

ORIGINAL

Roberta A. Dacey  
1615 Indian Shore Drive  
Clermont, FL 34711  
October 23, 2004

Florida Public Service Commission  
Attn: Director, Division of Commission Clerk and Administrative Services  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0870

RECEIVED  
OCT 25 PM 4:28  
COMMISSION  
CLERK

041141-WS

To Whom It May Concern:

As the owner of the home, located at Lot 190 of Hidden Valley SPE LLC d/b/a/Orange Lake Manufactured Home Community, I have concern with the application for original water and wastewater certificates of authorization (hand delivered copy received 09-29-04).

With the documents provided for review, there was no information noted as to how the initial base rate, original water per gallon fees or the per gallon waste water fees were established. For comparison, the initial rates and charges noted in the application for original water, compared with the rates for City of Clermont Utility Services, exceed both the base charge and the per gallon charge. The per gallon waste water fee exceeds the City of Clermont Utility Services information, also. (see *enclosures*) It appears that Clermont Utility Services or other Utility Services may be able to provide original water and waste water management in a more cost effective method than Hidden Valley SPE LLC d/b/a/Orange Lake Manufactured Home Community. This should be considered when reviewing this notice of application.

I realize that we, the customers, are represented at the hearings by the Public Council and the FPSC regulates privately-owned water and wastewater services in those counties in which the county commissioners have voted to turn over regulatory authority to the FPSC. The residents at Orange Lake Manufactured Home Community include the working poor, the disabled and senior citizens who seem not to have a voice and may be the first displaced by the added monthly expense on their fixed/limited income. With the land rental fee increasing by \$15.00 monthly as of 01/05, the non-insurance covered damage incurred by the multiple hurricanes along with the newly proposed water charges (with the undetermined applicable taxes), will be a challenge for residents of Orange Lake Manufactured Home Community to meet. These issues will need

Hidden Valley SPE LLC d/b/a/Orange Lake Manufactured Home Community intends, by this application, to change their method of charging residents from an exempt utility to a utility regulated by the Public Service Commission. I as an owner in this community, can only hope that you will give consideration to other local utility service providers and their applicable charges when reviewing this application.

Respectfully,

  
Roberta A. Dacey

cc: Virginia Egan, Community Manager, Hidden Valley SPE LLC d/b/a/Orange Lake  
Manufactured Home Community  
Kathryn G.W. Cowdery Attorney, Hidden Valley SPE LLC d/b/a/Orange Lake  
Manufactured Home Community

- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_
- RCA \_\_\_\_\_
- SCR \_\_\_\_\_
- SEC 1
- OTH kin P Attachments (3)

DOCUMENT NUMBER - DATE

11531 OCT 25 04

FPSC-COMMISSION CLERK

Done 10/10/04

# CITY OF CLERMONT

## Utility Services Information

Inside City Customer

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### Utility Service Deposits:

A utility deposit is required from all customers who do not have ownership of the property where service is provided. The residential deposit amount is **\$130.00** or **\$100.00**, depending on the location of the service address. The commercial deposit is equal to 2.50 times the estimated average monthly utility bill.

### Billing Dates:

Utility bills are mailed to all customers on the last working day of each month and are due on the 10<sup>th</sup> of the following month. If the account remains unpaid as of 5:00 p.m. on the 14<sup>th</sup>, a second notice will be mailed including a **\$5.00** late payment penalty fee. The fact that a customer does not receive a bill will not constitute grounds for discount or adjustment. In addition, the City is not responsible for the delays or losses in transportation through the mail.

### Direct Debit Payments:

Utility bills can be paid through **automatic** deductions from your checking or savings account. The deductions would occur on or about the 10<sup>th</sup> of each month.

### New Account Fee:

A new account fee of **\$10.00** is charged for the activation of all new service accounts. The fee will appear on your first utility bill.

### Water Service Fees:

|                       | <u>Single Family</u> | <u>Multi-Family</u> | <u>Commercial</u> |
|-----------------------|----------------------|---------------------|-------------------|
| Base Charge           | \$5.48               | \$5.48              | \$5.48            |
| 1,000-10,000 gallons  | \$1.10*              | \$1.10*             | \$1.10*           |
| 11,000-20,000 gallons | \$1.43               | \$1.43              | \$1.43            |
| 21,000-30,000 gallons | \$2.20               | \$1.43              | \$2.20            |
| over 30,000 gallons   | \$3.00               | \$1.43              | \$3.00            |

\*Variable charges per 1,000 gallons

(The multi-family rate schedule is only available when three or more units are serviced by one meter and the meter is not connected to an irrigation system.)

### Water Utility Tax:

The water utility tax is five (5) percent of the total monthly charge.

### Stormwater Maintenance Fee:

The stormwater maintenance fee for a residential customer is **\$5.00** per month. If the property has approved drainage retention, the monthly maintenance fee is **\$3.00**.

The stormwater maintenance fee for a commercial customer is calculated as follows:

$$\text{Impervious Area of Property} \div 3154 \times \$3.00 \text{ or } \$5.00$$

# CITY OF CLERMONT

## Utility Services Information

Inside City Customer

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### Sewer Service Fees:

|  | <u>Single Family</u> | <u>Multi-Family</u> | <u>Commercial</u> |
|--|----------------------|---------------------|-------------------|
| Base Charge                                | \$12.13              | \$9.72              | \$12.13           |
| Variable per 1,000 gallons                 | \$1.59               | \$1.59              | \$1.59            |
| Maximum gallons subject<br>variable charge | 16,000               | 13,000              | No Maximum        |

### Garbage Service Fees:

The garbage service fee is **\$20.00** per month. The service fee provides once a week pickup of garbage and recycling materials. A City issued garbage container and recycling bin is issued for your use. **Only garbage and recycling materials placed in City-issued containers and bins will be picked up.** An additional garbage container may be obtained for a fee of **\$10.75** per month.

Moving boxes will be picked up at no charge at the time of your first garbage pickup. The boxes must be flattened and placed next to your garbage container. The Public Service Department must be contacted at **394-3350** to arrange for pick up of these items.

### Temporary Discontinuance of Service:

In the event you are vacating your property for more than 30 days, you may request a temporary discontinuance of your water service. During this period, you will not be charged water and/or sewer service fees. A reduced sanitation fee of **\$10.00** per month will be charged during this time. The normal monthly stormwater fee will be charged.

**90 DAY NOTICE OF LOT RENTAL INCREASE**



September 24, 2004

All Homeowners of Orange Lake Community

And

The Board of Directors of Orange Lake Homeowners' Association, Inc.

Re: Increase in Lot Rental Amount

Dear Homeowner and Members of the Board of Directors:

Hometown America and your local management sincerely appreciate your residency. As you know, we are about to begin another annual rental term. Effective January 1, 2005, the lot rental amount will increase. While we do not intend to be overly formal, there are certain requirements of law that we must follow to disclose the increase. We have described below your present lot rental amount, the scheduled increase and the resulting lot rental amount.

**LOT RENTAL AMOUNT INCREASE  
(Per Lot Per Month)**

|           | <b>Present Amount</b> | <b>Increase Amount</b> | <b>Effective January 1, 2005</b> |
|-----------|-----------------------|------------------------|----------------------------------|
| Base Rent | \$ 296.00             | \$ 15.00               | \$ 311.00                        |
| Base Rent | \$ 307.00             | \$ 15.00               | \$ 322.00                        |
| Late Fees | \$ 40.00              | \$ 10.00               | \$ 50.00                         |
| NSF Fees  | \$ 25.00              | \$ 10.00               | \$ 35.00                         |

All homeowners of Orange Lake Community are receiving a notice of base rent increase. The amount of each homeowner's actual increase may depend upon each homeowner's rental agreement, prospectus, and/or their current lot rental amount. If you wish to view a list of the other homeowners who have received a copy of this correspondence, the community managers will make the names and addresses of the other homeowners available at your written request.

If you desire a meeting to disclose and explain the material factors resulting in the decision to increase your lot rental amount, we are pleased to meet with your committee to explain these factors. Your committee must request the meeting within thirty (30) days of your receipt of this notice. We have provided a separate copy of this correspondence to the board of directors of your homeowners' association to facilitate its review of these matters.

Sincerely,

HOMETOWN AMERICA

Virginia Egan  
Community Manager

Orange Lake