTING

Ms. Mindy Cooley
2405 Tiny Terrace
Auburndale, FL 33823

Re: Docket No. 001118-WU, Application for a Staff Assisted Rate Case by Keen Sales, Rentals and Utilities, Inc. (Keen or utility) for its Sunrise Water Company system. The utility is located in Polk County.

Dear Ms. Cooley:

Thank you for the comments and the petition given to staff during the customer meeting on February 12, 2001. Staff has made a copy of the petition and filed it with the Commission's Division of Records and Reporting where it will remain in the docket file for this rate proceeding. A copy of the petition for your files is attached to this letter. As stated at the customer meeting, staff is scheduled to make a recommendation to the Commission on April 5, 2001, and the Commission vote on this matter is scheduled for the April 17, 2001, Agenda conference.

If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934.

Sincerely,

Troy Rendell
Public Utilities Supervisor

TR:jb
Enclosure (1)

cc: Division of Economic Regulation (Willis, Butts, Walker, Lingo, Munroe)
Division of Legal Services (Jaeger)
Division of Records and Reporting (Docket File)

Consumer Information

Name: RICHARD BRYANT
Business Name:
Svc Address: 2453 TERI STREET

County: Polk Phone: (863)-551-1170
City/Zip: Auburndale / 33823-
Account Number:
Caller's Name: JACK R OGDEN
Mailing Address: 2453 TERI STREET

City/Zip: AUBURNDALE ,FL 33823-
Can Be Reached: (863)-551-1170

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WU771
Company: KEEN SALES, RENTALS AND
Attn. James Ray Keen363223W
Response Needed From Company? Y
Date Due: 03/13/2001
Fax:

Interim Report Received: / /
Reply Received: 02/26/2001
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: TARRAH GORDON
Entered By: RGILLAND
Date: 02/20/2001
Time: 09:17
Via: PHONE
(Phone/Mail/Fax/E-Mail)
Prelim Type: IMPROPER
PO:

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: TCM
Date: 03/02/2001
Closeout Type: WS-12
Apparent Rule Violation: Y

The customer states he has been disconnected in his service. The customer states he was not given any warning, and states he does pay his bills on time. The customer states that he has tried to call the company with no result. Please investigate this complaint and contact the customer and the FPSC with a report no later than the due date. Customer also referred that this be filed under docket number 001118.

RBGillander

Fax: 850/413-7168

Written: 2540 Shumard Oak Blvd
Tallahassee, Florida

Email: pscreply@psc.state.fl.us

REPORTING
RECORDS AND

01 MAR 14 AM 11:56

RECEIVED-FPSC

COPY

2/26/01 - Company response received via US mail.pjohnson

03/01/01 Reviewed report. It appears that a maintenance man incorrectly shut off the customer's water. As soon as this error was determined, the company immediately restored the service.

Inquiry closed as an apparent infraction against Keen Sales for improper disconnect of the customer's service (FAC 25-30.320(5)(6)). Automatic closeout letter will be mailed to the customer. tmorgan

COPY

RECEIVED-FPSC

Docket No. 001118-WU

01 FEB 23 PM 1:06

Keen Sales, Rental and Utilities, Inc.

RECORDS AND
REPORTING

ORIGINAL

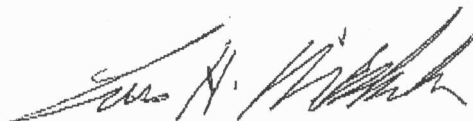
To whom it may concern:

My name is Lars H. Mikkelsen and I am a resident of the area that purchases water from Keen. I was unable to attend the meeting that was held, but I would like to comment on the proposed rate raise. I would not have too much of a problem with the proposed increase, IF the customer service and repair work would be taken care of properly. On one occasion, we had problems with an employee while we were trying to find out a reason for an error in one month's reading. When my wife asked to talk to the owner the employee claimed that they were not in the office. We were never called back.

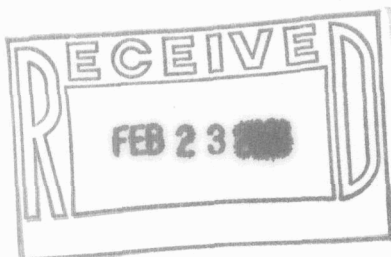
We are also dealing with constant water quality problems and the results after repairs are done. We are having to deal with low or non-chlorinated water for two to three days, then a period of the same with over chlorinated water. As for the repair work, about 3-4 months ago they had to fix a leak in our back yard. After the hole was dug and a sleeve was put on we were told that they would be back the next day to check to make sure the leak was fixed and to fill in hole. Someone was here for two days after the repair and the gate was unlocked so they could finish, no one ever showed up. After two weeks I ended up filling the hole back in so our animals or anyone else did not fall into it.

One of the last problems we have been having is after the repair work is done on the line the air is not being bleed out of the water line. We are having one to two days after dealing with air in the line. Which in turn is going to cause problems with our plumbing inside the house. In closing, the rate increase is not going to help the residents with better service and water the only thing its going to do is put more money in the pockets of the owner.

Thank you for your time,



APP _____
CAF _____
CMP _____
COM _____
CTR _____
ECR Tudor
LEG _____
OPC _____
PAI _____
RGO _____
SEC _____
SER _____
OTH _____



ORIGINAL

KSRU

Keen Sales, Rentals and Utilities, Inc.

685 Dyson Road
Haines City, FL 33844
Business Phone 863-421-6827

COPY

February 23, 2001

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

ATTENTION: TARRAH GORDON - COMPLAINT #36322W


To Whom It May Concern:

This gentlemen has a legitimate complaint that has been addressed directly to him.

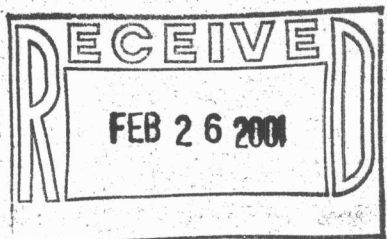
Our maintenance man incorrectly shut his water off. As soon as this error was determined we immediately restored service and apologized profusely. Obviously, the customer was able to reach us to point out the error; therefore, we are uncertain as to why he contacted the FPSC.

We will strive to be more cautious with future cut offs.

Sincerely,


J. Ray Keen
President

CC: Mr. Richard Bryant



STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

COPY

Public Service Commission

March 6, 2001

JACK R OGDEN
RICHARD BRYANT
2453 TERI STREET
AUBURNDALE, FL 33823
Case #363223W

Dear MR. OGDEN:

This is a follow-up to your recent inquiry with the Florida Public Service Commission (PSC) concerning KEEN SALES, RENTALS AND UTILITIES, INC.

Documentation provided to the PSC indicates that the utility has been in touch with you, and your concerns have been addressed. Therefore, this matter appears to be resolved.

If this is not the case or if you have additional questions, please contact toll free at 1-800-342-3552 or by fax toll free at 1-800-511-0809. Thank you for the opportunity to assist you.

Sincerely,

A handwritten signature in black ink, appearing to read "Telsula Morgan".

TELSULA MORGAN
Division of Consumer Affairs

M E M O R A N D U M

RECEIVED-FPSC

March 5, 2001

01 MAR -5 PM 4:28

TO: DIVISION OF RECORDS AND REPORTING (BAYO) **RECORDS AND REPORTING**
FROM: DIVISION OF LEGAL SERVICES (JAEGER)
RE: DOCKET NO. 001118-WU - APPLICATION FOR STAFF-ASSISTED
RATE CASE IN POLK COUNTY BY KEEN SALES, RENTALS AND
UTILITIES, INC. (SUNRISE WATER COMPANY).

Please add the following names as interested persons in the above-referenced docket. Also, please indicate in CMS that these individuals wish to receive a copy of the recommendations when they are filed.

Joe Bodwin
2375 King Ave.
Auburndale, FL 33823
Phone (863) 967-0469

Hubert A. McNair
2588 Sun Acres Blvd.
Auburndale, FL 33823
(863) 967-3973

Frank Breighner
2460 Teri St.
Auburndale, FL 33823
(863) 967-2945

Glenda Ogden
2453 Teri St.
Auburndale, FL 33823
(863) 551-1170

Lynn Cadwalader
2406 Teri St.
Auburndale, FL 33823
(863) 967-5010

Wanda Percifield
2410 Summer Hollow Dr.
Auburndale, FL 33823
(863) 967-8215

Gordon S. Given
2405 Winteridge Dr.
Auburndale, FL 33823
(863) 967-7607

Doris M. Pierce
2407 Stanton St.
Auburndale, FL 33823
(863) 967-7609

Marge La Capra
2504 Edmond Cir.
Auburndale, FL 33823
(863) 965-1174 (Unlisted)

Jackie Sitek
2597 Sun Acres Blvd.
Auburndale, FL 33823-4829
(863) 967-6518

Barbara Larter
2590 Sunrise Terr.
Auburndale, FL 33823
(863) 967-4799

Ventura Smith
2378 Peach Ave.
Auburndale, FL 33823
(863) 581-0881 or (863) 967-4232

Rose Turner
2360 King Ave.
Auburndale, FL 33823
(863) 965-0201

Noble S. Warren
2560 Nelson St.
Auburndale, FL 33823
(863) 967-1451

RRJ/lw

Done 3/06/01

Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

RECEIVED-FPSC
01 FEB 28 AM 10:25

RECORDS AND
REPORTING

Name William M. YOUNG
Address 2596 SUN ACRES BLVD
AUBURNDALE, FL 33823

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

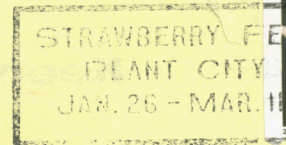
my wife & I don't want the water
Co. To loose money, we do think
The suggested rates are too high.

I thank you,
William M. Young

APP
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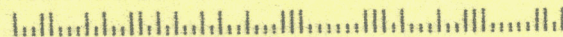
William M. Young
2596 Sun Acres Blvd.
Auburndale, FL 33823-4830



RECEIVED-LBSC
EB 58 VM 10:52
REPORTING
FEB 26 2001

Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399X7019



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Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

Name Mike Williams

Address 2454 Stanton St.

Auburndale FL 33823

RECEIVED-PPSC
01 FEB 28 AM 10:25
RECORDS AND
REPORTING

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

I reported my water meter not working, my bill has always been \$9.03 & I received 2 bills 15 and 20 dollars, in the mean time they told me not to pay the bill till they could ck out my old meter and they would get back with me, but they never did and next thing I know they sent me a late ~~and~~ notice and threaten to turn my water off. So becuse of the bad meter it cost my a extra 15-20 dollars. Also what about my deposit?

thankyou

Mike Williams

551 2137

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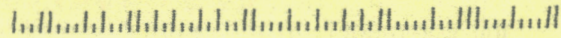
Mike Williams
2454 Stanton St
Auburndale FL 33823



RECEIVED-LBSC
01 FEB 28 AM 10:52
REPORTING
RECORDS AND

Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399+0850



Fold Here

I reported my water meter not working
my bill has always been \$12.00 & I
received 2 bills \$12 and 20 dollars
in the mean time they told me not
to pay the bill till they could
ok out my old meter and they
would get back with me, but
they never did and next thing
I know they sent me a late

Tape

Fold Here

my notice and the meter do this
the bad meter it cost me
extra \$2-20 dollars Also
what about my deposit

Thank you
Mike Williams
321 2127

FILED
MAR 1 2001
PLANT CITY
FLORIDA
CLERK

Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

Name Roxanne Wallace
Address 2411 Tiny Terrace
Auburndale FL 33823

RECEIVED-FPSC
01 FEB 26 AM 10:45
RECORDS AND
REPORTING

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

Paid \$50.00 deposit on Nov of 1999
For water turn on, my new mobile Home
Shut off's of water, when I come home
from work at 5:00. Water is turned off
all hours with out notice.

Rustey water, smells bad, other things
flouting around in it. Took sample to meeting.
No water pressure back in trailer park
section where I live.

Sunrise reads the meter's when ever
they feel like it, A Few months ago they
did the reading a week early so people's
water bill the next month would show more
gallon's they used on next bill that way it
would be higher bill; more money due.

For this increase to be so these people can
get a big paycheck is unfair. I have been
on my job for 6 years and only make \$400.00
a week at a Radiology group in Lakeland

APP
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Work phone 863-665-4231 and tape -- see back for address

4844

[illegible]

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Tape

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Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

Name Sherry Smith
Address 2374 King Ave
Auburndale, FL 33823

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

I do not want the rate increase.
Our water tastes bad & smells bad
my washer gets clogged up with all
the sand that is in the water.
The bath tub also gets sand in it
from the water.
If the rates are raised there
should be alot of things done here
to improve our water.
It ~~smells~~ either smells bad OR won't
but Chlorine, either way its bad.

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RECORDS AND
REPORTING

01 FEB 26 AM 10:44

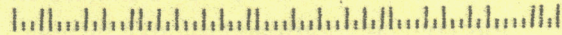
RECEIVED-PPSC

Sherry Smith
2374 King Ave
Auburndale, FL 33823



Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399-0850



Fold Here

Tape

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REPORTING
RECORDS VID
01 FEB 2001 14:10:11
RECEIVED-FBSC

Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

Name Lorri Taylor
Address 2385 Plum Ave
Auburndale, HI 33823

2/20/01

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

I Could See Raising Our Rates - IF - the quality of water was 100% better & if our water was not off 3/4 of the time & 1/2 of the time we are not informed. I am A single Mom of 2 boys. I get 0 in Support - I can Not Afford this price increase. Please Rethink your plan. There has got to be A different way!

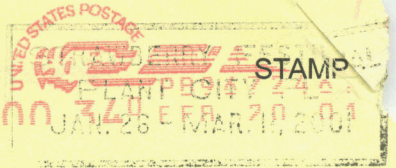
Thank you

Lorri Taylor

APP
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P.S. I just Received this notice on 2/19/01.

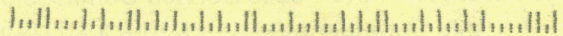
Lorri Taylor
2385 Plum Ave
Aub, FL 33823



Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

2/20/01

32399-0850



Fold Here

I would get behind our friends - If the quality of water was more better & if our water was not off 2/4 of the time & 1/2 of the time we are not interested. I am a simple person & I hope I get & in support. I am not afraid this price increase. Please rethink your plan. There had got to be a different way!

Thank you

Tape

Fold Here

Lorri Taylor

P.S. I just received this notice on 2/19/01.

Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

Mrs Fleta Wallace
2425 Stanton St
Auburndale, FL 33823-4826

Name Fleta Wallace
Address 2425 Stanton St
Auburndale Fla 33823

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

The system really needs to be improved. Start with the Purity of the water up to the office.

Woke up on Feb 20, 01 No water
I called the office Great improve
ment. Problem was told to me, I will
also be the 4th on the list for
call back. Now That's A great
improve. Now we can move to
the water fixing. Backwards
from what I wanted But a start
thank you
Fleta Wallace

APP _____
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PAI _____
RGO _____
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SER _____
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Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

Name Jessica Barfield

Address 2344 Plum Ave

Auburndale, FL 33823

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

I understand the need to increase profits. It is a logical business decision to want to make money instead of lose money; however, this much to drastic an increase. It is ridiculous to expect customers to go from paying \$8.85 per month to paying \$32-52 a month. If an increase is necessary it should be a gradual one. It may be necessary for the company to only receive a 1% or 2% return for the first year or two. This will be better than losing money and it will also be much more likely to get by with the customers. A drastic increase like they are planning is only going to cause an uproar. I am not in favor of such a drastic increase. Please modify or vote against this action for a rate increase.

Jessica E. Barfield

Fold and tape -- see back for address

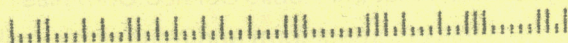
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Jessica Barfield
2344 Plum Ave
Auburndale, FL
33823



Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399X7019



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Tape

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Jessica E. Barfield

Hong Wang

From: Kay Flynn
Sent: Thursday, March 08, 2001 10:32 AM
To: Ralph Jaeger
Cc: Hong Wang
Subject: names on mailing list

001118

Ralph, Hong and I discussed the request in your memo (to designate the names to be added to the docket mailing list as needing to receive staff's recommendation). We can honor the request by adding " - R " after the names on the list. Example:

Ralph Jaeger - R

Your secretary should then know that only those names with the " - R " should get a copy of the recommendation.

Please remember that RAR doesn't send out copies of recs--it will be up to your secretary to do that.

Will this work?

Kay

P.S. Hong, please put a copy of this e-mail with the memo from Ralph.

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI

STATE OF FLORIDA



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Ms. Ventura Smith
2378 Peach Avenue
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Ms. Smith:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

If you wish to attend, please arrive promptly at the beginning of the Agenda Conference, as we cannot state the exact time at which this item will be heard. You are welcome to come to this Agenda Conference and observe and/or participate in the discussion of this items. If you have any questions, please feel free to call me at (850) 413-6199.

Sincerely,

Lyla White for

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

STATE OF FLORIDA

COMMISSIONERS:

E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
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DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Ms. Rose Turner
2360 King Ave
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Ms. Turner:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script, appearing to read "Ralph R. Jaeger".

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

STATE OF FLORIDA

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
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NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

April 19, 2001

RECEIVED-PPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Mr. Noble S. Warren
2560 Nelson Street
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Mr. Warren:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script, appearing to read "Ralph R. Jaeger".

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI

STATE OF FLORIDA



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NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Keen Sales, Rentals and Utilities, Inc.
c/o Mr. J. Ray Keen
685 Dyson Road
Haines City, Florida 33844-8587

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Mr. Keen:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script, appearing to read "Lyla White for", written over the typed name.

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

STATE OF FLORIDA

COMMISSIONERS:

E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Ms. Doris M. Pierce
2407 Stanton Street
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Ms. Pierce:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

Lysa White for

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

STATE OF FLORIDA

COMMISSIONERS:

E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
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NOREEN S. DAVIS
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(850) 413-6199

Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Ms. Wanda Percifield
2410 Summer Hollow Drive
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Ms. Percifield:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script that reads "Ralph R. Jaeger".

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

STATE OF FLORIDA

COMMISSIONERS:
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J. TERRY DEASON
LILA A. JABER
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MICHAEL A. PALECKI



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NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Ms. Glenda Ogden
2453 Teri Street
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Ms. Ogden:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script, appearing to read "Ralph R. Jaeger".

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

STATE OF FLORIDA

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Mr. Hubert A. McNair
2588 Sun Acres Boulevard
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Mr. McNair:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

Lisa White for

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

STATE OF FLORIDA

COMMISSIONERS:

E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Ms. Barbara Larter
2590 Sunrise Terrace
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Ms. Larter:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

Lysa White for

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

STATE OF FLORIDA

COMMISSIONERS:

E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Ms. Marge La Capra
2504 Edmond Circle
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Ms. Capra:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

If you wish to attend, please arrive promptly at the beginning of the Agenda Conference, as we cannot state the exact time at which this item will be heard. You are welcome to come to this Agenda Conference and observe and/or participate in the discussion of this items. If you have any questions, please feel free to call me at (850) 413-6199.

Sincerely,

Lysa White for

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI

STATE OF FLORIDA



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Mr. Gordon S. Given
2405 Winteridge Drive
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Mr. Given:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

Lisa White for

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

STATE OF FLORIDA

COMMISSIONERS:

E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
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Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Ms. Lynn Cadwalader
2406 Teri Street
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Ms. Cadwalader:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script that reads "Lisa White for".

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

STATE OF FLORIDA

COMMISSIONERS:
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J. TERRY DEASON
LILA A. JABER
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Public Service Commission

April 19, 2001

RECEIVED-FPSC
01 APR 20 PM 2:06
RECORDS AND
REPORTING

Mr. Frank Breighner
2460 Teri Street
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Mr. Breighner:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

Lysa White for

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

RECEIVED-FPSC

01 MAR 26 AM 10:27

Name DONALD K. BRIGGS

RECORDS AND
REPORTING

Address 2336 PLUM AVE

AUBURNDALE, FL.

33823

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

Dont you think 300% increase is a little too much? This will cause hardship for a lot of people. The people in Sun Area are not High Income. People this type of increase will hurt. you've got us over a barrel what can we do?

APP
CAF
CMP
COM
CTR
ECR
LEG
OPC
PAI
RGO
SEC
SER
OTH

ORIGINAL

Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

RECEIVED-FPSC

01 MAR 28 AM 9:32

Name DORIS M PIERCE

RECORDS AND
REPORTING

Address 2407 STANTON ST

AUBURN DALE - FL 33823

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

3-26-01

If YOU RAISE The water AS proposed The rate would be the HIGHEST IN Polk county. Why should a few pay for the ones that CAN afford to water. I NEVER use much water in the last year I HAVE used 13,130 gal. including this days reading. 4830 gal.

The representative for STATE kept saying July 2,000. But Keen sales Bought this water Co. 3-5-99 ON APRIL 1, 99 we started paying KEEN. I HAVE THE ORIGINAL Letter and all the Bills from then to today. Also a letter showing \$10. non refundable Setup + \$25 refundable Deposit. I have been here since 11-86 + Never Late + have never received my Deposit BACK.

AS FAR AS The proposed LOSS. I wonder if the have TAKEN IN Proposed Income. I Rode AROUND The whole PARK. (VACANT)

There are 14 Empty Homes + 22 Empty (VACANT or Lots) for mobile Homes That is a total of 36 more customers.

The water since this company took over is Awful.

Recently the water smelled bad + Turned a funny color. This was APPROX 3-4 weeks ago. I had a severe stomach problem for 2 weeks. Diarrhea + Nausea (can't eat it)

I STARTED Boiling my water a week ago + All my symptoms have gone. This water is NOT worth the amount

We ARE paying now. Please if you MUST RAISE

the water Do so reasonably IT would NOT be fair if people with money CAN use water + people like me on

Social Security will NOT be able to afford to take a Bath. 11

Fold and tape -- see back for address

APP
CAF
CMP
COM
CTR
ECR
LEG
OPC
PAI
RGO
SEC
SER
OTH

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI

STATE OF FLORIDA



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

April 19, 2001

RECORDS AND
REPORTING

01 APR 20 PM 2:06

RECEIVED-FPSC

Ms. Jackie Sitek
2597 Sun Acres Boulevard
Auburndale, Florida 33823-4829

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Ms. Sitek:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script that reads "Ralph R. Jaeger".

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

COMMISSIONERS:
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LILA A. JABER
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MICHAEL A. PALECKI

STATE OF FLORIDA



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

RECEIVED-PPSC
RECORDS AND
REPORTING

01 APR 20 PM 2:06

Public Service Commission

April 19, 2001

Mr. Joe Bodwin
2375 King Avenue
Auburndale, Florida 33823

Re: **Docket No. 001118-WU - Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company).**

Dear Mr. Bodwin:

Enclosed is a copy of the Staff Recommendation that was filed in the above-referenced matter on April 19, 2001. The Commission is expected to consider this Recommendation at its May 1, 2001, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

Lysa White for

Ralph R. Jaeger
Senior Attorney

RRJ/lw

cc: Division of Records and Reporting
Division of Economic Regulation (Rendell)

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Internet E-mail: contact@psc.state.fl.us

Keen Sales, Rentals and Utilities, Inc.
(Sunrise Water Company)

DOCKET NO. 001118-WU

ORIGINAL

Name JERRY REED
Address 2380 King Ave
Auburndale Florida 33822

RECORDS AND
REPORTING

01 APR 30 PM 3:33

RECEIVED-FPSC

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

IF I do not use any
water for four or five months
a year. Why do I have to
pay for water I do not use?
Thank you

APP
CAF
CMP
COM
CTR
ECR Under
LEG
OPC
PAI
RCO
SEC
SER
OTH

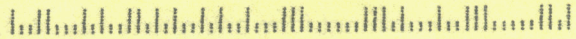
Jerry Reed
2380 King Ave.
Auburndale, Florida 33823



Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED
01 APR 30 PM 3:33
RECORDS AND REPORTING DIV

32399X7019



Fold Here

Tape

Fold Here

APP
CAF
CMP
COM
CTR
FDR
LDR
MGR
NDR
PDR
QDR
RDR
SDR
TDR
VDR
WDR
XDR
YDR
ZDR

RAR Official Filing:

5/22/01*****9:36 AM*****Matilda Sanders*****1

A-2
Add City Clerk

Matilda Sanders

PAA - 1162

From: Lysa White
Sent: Tuesday, May 22, 2001 8:41 AM
To: RAR - Orders-Notices
Cc: Janet Harrison; June Ariola
Subject: order in dn 001118

64 pgs

WU

The order saved in WP9 as i:\001118or.rrj has been e-filed.

S

16m

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 24, 2001

RECEIVED-FPSC
01 MAY 25 PM 3:42
RECORDS AND
REPORTING

Mr. J. Ray Keen
685 Dyson Road
Haines City, FL 33844

Re: Docket No. 001118-WU - Staff Assisted Rate Case in Polk County by Keen Sales, Rentals and Utilities, Inc. (Sunrise Water Company)

Dear Mr. Keen:

Proposed Agency Action (PAA) Order PSC-01-1162-PAA-WU was issued on May 22, 2001. If no protests are filed by the end of the protest period, which is June 12, 2001, the rates and charges approved by this Commission will become final. However, the utility must submit revised pages for staff's approval before the utility can implement new rates.

To expedite the tariff revision process, the utility should file revised tariff pages by June 5, 2001, to allow staff sufficient time to verify the accuracy of the revised pages. Enclosed are revised tariffs for this utility's Sunrise Water Company. Although staff has prepared revised tariffs for this utility, it is the utility's responsibility to make sure all tariffs submitted to the Commission are complete and accurate.

A copy of the customer notice informing the utility's customers of the Commission's approved increase must also be submitted for staff's review and approval. After staff approves this notice, it must be mailed to customers of receipt prior to consumption at the increased rates. This notice shall show the effective date of the tariffs. Staff has also included an example of a Commission approved customer notice.

Please mail the revised tariff pages and a copy of the proposed customer notice to:

Mr. Troy Rendell
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Enclosed is a copy of accumulated plant, depreciation, CIAC and amortization of CIAC

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Internet E-mail: contact@psc.state.fl.us

Mr. J. Ray Keen

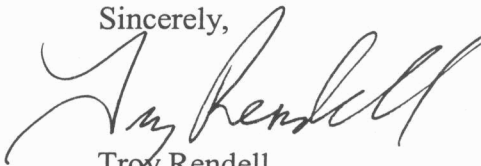
Page 2

May 24, 2001

schedules reflecting year end balance at March 31, 2000. The Commission approved these balances for rate setting purposes in this case. Please reconcile your books with the Commission approved accumulated balances shown on the enclosed schedules.

If you have any questions, please contact me at (850) 413-6934.

Sincerely,

A handwritten signature in dark ink, appearing to read "Troy Rendell", with a stylized, flowing script.

Troy Rendell
Public Utilities Supervisor

Enclosure

cc: Division of Economic Regulation (Willis, Rendell)
Division of Legal Services (Jaeger)
Division of Regulatory Oversight (Vandiver)
Division of Records and Reporting (001118-WU)

RAR Official Filing:

6/14/01***10:38 AM*****Matilda Sanders*****1**

Matilda Sanders

12 99 - CD

From: Lysa White
Sent: Thursday, June 14, 2001 10:38 AM
To: RAR - Orders-Notices
Cc: June Ariola; Janet Harrison
Subject: Order in DN 001118-WU

2

The consummating order saved in WP9 as i:\001118co.rrj has been efiled. Have a good day!

S

15 m