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 Administrative Public Consumer
DOCUMENT NO. 05041-08
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Director, Office of Commission Clerk
F1 Public Svc Commission
2540 Shumard Oak Blvd
Tallahassee, Fl 32399-0850

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08 AUG 21 AM 9:55

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08 AUG 21 AM 7:57

Docket No. 070722-WS, WP Utilities, Inc.

I was unable to participate in the conference call on Wed, Aug 13, 2008.
Following are my comments:

The Commercial customers use 7% of the water, yet only contribute 4% of the revenues. Perhaps this explains some of the losses in past years; the commercial accounts may not be paying their fair share. I'm not sure what their fixed bill is, but if it's the same as residential, then it has been woefully inadequate for years. You might also want to look at what is proposed for them. We get charged a premium for over 3,000 gals; the commercial accounts don't. I always thought the rates for all commercial users were higher than residential users.

In 2007, the Utility instituted a \$12,000 annual Mgmt Fee, representing 14% of revenue and high under any circumstances. In addition, it appears that part-time offc help that should have been part of this Mgmt Fee, was also charged as part of Contract Svcs. This needs to be addressed and clearly defined. It should also be noted that in the 2005 and 2006 Annual Reports, which were used for comparison with the 2007 test year, the supporting information for Contract Svcs did not tie to the Annual Reports. Were the costs recorded legitimate? Who knows?

To put this fee in perspective, on a quarterly basis, 190 meters are read, billings are prepared, and checks are deposited. Assume this effort takes 3 days (but only if you are grossly inefficient); that amounts to 12 days per year, or \$1,000 per day Mgmt Fee. I hope the Utility doesn't have the right to increase this amount because it is way too high already.

The Sewer portion of this Utility's books have always shown a profit; yet for purposes of computing this rate change in excess of 40%, you project a loss of \$6,800.

The Water portion of this Utility's books justify a need for an increase. The only question is how much? Once again, you project a loss of \$28,000 when the 2007 Annual Report shows \$21,000.

If 2007 is the test year, then use 2007 numbers, not some "projected numbers". If the resulting increase is insufficient, the Utility can come back in another year and request another increase.

Which leads to another question? As a result of this process, does the Utility have the right to automatically pass on cost increases plus a CPI adjustment? That is certainly a matter that was not clearly discussed with the public.

Also, adjustments were made to the 2007 Annual Report for purposes of this rate hike request. Shouldn't the 2007 Annual Report be amended so that these negative

adjustments are not used in 2008 when that increase in passed on to us? That's double dipping in my book.

And, finally, who is keeping an eye on the Lake Worth water utility? Our Utility just tells us they are passing on cost increases, but something doesn't pass the smell test. In 2007 we purchased 5.538M of water; in 2005, we purchased 6.348M. We should be applauded for conserving 13% less water. Instead, we're getting hammered with a 40% increase. What's wrong with this picture?

Francis M. Zitzmann
6057 Palm Breezes Dr.
Lantana, FL 33462
248 342-7660

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STATE OF FLORIDA



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

Public Service Commission

August 12, 2008

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08 AUG 13 PM 1:48

COMMISSION
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Arthur Stroffolino
6061 Seashore Drive
Lantana, FL 33462

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<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
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Re: Docket No. 070722-WS - Application for staff-assisted rate case in Palm Beach County by W.P. Utilities, Inc.

Dear Mr. Stroffolino:

Thank you for your letter in which you expressed your concerns about not receiving proper notification of the customer meeting for W.P. Utilities, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

At the June 11, 2008 customer meeting, all customers in attendance stated they had not received timely notice of the customer meeting. Because the Commission staff is concerned about the number of customers making this assertion and because proper customer notice is an essential prerequisite to valid rate setting, staff is conducting a follow-up teleconference customer meeting. The follow-up customer meeting will allow customers adequate opportunity to review the proposed rates and provide comment. The teleconference customer meeting will take place on August 13, 2008, starting at 2:00 p.m. Customers are invited to participate in the meeting by dialing the following number at the listed time and date:

Call: 1-888-808-6959, then
Enter participant code: 413-6206
2:00 p.m. Wednesday, August 13, 2008

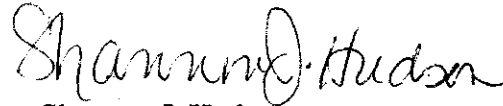
Arthur Stroffolino

Page 2

August 12, 2008

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-7021.

Sincerely,

A handwritten signature in cursive script that reads "Shannon J. Hudson".

Shannon J. Hudson
Regulatory Analyst IV

SH/sh

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)
Office of General Counsel (Bennett)
Office of Commission Clerk (Docket No. 070722-WS)
Office of Public Counsel

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 Administrative Parties Consumer
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Application for a staff assisted rate case in Palm Beach County by

W.P. Utilities, Inc.

DOCKET NO. 070722-WS

RECEIVED-FPSC
 08 JUL 24 AM 10:57
 COMMISSION
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Name ARTHUR STROFFOLINO
 Address 6061 SEASHORE DRIVE
LANTANA FL 33462

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

7-18-08	CONSUMER COMMENTS
I ATTENDED THE MEETING WED JUNEM AT THE PALM BREEZE CLUB AND SPOKE TO THE BOARD. (WHICH CONVERSATION SHOULD BE RECORDED ON TAPE AS THE MEETING) AT THAT TIME I RAISED THE FOLLOWING ISSUES (1) WE WERE NOT PROPERLY NOTIFIED AS TO THE MEETING AND AS I SAID AT THE MEETING IT SHOULD BE RECONVENED IN THE FALL UPON PROPER NOTICE TO ALL CONCERNED AS MOST PEOPLE ARE AWAY UNTIL THEN. (2) A DETAILED BALANCE SHEET AS OPPOSED TO WHAT WAS PRESENTED AT THE HEARING AS MYSELF AND OTHER CONCERNED PARTIES COULD NOT UNDERSTAND IT IN THE FORMAT THAT WAS PRESENTED. IT IS MY SINCERE WISH THAT THIS APPLICATION BE DENIED AND A NEW PROPER APPLICATION BE SUBMITTED FOLLOWING NORMAL PROCEDURES FOR NOTIFYING INTERESTED PARTIES AS WELL AS A BREAKDOWN OF REVENUE AND EXPENSES.	
SHOULD YOU HAVE ANY QUESTIONS I MAY BE CONTACTED VIA MAIL OR MY CELL 561 3466420	
THANKING YOU IN ADVANCE FOR YOUR ANTICIPATED CO-OPERATION	

Fold and tape -- see back for address

A STROFFOLINO
6061 SEASHORE DRIVE
LANSANA FL 33462

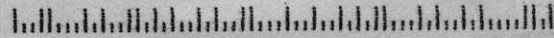
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Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399-0850



Fold Here

Tape

Fold Here

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Ruth Nettles

070722-WS

From: Ruth McHargue
Sent: Thursday, June 12, 2008 4:37 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: 070722

Add to docket file

CONSUMER

-----Original Message-----

From: Consumer Contact
Sent: Thursday, June 12, 2008 1:28 PM
To: Ruth McHargue
Subject: FW: My contact

To CLK for docket 070722

-----Original Message-----

From: Webmaster
Sent: Thursday, June 12, 2008 12:43 PM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, June 12, 2008 12:31 PM
To: Webmaster
Cc: vstankay@bellsouth.net
Subject: My contact

Contact from a Web user

Contact Information:

Name: Vincent Stankay
Company: retired
Primary Phone: 5619680048
Secondary Phone: 5613850306
Email: vstankay@bellsouth.net

Response requested? Yes
CC Sent? Yes

Comments:

I was present at the meeting on Wednesday, June 11, 2008 at 6:00 p.m. Mr. Bart Fletcher was the spokesperson for FPSC. Also Attorney Lisa Bennett, and Shannon Hudson, I believe, but not sure of these two.

I believe there were about 40 people in attendance. Many people who have homes here weren't even present, since they live out of state or in Canada, and use the homes in Florida usually only in the winter time. Plus about 20% of the homes are vacant due to whatever reasons. So there wasn't even a good showing of the most important part of this meeting; the people who live here.

You didn't even have time to prepare any questions, let alone have time to reread the 6 pages of the notice to know what it was all about. Plus who picked 6:00p.m. for a meeting when most people are having dinner?

I along with everyone who lives in Palm Breezes Club received this notice of Docket No. 070722-WS meeting, exactly ONE DAY (1) in advance.

We were told by our owner and one of his office people that this notice was placed by our mail boxes 2-4 weeks before this one. This is not true. We only had ONE DAY (1) notice. It was a six page notice with (Reminder) written in the right corner on the front. It showed

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6/12/2008 4:38 PM

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information on the rates and other pertinent related items.

I personally talked to the owner of our park after the meeting and he said quote-"Lots of people are liars in this world". Then he gave me an example of someone complaining about something and lying.

He more or less called me and everyone in attendance ,liars. I asked at least 3-4 groups gathered after the meeting,if they received this notice as mandated by law to give 30 days notice, and they all said-No;they did not receive any notice prior to the ONE DAY notice as mentioned above.

They are proposing a 39.34 % rate increase. You may as well say 40%,for all purpose here. This is unheard of and unbelievable.Most people residing here are senior citizens and living on Social Security. Are they going to raise my S.C. to accomodate this raise ? I don't think so.Plus everyone knows how many other things have increased.A 5-10% increase would be more realistic if even that was warranted,but 40% ? Please.

This owner needs to be investigated and see how many more lies he has committed to us and who knows to you and many others.

We have 190 homes in our park,and about 20% are vacant . I believe that the owner is trying to get some more money through this increase in the water and sewage to make up from what he is not getting from th 20% who don't give him an income.

I would also like to know the bottom line on how the money is distributed ,and how much the owner (investor) is getting.

We also ,for the record ,all said that we object to this increase; and it was recorded. We don't have to go to Tallahassee to formally complain in person,as was suggested.

Thank you-Vincent V. Stankay