CORRESPONDENCE NOV 03, 2014 DOCUMENT NO. 04653-13

Linda J. McKenna 148 Formosa Island Road Leesburg, FL 34788

October 31, 2014

COMMISSION

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

Re: Docket No. 130194-WS - Lakeside Waterworks, Inc Docket #05882 dated 1015/14

Dear Sirs:

In response to Document # 05882 referenced above, I join with other customers to clear up a misunderstanding regarding scheduling a meeting with US Water to discuss water quality. The customers expressed a desire to meet with them in mid-November after a majority of the utility customers returned to Florida. At no time were any of the customers negligent in scheduling such a meeting, nor should they have been deemed unwilling to do so. Customers who were not available to attend the September meeting have concerns and comments.

The reference by US Water that the Homeowners' Association failed to schedule a meeting is erroneous in that the Homeowners' Association is NOT a customer of the utility. It was concerned customers who expressed a desire for a meeting.

Linda J. McKenna

Luda Mckenn

Angela Charles

From: Dorothy Menasco

Sent: Tuesday, September 23, 2014 9:22 AM

To: Angela Charles; Crystal Card

Cc: Carlotta Stauffer

Subject: FW: Docket 130194-WS / Interested Person

For parties & interested persons correspondence.

Contact added to Docket 130194-WS as:

Linda McKenna ljmverdan@yahoo.com Phone: 352-589-2133

From: Carlotta Stauffer

Sent: Monday, September 22, 2014 4:21 PM

To: 'ljmverdan@yahoo.com'

Subject: Docket 130194-WS / Interested Person

Good afternoon, Ms. McKenna,

Per your telephone request today, you have been added to the mailing list as an interested person in Docket No. 130194-WS. Please note that this contact information is public record and will be available on internet searches.

As an interested person, you will receive e-mail notification of all notices for prehearing and hearing, proposed agency action orders, final orders, and notices of Commission Conference. If you are interested in receiving documents other than those listed (for example, procedural orders), please contact staff counsel for instructions on becoming a party of record. The telephone number for our General Counsel's Office is 850.413.6199.

Should you have any changes or wish to have your information removed from the docket file, please direct those requests to clerk@psc.state.fl.us.

Thank you,

Carlotta S. Stauffer

Commission Clerk Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 Carlotta.Stauffer@psc.state.fl.us 850.413.6728

LAKESIDE WATERWORKS, INC. 01354-14, not

CORRESPONDENCE JUN 25 2014 cument

duplicate of DN

processed. CLK/MHM

March 25, 2014 - REVISION of 03/20/14 Submission

Office of Commission Clerk Ms. Ann Cole, Commission Clerk Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850

RE: Docket No. 130194-WS- Application for staff-assisted rate case in Lake County, Lakeside Waterworks, Inc. - RAI dated 03/17/14

Below are the answers to the questions posed to Lakeside Waterworks, Inc. (LWWI) in letter dated March 17, 2014. Answers will correspond with the numbering used in the letter received from Mr. Murphy:

- 1.a. Service of Previous Owners: Previous owners of Shangri-La By The Lake Utilities, Inc., desired to sell the utility and discontinue responsibility of its operation.
- 1.b. Contractual Management Services: LWWI does not contract out the management of the utility system. We have reached out to local and national companies in relation to Operations, Preventive Maintenance and Billing/Collections/Customer Service. Those we did contact were not capable or interested in providing the required services to such an O&M/CS Contract. Please see attached responses to request for quotes regarding the same contract structure requested for the LP Waterworks, Inc. utility system in most recent past.
- 2.a. Benefit to Customers: The Owner's of LWWI and the Owner's of U.S. Water Services Corporation (USW) have been in the utility management and operations business for many years. During this tenure, the focus on safety, reliability, compliance and maintenance of a system has become paramount to providing the most cost effective, long-term benefits to customers. By way of the Operating and Customer Services Contracts, USW brings a multispecialty approach to the services provided with inhouse engineers, compliance specialist, treatment diagnosticians, and localized maintenance staff that can attend to, monitor and troubleshoot the system quickly. As the FPSC staff has been made aware, this utility system is in need of improvements to insure continued reliable function which is being treated as a priority under LWWI ownership. The system was secondary consideration to the previous owners and the magnitude of preventive or prescriptive maintenance was minimal, with more of a crisis-maintenance approach – if it breaks, then fix it.

2.b. Economies of Scale: As mentioned above, by way of the Operating and Customer Services Contracts, USW brings a multispecialty approach to the services provided with in-house engineers, compliance specialist, treatment diagnosticians, and localized maintenance staff that can attend to, (ENG

AFD I APA ECO GCL IDM CLK

5320 Captains Cour	t, New Port Richey, FL 34652
Mailing: 4939 Cross Bayo	u Blvd. New Port Richey, FL 34652
Tel: (866) 753-8	292 Fax: (727) 848-7701

meal" approach by the utility, would be unaffordable and therefore not accessible to an entity this size – though such a concerted focus is the most effective approach to Utility Operations. In addition, USW maintains equipment and specialized Staff throughout the state, that if the situation arose whereby a complex emergency required immediate attention, the USW staff would be readily available for containment and restoration of service.

3. Additional Cost to Utility:

Outside Professional Services such as Accounting and Legal as Needed PSC RAF Fees Extraordinary Sampling Events

4.a. & b. Please see attached Benchmark Study provided by the Wetcon Organization; undertaken throughout the Southeast at the request of the Florida Governmental Utility Authority (FGUA) in relation to USW contract costs to provide O&M/CS to FGUA utility systems. In addition, a spreadsheet is included indicating the cost per account for the LWWI in comparison.

5.a & b. Please see 4.1 & b.

6. Lakeside Waterworks, Inc. is established as an independent entity. No sibling, or parent/child, entity relationships exist. Three of the four shareholders of LWWI are also three of the six shareholders of the independent entity of U.S. Water Services Corporation.

We hope the information and attachments provided are helpful to the FPSC. Should additional information be required, please do not hesitate to contact me.

Respectfulk

Gary A. Deremer, President Lakeside Waterworks, Inc.

Enc: Short Utilities Email, Pugh Utilities letter, Severn Trent's letter, Pant Tech letter Benchmarking data

XC:

Carl Smith

Victoria Penick

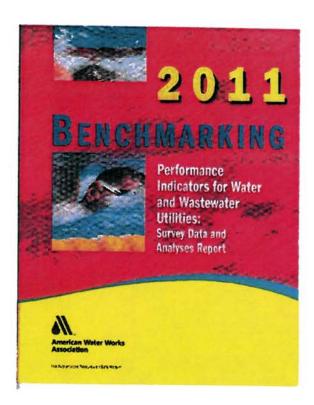
Contract and Benchmarking Review Workshop

Florida Governmental Utility Authority Board June 20, 2013



Industry Benchmarking

- Utilized AWWA "Performance Indicators for Water and Wastewater Utilities: Survey Data and Analysis Report" (2011)
- Based on QualServe benchmarking approach (joint AWWA/WEF methodology)
- Evaluated 11 performance criteria
- Benchmarked against all US combined utilities in survey and those in southern US
- Survey data presents Top Quartile, Median and Bottom Quartile
- Evaluated FGUA South, West and Overall (no Aqua data)



FGUA Benchmarking Results

Metric	Basis		South		1	FGUA	
	The second second	Тор	Median	Bottom	South	West	Combined
Customer Service Cost	\$/account	36.43	41.16	52.38	50.58	38.51	44.55
O&M Cost	\$/account	246	301	379	213	225	219
	\$/MGals	1291	1521	1610	2365	2914	2633
Debt Ratio	%	22.2	41.0	53.1	65.4	99.4	78.8
Water Rates	\$/month	20.20	22.47	25.14	58.89	54.80	56.54
Sewer Rates	\$/month	21.26	27.73	29.51	71.38	68.18	69.91
No. Employees	Accts/employee	719	627	477	562	1004	783
	MGD/employee	0.40	0.32	0.22	0.15	0.19	0.17
Water loss rate	%	0.76	5.4	13.9	12.9	11.9	12.4
Sewer overflows	#/100 miles pipe	1.53	3.05	11.5	2.53	3.74	3.14
Customer complaints	#/1000 customers	1.35	3.09	12.6	4.27	22.1	14.0

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	C and M	1&R up	to \$400)			

PLANT TECHNICIANS INC.

Office (352) 787-2944 P.O. Box 447 Fruitland Park, FL 34731

Laboratory (352) 787-6112

January 29, 2014

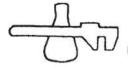
Lakeside Waterworks, Inc. 5320 Captains Court New Port Richey, FL 34652

Subject: Agreement For Services-NO BID

To Whom It May Concern:

Thank you for considering Plant Technicians, Inc. for your Contractor needs. As we perform Monitoring Services and Laboratory Testing only, we consider this contract to be beyond our staffing capabilities at the present time.

Very truly yours,
Sandra Wesson
Sr. Vice President





Severn Trent Services 4837 Swift Road, Suite 100 Sarasota, FL 34231 United States

T: +1 941 925 3088 TF: +1 800 535 6832 F: +1 941 924 7203

www.severntrentservices.com

January 21, 2013

Mr. Craig Bliss Business Development US Water Services Corporation 4939 Cross Bayou Boulevard New Port Richey, FL 34652

SUBJECT: L

LP Waterworks Operations and Maintenance

Dear Mr. Bliss:

I would like to thank you for the opportunity for Severn Trent Services to provide a proposal for the operations and maintenance of your LP Waterworks utility. Following our review of the draft contract and the scope of services, we have determined that the size of this project does not meet our business model. In addition, considering the location of the facility, it would not be cost effective for Severn Trent to pursue this opportunity.

Thank you for considering Severn Trent for this project.

Sincerely,

Richard G. Gardner

Regional General Manager

Pugh Utilities Service, Inc. 760 Henscratch Road Lake Placid, Fl 33852 863-465-6911

January 24, 2014

In review of the scope of work that LP Waterworks, Inc. is seeking, Pugh Utilities is not prepared to bid on this work nor do we provide all services requested. Pugh Utilities thanks you for providing the opportunity to bid on this work but must decline at this time. Please do keep us in mind for future opportunities.

Thank You,

Danny Holmes

Pugh Utilities Service, Inc.

Carl Smith

From:

Ron Derossett

Sent:

Wednesday, January 22, 2014 6:34 PM

To:

Carl Smith

Subject:

FW: LP O&M contract

Ron DeRossett
US Water Services Corporation
4939 Cross Bayou Blvd.
New Port Richey, FL 34652
Office: (727)849-8292
Cell: (904)540-9765
fax: (727)849-5467

From: Short Utility [mailto:shortutility@embargmail.com]

Sent: Wednesday, January 22, 2014 6:32 PM

To: Ron Derossett

Subject: LP O&M contract

Short Utility Service inc. at this time will not be able to submit price quotes for the LP O&M contract. The requirements are outside of our scope of work. If you have any further questions feel free to call me at any time. Thank you, Wendell.

Crystal Card

From: Dorothy Menasco on behalf of Records Clerk

Sent: Wednesday, May 21, 2014 8:48 AM

To: 'gjpgjp@embarqmail.com'

Subject: FW: Carlotta PSC DOCKET NO. 130194 W-S

Attachments: Carlotta Stauffer PSC.docx

The document presented has been reviewed by the Office of Commission Clerk and found to be ineligible for E-filing. Filings submitted by electronic transmission must be attached to an e-mail sent to **filings@psc.state.fl.us**. Documents sent to any other Commission e-mail address will not be considered filed. A link to the Commission's e-filing requirements is included for your convenience:

http://www.floridapsc.com/dockets/e-filings/

Your filing will need to be revised and resubmitted in order to be eligible for electronic filing.

Please call our office if you have any questions.

Office of Commission Clerk Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, Florida 32399-0850 850-413-6770

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: Gary Papucci [mailto:qjpqjp@embarqmail.com]

Sent: Tuesday, May 20, 2014 2:53 PM

To: Records Clerk

Subject: Fwd: Carlotta PSC DOCKET NO. 130194 W-S

From: "Marsha Straughan" <marshastron@embargmail.com>

To: "gjpgjp" <gipgjp@embarqmail.com>
Sent: Tuesday, May 20, 2014 2:43:50 PM

Subject: Carlotta PSC

CORRESPONDENCE MAY 21, 2014 DOCUMENT NO. 04653-13

RECEIVED-FPSC 14 MAY 21 AM 9: 17 COMMISSION CLERK

Florida Public Service Commission 2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0850

Re: Document No. 130194-WS.

May 18,2014

Dear Sirs or Madame's,

I am presently a home owner in a mobile home park that has the misfortune to have to ask the PSC to consider moving the meeting date of the scheduled meeting from July 24th, 2014 to a date in October. The original meeting date has moved at least 3 maybe 4 times (without giving a reason). I know there was a reason, but I was not advised of it. The reason for this change is that it will allow the majority of water users to hear the rates being requested are 300% of the current rates in person. There are many of the homeowners who spend their summers in a more pleasant temperature further north. To ask for a vote for such a drastic increase in rates without having a majority of everyone affected present would be like "taxation without representation".

When we were addressed "in the beginning" by the CEO of Lakeside Water Company, or his representative, the estimated end fees after a cursory inspection, would be twice (200%) of the current fees. This rate increase being considered (300%) is truly outside the box. This is a retirement community with fairly fixed income that was established many years in the past. We hope the "PSC" will look at the increase being considered, not being acceptable to the <u>public</u> being affected.

Yours Respectfully,

Resident Homeowner,

Shangri La By The Lake Mobile Home Park

Frm: Ed Morgan

207 Bangkok Island Lan. Leesburg, FL 34788-2908 ORLANDO FL 328

19 MAY 2014 FM 5 L



DISTRIBUTION CENTER

14 MAY 21 AM 7: 13

Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850

May 20, 2014

Carlotta Stauffer, Commission Clerk

Public Service Commission

2540 Shumard Oak Blvd.

Tallassee, FL 32399-0850

RE: Docket # 130194-WS

I am requesting the postponement of the Customer Meeting between the PSC and customers of Lakeside Waterworks from July 24, 2014 to September 2014.

Summer months find many customers on vacation.

The rescheduling of this meeting can be extended according to the PSC personnel if Lakeside Waterworks agrees. Referring to document #05388-13, a letter dated September 6, 2013 to the Commission Clerk requested a time extension of 45 days signed by Gary Deremer, Pres., Lakeside Waterworks. Victoria Penick, Vice Pres., from the US Water Services Corp. on September 10, 2013 requested an extension and waiver of the statutory time frame.

With both parties requesting extensions, it seems that an extension is feasible.

Sincerely,

Gary Papucci

129 Burma Island Rd

Leesburg, FL 34788

352-357-7197 (H) 814-572-1272 (C)

Crystal Card

From: Shawna Senko

Sent: Tuesday, May 20, 2014 4:40 PM

To: Crystal Card

Subject: FW: Carlotta PSC DOCKET NO. 130194 W-S

From: Shawna Senko

Sent: Tuesday, May 20, 2014 4:38 PM

To: 'Gary Papucci'

Subject: RE: Carlotta PSC DOCKET NO. 130194 W-S

Your questions and comments are very important to us. For future reference, please direct comments, requests for information, and changes to contact information in specific dockets, to clerk@psc.state.fl.us.

Documents to be filed/placed in a specific dockets may be filed at filings@psc.state.fl.us.

Changes to a regulated company's information can be located on the Commission's website at the following link: http://www.floridapsc.com/utilities/. This Change of Company Information on Regulated Utility form is for use by companies regulated by the Florida Public Service Commission in changing information which appears in the PSC's Master Commission Directory of Utility Data. The form must be printed and changes made by a company representative only, then signed, dated, and mailed to the Commission at the address shown or faxed to (850) 717-0114.

Shawna Senko Florida Public Service Commission Office of Commission Clerk 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850 850-413-6770

From: Gary Papucci [mailto:gjpgjp@embargmail.com]

Sent: Tuesday, May 20, 2014 2:53 PM

To: Records Clerk

Subject: Fwd: Carlotta PSC DOCKET NO. 130194 W-S

From: "Marsha Straughan" <marshastron@embarqmail.com>

To: "gjpgjp" <gjpgjp@embarqmail.com>
Sent: Tuesday, May 20, 2014 2:43:50 PM

Subject: Carlotta PSC

5/14/2014

Florida Public Service Commission,

In regard to Public Service Commission Docket # 130194-WS, the meeting for the residents of SHANGRI-LA by the LAKE has been moved to 7/24/2014. Since many of the residents of this community are out of town for the summer or on vacation, it is requested that the meeting be rescheduled for October when most of the residents are available to voice their concerns on this extremely important matter. Myself included.

Sincerely,

Jeff Laskowski

35100 Forest Lake Rd.

Leesburg, Fl 34788

352-233-8974

PECENED APSC 14 MIN 16 M 9: 06 35100 FUNEST LAKE RD LEESBURG FL 34788 ORLAMINO FL 328
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FLORIDA PUBLIC SERVICE COMMISSIONI
2540 SHUMARO OAK BLVO
TALLA HASSEE FL 32399-0850

5/14/2014

Florida Public Service Commission,

In regard to Public Service Commission Docket # 130194-WS, the meeting for the residents of SHANGRI-LA by the LAKE has been moved to 7/24/2014. Since many of the residents of this community are out of town for the summer or on vacation, it is requested that the meeting be rescheduled for October when most of the residents are available to voice their concerns on this extremely important matter. Myself included.

Sincerely,

Vanessa M Hampton

35100 Forest Lake Rd.

Leesburg, Fl 34788

352-233-8974

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25 40 SHUMARD OAK BLUD
TALLA HASSEE FL 32399-0850

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PLEASE PLACE ME ON MAILING LIST FOR PASE DOCKET NO. 130194-WS.

SEND INFORMATION TO

GARY J. PAPUCCI 129 Burma Island Rd. Leesburg, FL 34788





Crystal Card

From: Dorothy Menasco on behalf of Records Clerk

Sent: Tuesday, April 15, 2014 6:42 PM

To: Patti Zellner

Subject: Notification of Unacceptable Filing - (Email ID = 1434)

The document presented has been reviewed by the Office of Commission Clerk and found to be ineligible for E-filing for one or more of the following reasons:

- 1. The document is unsigned. Documents may be signed by typing "s/", "/s" or "/s/" followed by the signatory, i.e., /s/ First M. Last.
- 2. The document is not in compliance with the Florida Administrative Code (F.A.C.) filing rules listed on the FPSC's Web Based Electronic Filing Requirements.
- 3. The document is ineligible for E-filing.
 - a) Identified as ineligible in the docket's Order Establishing Procedure.
 - b) Must be accompanied by a fee or payment.
 - c) Contains proprietary confidential business information.

If you have any questions, please contact the Office of Commission Clerk at <u>clerk@psc.state.fl.us</u>.

Document was filed twice:

Customer Meeting 13019 Notice dated April 15, 2014 to be filed in the docket file.	Watts	Entered from Drop- down list	Other
Customer Meeting 13019 Notice dated April 15, 2014 to be filed in the docket file.	Watts	Entered from Drop- down list	Other

PRE-APPENDED DEC 10, 2013 - 4:23 PM DOCUMENT NO. 04653-13

STATE OF FLORIDA

COMMISSIONERS: RONALD A. BRISÉ, CHAIRMAN LISA POLAK EDGAR ART GRAHAM EDUARDO E. BALBIS JULIE I. BROWN



DIVISION OF ENGINEERING TOM BALLINGER DIRECTOR (850) 413-6910

Hublic Service Commission

December 10, 2013

Ms. Laura Werner Shangri-La By The Lake 100 Shangri-La Boulevard Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Shangri-La by the Lake Utilities, Inc.

Dear Ms. Werner:

This letter is to confirm our reservation of the Shangri-La By The Lake clubhouse for March 13, 2014, from 4:30 p.m. to 10:00 p.m. We are planning to hold a general customer meeting beginning at 6:00 p.m. We may finish the general customer meeting before 10:00 p.m., depending on the number of attendees and the number of comments received. We are also confirming that there are no charges incurred to use these facilities.

Please see the attached exhibit indicating the requirements for the customer meeting area. If you have any questions, please contact me at (850) 413-6952. Thank you.

Sincerely,

Melinda Watts

Engineering Specialist III

Melinda Wetta

MW:pz

Enclosure

cc: Division of Engineering (M. Watts, S. Rieger)

Division of Accounting & Finance (M. Barrett)

Division of Economics (L. Roberts)

Office of the General Counsel (C. Murphy)

Office of Commission Clerk (Docket No. 130194-WS for docket file)

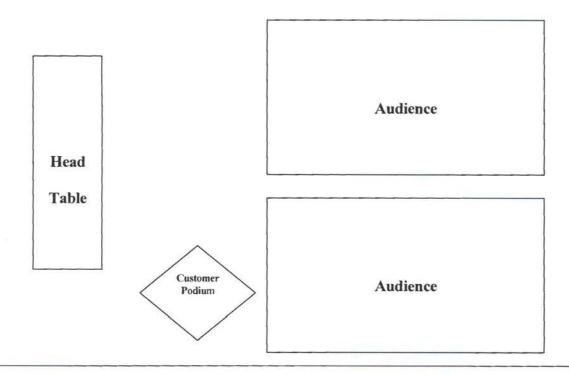
MEETING ROOM SETUP

Seating

If at all possible, the head table should be on an elevated platform in front of the audience. A raised dais such as we have at the Commission is best. A table may only be used if the front and sides are covered with a modesty skirt. Folding tables with an open front are appropriate only when using a modesty skirt.

A separate podium or table to one side of and facing the head table (away from the audience) is required for customers. Another table may be necessary if a court reporter is required.

The meeting set up should appear as shown below:



Public Address System

If possible, a minimum of two microphones (three are preferred), one for the head table and one for the customer podium, is required. The public address system should be sufficient to ensure that the audience can hear what is being said in normal speaking voices.

Dorothy Menasco

From:

Dorothy Menasco

Sent:

Friday, August 09, 2013 5:37 PM

To:

'Davis, Phyllis'

Cc: Subject: Matilda Sanders; Reilly, Steve RE: Interested Party Request

Ms. Davis:

Per your request, we have added OPC/Kelly and Reilly as interested persons in the dockets listed below.

For future reference, and to ensure that your information is handled efficiently and accurately, please direct comments, requests for information, and changes to contact information, to clerk@psc.state.fl.us.

Give our office a call if you have any questions. This e-mail will be placed in Parties Correspondence in each docket for historical purposes.

Dorothy Menasco
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
850-413-6770

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: Davis, Phyllis [mailto:DAVIS.PHYLLIS@leg.state.fl.us]

Sent: Tuesday, August 06, 2013 1:27 PM

To: Dorothy Menasco

Cc: Matilda Sanders; Reilly, Steve **Subject:** Interested Party Request

20 Dockets

Good morning:

I would like to request that the Office of Public Counsel, attention: J.R. Kelly, Public Counsel and Stephen C. Reilly, Associate Public Counsel, be listed as an interested party in the following dockets:

130194-WS 🗸	130180-WS	
130178-SU 🗸	130176-WS 🗸	
130175-WS V	130174-WU 🗸	
130173-WU 🗸	130172-WS 🗸	
130171-WS /	130155-WU V	

130153-WS	130149-WU	
130128-WS V	130105-WS	
130065-SU /	130055-WS	
130025-WU /	130010-WS /	
120317-WS V	120285-SU	

Please email all automatic notification of informal meeting notices, FAW notices, all recommendations, and final orders issued by the Commission to kelly.jr@leg.state.fl.us.

If you have additional questions please contact me at 488-9330.

Thanks.

Phyllis W. Philip-Guide Office of Public Counsel c/o The Florida Legislature 111 W. Madison Street, Rm. 812 Tallahassee, FL 32399-1400 850-488-9330