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Facsimile

COMMISSION CLERK

To: Commission Clerk
 Company: Florida Public Service Commission
 @Fax: 800.511.0809
 From: Sharon Hill
 Date: August 6, 2004
 Re: Bayside Utility Services, Inc.
 Docket # 030444-WS
 Pages: 3, including cover page

Good Morning:

Please see the attached protest letter regarding the rate increase and services issue with Bayside Utility Services, Inc.

Regards,

Sharon Hill
Bayside Park Resident

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AUG 06 2004
Florida Public Service Commission
Division of RCA

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To: CCA
Re: Pocket
030444-WS

DOCUMENT NUMBER-DATE
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FPSC-COMMISSION CLERK

ORIGINAL Sharon Hill
6532 Sunrise Drive
Panama City Beach, FL 32407
850-319-0143

August 5, 2004

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AUG 06 2004

Re: Bayside Utility Services, Inc. - Docket # 030444-W5

Florida Public Service Commission
Division of RCA

Dear Public Service Commission:

My heart sank when I heard that the Public Service Commission voted Tuesday, August 3rd in a 4 - 1 vote, to approve the rate increase proposed by Bayside Utility Services, Inc. Your caveat that Bayside Utility Services upgrade the system was well intentioned but I have no faith that the upgrade will be handled in a professional manner. Bayside Utility Services has put forth an embarrassingly unprofessional effort to maintain our system in the past. What makes the PSC think they will do the right thing now?

They cannot effect the upgrade with one part time employee. Will they contract Roto Rooter as they have in the past? Will they bring a crew from elsewhere to do the upgrade? An out of town crew would be cost prohibitive with extra expenses for lodging, meals and travel to be paid by Bayside residents. Either of these solutions would not be cost effective for those of us paying for the upgrade.

It was never Bayside Utility Services intention to upgrade our system or they would have used part of the "double the normal" rate to upgrade our water system over the past few years. They wanted the exorbitant fees as profit. It is my contention that any mandated upgrade would be a banded effort at best.

Who will be responsible for the oversight of the upgrade to assure Bayside residents of a quality job? Who will be our advocate against a company whose only objective is to make as much money as possible? Remember, Bayside Utility Services asked for a 4 times the normal rate, offering to do nothing for the money except make a trip to the bank to deposit their profits. Their track record is abysmal, lift stations not checked for weeks, leaks going unattended for both water and sewer lines. I respectfully request that you listen to the audio tapes from the April 15th meeting to hear the stories of how Bayside residents have been mishandled by Bayside Utility Services. The people who got up to speak represent only a fraction of the history of wrong doing by Bayside Utility Services. If all residents in our community had received notice of the meeting, you would have heard more! I received no notice of the meeting but was advised by a neighbor. While canvassing the neighborhood, procuring willing signatures on a protest petition of the rate increase, over the last few weeks, I've heard awful stories of Bayside Utility Services neglect and outright abuse in their methods of handling water and sewer problems. There have been health issues concerning the neglect of the sewer system!

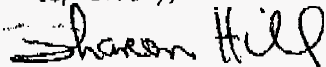
Will the upgrade include moving lines to the front of the lots? If the upgrade does not include moving lines to the front of the lots, it is not really an upgrade! It would be a total waste of our hard earned money to make changes to lines that currently run under our homes (both water and sewer). Will the upgrade include installation of fire hydrants, we currently have only one in the whole community and it is near the marina? I applaud an upgrade to our system but not that it be done by Bayside Utility Services. They have not earned my confidence and I protest Bayside Utility Services as the vehicle to accomplish a quality upgrade to our water & sewer system.

Is there a finite period of time for the rate increase or are we to pay 4 times the normal rate forever? Who will review the plans for upgrade and periodic implementation checks or will Bayside Utility Services be left to do the upgrade without governing body plan approval and oversight?

This four times the normal rate proposed has many ripple effects. This is mostly a low or fixed income community. Renters have already moved out and landlords are having trouble finding renters who will pay the rates. Home sales are also affected. Who in their right mind would willingly move to a community where they have to pay quadruple the water and sewer rate being paid by every other customer in the area, except Bayside residents? I've lived in many cities, in many states and never paid more for water than electric services till now!

The buck stops where? Bayside Utility Services is owned by a foreign government. They are far away and won't be affected in the way a local entity would be held accountable. On April 15th the PSC representatives listened to some of these stories and yet they have faith that Bayside Utility Services will do the right thing with the upgrade? How naive, shame on you all. At this time I have 137 signatures on the petition. This weekend we will be out in force to gather more. You can expect this petition to be faxed to you prior to the August 16th deadline for protest. We may not have been able to leave our jobs to visit you in Tallahassee but you will hear from us again!

Respectfully,



Sharon Hill