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COMMISSION CLERK

May 18, 2004

Florida Public Service Commission Director, Division of Commission Clerk and Administrative Services 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850

040384-WS

RE: Water Certificate #247- W and Wastewater Certificate #189-S

Dear Sirs,

I am in receipt of a "Notice of Application for an Amendment to Water and Wastewater Certificates" from Sanlando Utilities Corporation. This application appears to be an attempt to increase the size of their service area. The Notice appears to be an "all or nothing" bid to accomplish this endeavor in that many areas seem to be described within the application.

The application likely meets the necessary legal notice requirements and is full of property descriptions but lacks sufficient language to identify and define for the average lay person exactly what is being attempted and for what reason. A map of the affected areas would be helpful as well.

During the past several years I have attempted as President of the Myrtle Lake Neighborhood Association to get municipal water services in our community. I have contacted and met with Seminole County Utilities and Utilities Incorporated (now part of Sanlando Utilities). I was told that our neighborhood was outside of their (Sanlando's) franchise service area and that we were within Seminole County Utilities' area. After some 14 months I finally received a verbal commitment from Utilities Incorporated that water service could be provided for a cost of nearly \$600,000.00. This was to provide service for approximately 140 parcels within our neighborhood.

CMP	It was during this period that several residents that reside along the outside edge of our
COM	community were able to convince Sanlando Utilities to provide service to their homes.
CTR	This was accomplished by a series of lines running along Canal Point Road and Myrtle Drive, and under Myrtle Lake Hills road to several homes located on Myrtle Lake Hills
ECR	Road and also on Ridge Road. The cost to these residents was negligible compared to the
GCL	costs that would be borne on those residents mandated to participate in an MSBU (special
OPC	assessment district) area.
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This undermined the efforts put forth on behalf of the community by the neighborhood association. It was fundamentally unfair that so few would receive municipal water service for the price of a connection fee (\$1,500), when the majority of residents would be made to payoff a greater amount (estimated at \$8,500 each) over a ten year period thru an MSBU.

This was exacerbated by the fact that we later learned that the Utilities Inc/Sanlando had no authority to enter into the county service area and provide municipal water services to those few residents that now enjoy it.

I am shocked and dismayed to think that this application would only include those few residents presently being provided service by Sanlando in our neighborhood. I believe that if Sanlando wants to increase the size of its service area than they should include the entire neighborhood and not just an enclave here and there. Our neighborhood is at the end of Myrtle lake Hills Road. There is no outlet and no county utility services are available. The surrounding neighborhoods (North Ridge, North Ridge Pointe, and Bolling Farms) that adjoin our community are all provided municipal water services by Sanlando.

This Notice of Application of an Amendment is too convoluted to be understood by those that could be affected adversely by it. A citizen should not have to hire a lawyer and cartographer to decipher the information contained within this application.

I am not in favor of approving this application until more clear and concise information is made available.

Sincerely,

Thomas M. Outingstall

407-665-6217

cc: Myrtle Lake HOA
Dennis Westrick, Seminole County Utilities
Commissioner Carlton Henley
Martin S. Friedman Esq.