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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of	:	
Application of THE WOODS, a	:	DOCKET NO. 900966-WS
Division of HOMASASSA UTILITIES,	:	
INC. for a Staff-assisted rate	:	<u>CUSTOMER MEETING</u>
case in Sumter County	:	
	:	

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**RECEIVED**

Division of Records & Reporting	Bushnell Community Center
	407 East Belt Avenue
	Bushnell, Florida
<b>JUN 12 1991</b>	
Florida Public Service Commission	Wednesday, May 22, 1991

Met pursuant to notice at 7:00 p.m.

STAFF IN ATTENDANCE:

WILLIAM LOWE, Assistant Director, FPSC Division of  
Water and Sewer.

NOREEN DAVIS, Chief, Water and Sewer, FPSC  
Division of Legal Services.

MARY SYMON, FPSC Division of Consumer Affairs.

REPORTED BY: CAROL C. CAUSSEAU, CSR, RPR  
Official Commission Reporter

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P R O C E E D I N G S

(Hearing convened at 7:06 p.m.)

MR. LOWE: We would like to go ahead and get started, if we could.

My name is Bill Lowe, and my title is Assistant Director of the Division of Water and Sewer, Florida Public Service Commission. I am a Staff member of the Commission, okay?

To start off with a little bit, the people that are here today, we are people that make recommendations to the Commissioners, who make decisions, okay, so you might bear that in mind when you're talking to us; that we're not going to be the ones that make the ultimate decision on what happens on the rate case.

With me tonight is Ms. Noreen Davis, who is Bureau Chief of the Division of Legal Services with the Public Service Commission. Sitting over at the table over there is Mary Symon. She's in our Division of Consumer Affairs. And to my left is Ms. Carol Causseaux, and she is the court reporter who is going to be taking down everything that is said tonight.

As a little ground rule, because she is taking it down the ground rule is that only one of us can talk at a time. She's good, but taking down two of

1 us talking at a time is difficult.

2 First off, I would like to tell you that the  
3 Utility requested this rate case, okay? The Public  
4 Service Commission didn't initiate it; the Utility  
5 asked for it.

6 A little about this type of rate case, it's  
7 called a Staff-assisted rate case; whereas for small  
8 companies the Commission has a program where the Staff  
9 of the Commission actually goes out and prepares all of  
10 the financial and engineering information that's  
11 necessary to present a rate case to the Commission.  
12 The Staff that works for me has done most of the work  
13 on this case, okay?

14 There has been an engineering investigation;  
15 we have had an engineer who works for me who has come  
16 down and looked at your plant; looked at both the water  
17 and sewer plant; reviewed the service area; talked with  
18 the utility people, and prepared a report.

19 There has been an audit report prepared on  
20 the -- an audit performed on the books and records of  
21 the Utility by an auditor out of the Tallahassee  
22 District Office.

23 There has been an analyst's report that was  
24 prepared using both the engineering report and that  
25 audit. That's where the preliminary rates that you got

1 in the notice, that probably scared the stew out of  
2 you, came from. Let me stress that those rates are  
3 preliminary; there is nothing cast in stone about them,  
4 and what you say tonight can have a direct impact on  
5 those rates. About 90 to 95% of the time those rates  
6 change by the time we get to present them to the  
7 Commissioners, and what you say can have a real impact  
8 on them.

9           One of the things that you can say tonight  
10 that can help us out the most, okay, there are a number  
11 of things you can say, but one of the things we are  
12 real interested in hearing is about the quality of  
13 service of the water that you are receiving, okay? And  
14 the quality of the service that's provided on the sewer  
15 side. What I'm talking about is does the water smell?  
16 Is it discolored? Is there stuff in it? Do the sewers  
17 back up, okay. If you live somewhere near the sewer  
18 plant, does it smell? If you live near the water  
19 plant, does it smell? Is it maintained? If you call  
20 up the Company to complain, are they responsive?  
21 That's some of what I'm real interested in hearing  
22 tonight.

23           Also, we'll answer any questions that we can  
24 that you have. We may not know the answer to the  
25 questions you have, but I will promise that I will get

1 you an answer. If I can't get you one tonight, I will  
2 get you one, so that none of your questions will go  
3 unanswered. Now, you can ask me some questions that we  
4 may not be able to answer at some point in time. I'm  
5 not going to say that I'm all-knowing, okay?

6 With that, I'm going to turn the meeting over  
7 to Ms. Davis and she's going to tell you a little bit  
8 about the Commission and how it operates, and how it  
9 processes these cases and what you can do, and that  
10 sort of thing.

11 MS. DAVIS: Thank you. The procedure that we  
12 use in a Staff-assisted rate case is called a proposed  
13 agency action procedure. What that means is that after  
14 Staff completes its investigation, including what we  
15 hear tonight, we take all of that information back to  
16 Tallahassee and prepare a recommendation to the  
17 Commission. And we present that to the Commission at  
18 an Agenda Conference and, as it says in the special  
19 report, that is going to be held on July 16th.

20 Now, that recommendation can be anywhere from  
21 15 to 30 to 40 issues in length, depending on what we  
22 learn from the investigation. When we present that, it  
23 is an open public meeting and any of you are welcome to  
24 come up and listen, or even address the Commissioners  
25 if you wish to. The Commission reviews what Staff is

1 recommending and can either accept it, reject it or  
2 modify it.

3           Their decision is then taken by the attorney  
4 and turned into a proposed order, and that proposed  
5 order says, "This is what the Commission intends to do  
6 regarding this Company's request for a rate increase  
7 unless a substantially affected person," and that's  
8 you, "files a protest within a certain time period."  
9 And that time period is 21 days after the order comes  
10 out.

11           Now, what we'll do, so that you know what is  
12 in the recommendation, is those of you who signed up  
13 when you came in, if you wish to receive a copy of the  
14 recommendation just put a little "x" or a star by your  
15 name and I'll send you one. We ask that you share that  
16 with your neighbors. And you will also receive a copy  
17 of the proposed agency action order, and at the back of  
18 that order it will tell you the date by which you have  
19 to file a protest, if you want to file a protest.

20           Now, what happens if you should decide to  
21 file a protest, if you disagree with the Commission's  
22 decision? Then the Staff-assisted rate case procedure  
23 comes to a dead halt and we switch to a more formal  
24 procedure and an administrative hearing is held before  
25 the Commissioners. And in order to prepare for that

1 hearing the Company no longer gets the kind of  
2 assistance from Staff that it had when we were in the  
3 informal phase, and they are entitled to hire  
4 consultants to help them put their case on. Testimony  
5 is filed; the customers would have to present their  
6 testimony; the witnesses are subject to cross  
7 examination, and it's not quite like a trial that you  
8 see on TV but it is a formal administrative hearing.

9           At the conclusion of that hearing, Staff  
10 reviews all the evidence that was presented to the  
11 Commission and we write another recommendation. That  
12 one is also presented in Tallahassee. You may observe  
13 at that Agenda Conference, because all those meetings  
14 are open to the public, but you can't speak to the  
15 Commissioners. Only the Staff can speak to the  
16 Commissioners after a hearing.

17           And, again, if the Commissioners think that  
18 Staff did not interpret the evidence that was gathered  
19 at the hearing correctly, they can reject or modify our  
20 recommendation, or if they think we interpreted it  
21 correctly they will accept our recommendation.

22           What comes out of that is another order, but  
23 that's a final order. There's no protest to it, but  
24 what you could do, if you think the Commission made an  
25 error in its decision, that decision can be appealed to



1 the First District Court of Appeal in Tallahassee. And  
2 if the District Court of Appeal upholds the  
3 Commission's decision, and you still think something  
4 was wrong with the decision, the next and final level  
5 is the Florida Supreme Court. Very few water and sewer  
6 cases are ever appealed that high. The First District  
7 Court of Appeal is usually as far up the judicial  
8 ladder as they go.

9           When we get into that formal hearing mode  
10 it's very expensive, and so to keep from getting into  
11 that situation we try and do as complete a job  
12 investigating a case while we're still in the  
13 Staff-assisted mode. So that's why the information  
14 that we get from you is very important because, even  
15 though we have sent the accountants and the engineers  
16 out to review things, you, as the recipients of the  
17 service, know a lot of things that only you can tell  
18 us. So that's why it is very important that we hear  
19 from you and we're really glad you made the effort to  
20 come out tonight.

21           Because what you say is important, it's taken  
22 as sworn testimony and made a part of the record. So  
23 what I would like to do is ask those of you who wish to  
24 speak tonight to please stand up and you will be sworn  
25 in by the court reporter. And we can do that now.

1 (Witnesses sworn collectively by reporter.)

2 MS. DAVIS: Okay, thank you, and I will turn  
3 the meeting back to Mr. Lowe.

4 MR. LOWE: Okay, because I forgot to tell you  
5 something. (Laughter) I forgot to tell you what the  
6 real purpose of the meeting is. Somewhere along in  
7 there I missed out.

8 We're here to listen to what you all have got  
9 to say, okay? This meeting is a customer meeting; it's  
10 your meeting, and you all can say anything you want to,  
11 okay, and we'll listen to it, in any way, form or  
12 fashion. We're not here to listen to the Company, or  
13 anything they have to say. We've heard from them.  
14 We're here to listen to you all.

15 The other thing is -- and Ms. Davis and I  
16 continue to forget -- there is an office in Tallahassee  
17 that's called the Office of Public Counsel, that should  
18 you, when the Commission makes its decision, should you  
19 not like that decision, the Office of Public Counsel is  
20 an attorney's office who represents the Citizens of the  
21 State of Florida. You can contact that office. The  
22 head of that office's name is Jack Shreve, and he does  
23 represent -- that's his primary function is to  
24 represent the Citizens of the State of Florida before  
25 the Public Service Commission. He can assist you if

1 you need legal help before the Public Service  
2 Commission. And if you are interested in writing it  
3 down, his telephone number is 904-488-9330. He has  
4 also got a toll-free number and none of us can remember  
5 what it is. I assume you could probably get it from  
6 the 1-800 directory, long distance directory, okay?  
7 Sometime or other I may be able to bring it with me one  
8 time, or remember it, or something.

9 UNIDENTIFIED SPEAKER: 904-what?

10 MR. LOWE: 904-488-9330. Okay, sir.

11 Now, with that, those few extra comments,  
12 what we would like to do, and since you all are so  
13 close I don't think you will have to get up and move or  
14 anything, just talk from your seat, but we'd like for  
15 one of you to go first. Maybe we'll go ladies first,  
16 okay?

17 There are a couple of little ground rules:  
18 When you first talk you need to give us your name and  
19 your address and spell your last name for us, okay?  
20 Then you can say whatever you want to say.

21 COLLEEN MAYNARD

22 appeared as a witness and, having been duly sworn,  
23 testified as follows:

24 MS. MAYNARD: My name is Colleen Maynard, we  
25 live at 3509 County Road 679, Webster, Florida. And do

1 you want the phone number?

2 MR. LOWE: No, ma'am, just spell your last  
3 name for us.

4 MS. MAYNARD: The last name is Maynard,  
5 M-a-y-n-a-r-d.

6 MR. LOWE: Okay. Now, anything you want to  
7 say.

8 MS. MAYNARD: I work for the Polk County  
9 Health Department, I'm a State employee. I was an  
10 employee of Sumter County Health Department. I took it  
11 upon myself to go by there tonight and pull some of the  
12 records on complaints that we have had with the system,  
13 and I have them here to present to you so you can have  
14 those for your records.

15 MR. LOWE: Okay.

16 MS. MAYNARD: Those records are kept over in  
17 the courthouse and they are public record. (Supplied)

18 MR. LOWE: Okay, thank you.

19 MS. MAYNARD: And I will give you one of my  
20 cards.

21 MS. DAVIS: Great.

22 MS. MAYNARD: Being a State employee, I work  
23 with the environmental health section and my main  
24 concern is the sewage, and also the water quality. My  
25 job at the Polk County Health Department is

1 Environmental Supervisor of the sewage and septic tank  
2 programs.

3 We have lived in The Woods Mobile Home  
4 Subdivision, it was our first piece of property, since  
5 1984, June sometime. When we first moved there we paid  
6 \$1,075, and I have a receipt for it, paid in full, on  
7 June 22nd, 1984, for the service, which was \$800 for  
8 tap fee, 200 for a connection, and \$75 for a meter fee.

9 I would say within about a month after living  
10 there, for three days we were without water or sewer.

11 UNIDENTIFIED SPEAKER: Amen.

12 UNIDENTIFIED SPEAKER: That's right.

13 MS. MAYNARD: I was pregnant at the time, I  
14 had just delivered a baby; I had an episiotomy that  
15 needed to be clean; I had a baby that had diarrhea; I  
16 had baby formula bottles that needed to be sterilized,  
17 and I became very upset. I asked someone at that time  
18 that was with the Company -- which at that time was  
19 Central Utilities Ltd. out of Lakeland, Florida, and  
20 now he has sold it on to USA Utilities -- I asked them  
21 to provide water to us, that in our situation we needed  
22 it right away. They told us that they had -- that the  
23 main problem was that all the connections were all  
24 connected together; that if one went out they all went  
25 out.

1           So at that time they were working on the side  
2 of the road trying to alleviate the problem, but it  
3 didn't solve our problem. So I went down there and I  
4 took the children with me, and I remember being very  
5 upset, and I believe I took my husband's gun with me.  
6 I was at the point of not knowing what I was going to  
7 do, but I was so upset, and I am a professional person,  
8 but I was so upset being without water for that amount  
9 of time. We couldn't afford at that time -- I wasn't  
10 working for the State -- to go to a motel, to go to a  
11 relative, to go and stay somewhere else.

12           So I went and spoke to the man at the side of  
13 the road and I told him the problem, and he said he  
14 would try to get it as soon as possible. They, in  
15 turn, called the police; the police came back and said,  
16 "Mrs. Maynard, what can we do to get things straight  
17 for you?" I said, "Please bring me some water." The  
18 Sheriff said, "Within a half an hour the service should  
19 be back together somehow at this end. We'll see that  
20 you get some water."

21           That was just the beginning of this whole  
22 nightmare. We now stay in Polk County five days out of  
23 the week and live on the weekends here at our home in  
24 Sumter County because my husband is out of town, and  
25 for the convenience of work over in Polk County.

1 Invariably we'll come to the house on Friday afternoon,  
2 after working all day long, bringing the children home,  
3 which are now six and seven years old, come home to get  
4 ready to cook supper or take a bath, and I'm saying  
5 maybe this last instance was two or three months ago,  
6 no water pressure.

7           You could almost tell when it's going off.  
8 If it starts trickling out of the faucet you run to the  
9 bathtub, clean the bathtub out, fill the bathtub up  
10 with water, get pots and pans ready, get it on the  
11 stove, because you're going to be out of water shortly.  
12 Or a thunderstorm will come. If you were there, say, a  
13 couple of years ago a thunderstorm would come,  
14 lightning would hit, and we would be out for a day.  
15 Here it is Friday so we'd have to pack everything up  
16 and go to his parents' house in Ocala, which is now  
17 another 54 miles away, to shower, to use the toilet  
18 facilities, and to eat, and live.

19           So I cannot understand, if you're going to  
20 see a rate increase, the quality of this service must  
21 get better.

22 The problem with this is not so much the cost. I don't  
23 think that a \$20 -- and I brought a copy of my bill --  
24 \$20, which is an average bill, is all that much. Okay,  
25 they're saying they have 60 people that are connected.

1 They're saying that their revenues, you know, are only  
2 \$6,000. I'm figuring that we've got about \$20 on an  
3 average bill, and with 60 people that's \$1,200, times  
4 12 months, that's \$14,400 a year. That's an easy  
5 figure to come up with.

6 Okay. Now, let's talk about the people that  
7 are new and have to pay this, not \$1,075 anymore, but  
8 this \$1,700 connection for the meter and the connection  
9 and the box. So there's some more money.

10 Over this time period, between Central  
11 Utilities collecting this money on this tap-in,  
12 everyone had to have meters put in, what happened to  
13 all of those thousands of dollars that was spent on  
14 putting meters in? Why at that time this aeration  
15 system wasn't upgraded at that time, which I have a  
16 letter from Central Utilities back in 1984, September  
17 the 17th, that says, if I can read it, "The sewer  
18 system presented the greatest problem. It was a  
19 homemade system that was not approved by DER,  
20 Department of Environmental Regulations. It has a  
21 minimum capacity of 5,000 gallons. That's only large  
22 enough to handle eight more taps. This is a problem  
23 for everyone." And so on and so forth. "Therefore,  
24 the only solution is to put in a new system that costs  
25 money. The approximate value of the new plant is



1 \$30,000." We have yet to see a new plant.

2 MS. DAVIS: Excuse me. That letter came from  
3 whom?

4 MS. MAYNARD: This letter is from Central  
5 Utilities.

6 MS. DAVIS: Central Utilities, okay. Have  
7 you seen any change in the quality of service since the  
8 new ownership?

9 MS. MAYNARD: Some.

10 UNIDENTIFIED SPEAKER: I didn't see any.

11 MS. MAYNARD: Some, I'm saying some. We are  
12 at the very end of the system. I can take you to our  
13 house, turn on the shower, and you would think, you  
14 know, are you going to get all the soap out of your  
15 hair when you've finished taking the shower. The water  
16 pressure, and I don't understand why at our end, but  
17 it's low.

18 MS. DAVIS: All the time?

19 MS. MAYNARD: Yes, continuously.

20 MR. LOWE: Where do you live in relationship  
21 to the water plant, Ms. Maynard?

22 MS. MAYNARD: We are south of the plant.

23 UNIDENTIFIED SPEAKER: On the same road.

24 MR. LOWE: On the same road as the plant is  
25 on?

1 MS. MAYNARD: On the same road as the plant  
2 but south of the plant, at the very end.

3 MR. LOWE: Okay. How many times would you  
4 say, just as a rough estimate, you have been without  
5 water in, say, the last year?

6 MS. MAYNARD: Oh.

7 UNIDENTIFIED SPEAKER: Three times in one  
8 week.

9 MR. LOWE: Sir, remember we can only one of  
10 us talk at a time.

11 MS. MAYNARD: I would think, because we are  
12 not there all the time now, in the last year we've only  
13 lived there on weekends, I would say for us about seven  
14 times.

15 MR. LOWE: Okay.

16 MS. MAYNARD: We have replaced three water  
17 heaters in our home. The first two were electric water  
18 heaters. When the water pressure goes low the water  
19 heater doesn't shut off, it boils and boils and boils.  
20 And so now we have replaced that one with a gas one.  
21 It has a vacation mode on it, it's a little bit more  
22 expensive, and we don't have that problem anymore of  
23 having to replace hot water heaters and elements.

24 The water pressure on the ice machine inside  
25 the refrigerator, because the pressure is low it won't

1 fill the tray completely so the ice cubes are like half  
2 ice cubes. When you make a glass of tea the ice that  
3 you are making it with clouds up inside your tea and  
4 has this taste to it. I can't explain the taste, it's  
5 a metallic kind of taste, but it is not a chemical  
6 taste. And being working for the Health Department I  
7 know that after you have been from your home for some  
8 time you should turn the water system on, you come in  
9 and turn all your faucets on and let the water run for  
10 about two or three minutes. I'm not sure that  
11 everybody does that but every day you should do that.  
12 When you go to make coffee you should let the water run  
13 through and then take the water from that, to run it  
14 through the lines.

15 In front of our home there's a clean-out  
16 system that's on the sewer, that goes out to the sewer  
17 line, to the manhole. The County comes through and  
18 mows the easement, which is a 25-foot easement. The  
19 cap is missing off the top of that. I know the fellow  
20 comes and reads the meter, and I know I have told him a  
21 couple of times. I don't know if it's with this  
22 particular company but I know I've told them before.  
23 The cap is missing on it, you can look right straight  
24 down in the hole, you can smell sewer, sewage, and it's  
25 on their end of the place to replace this. It's a

1 clean-out cap is what it is, a clean-out line. And  
2 there's several of them that are missing throughout the  
3 park. Not only is rainwater intruding into that, but  
4 kids could stuff things into it and it will cause the  
5 lift system to fail and the alarm to come on.

6 I haven't brought my phone bills, but I have  
7 called, and since Homasassa is long distance -- I did  
8 have the number, I don't have it now -- but I have  
9 called long distance and they have to get on the  
10 beeper, they have to beep to this person and let them  
11 know there's a problem. Well, this might be Friday  
12 afternoon or it might be Friday evening as the water  
13 goes off about 8:00 or 9:00, or it might be Saturday,  
14 the beginning of the weekend. Now we're into Sunday  
15 before something starts happening. But this, I'm  
16 saying, is like the last time I called was about two  
17 years ago. Before that it was continuously, somebody  
18 would call or you would just leave.

19 MS. DAVIS: What is the average response time  
20 of the Company when you call with a complaint of an  
21 outage?

22 MS. MAYNARD: Well, now it's a lot better,  
23 but before it would actually be a day; it would be  
24 overnight. The next morning, yeah, okay, you would be  
25 able to flush your toilets. But if you had diarrhea,

1 or you had a problem healthwise, you're just going to  
2 have to live with that in your toilet until tomorrow.

3 MS. DAVIS: Okay. And now about how long,  
4 would you say?

5 MS. MAYNARD: I would say now about hours.  
6 (Pause)

7 My recommendation was that the County take  
8 this system over, and probably they put it out on a low  
9 bid and somebody would maintain it.

10 The other suggestion would be that everyone  
11 in The Woods get together as a group and we buy the  
12 system, or take over the system in a way so that we go  
13 and we get our certified operator, someone to maintain  
14 the water, someone to maintain the sewer, and if we  
15 have a problem the money would be in the fund to take  
16 care of that. We could even do away with the water  
17 meters; I mean, pay a flat fee, and then everything  
18 would be okay.

19 As long as the response and the quality would  
20 get better, you know, instead of being without service,  
21 that would be okay.

22 That's about all I have to say.

23 MR. LOWE: Okay. Thank you, Ms. Maynard. I  
24 think we responded to most of your questions; if we  
25 didn't, let me know, okay?

1 Sir, would you like to go next?

2 HENRY BRIGHT

3 appeared as a witness and, having been duly sworn,  
4 testified as follows:

5 MR. BRIGHT: Okay. My name is Henry  
6 B-r-i-g-h-t, I live at 3437 Hickory, and the mailing  
7 address is Webster, Florida 33597.

8 MR. LOWE: Okay, sir.

9 MR. BRIGHT: I live next door to Ms. Maynard,  
10 and approximately, I guess, about three blocks from the  
11 well. I've been there three years and my water service  
12 has been lousy, no water pressure, the water is smelly.  
13 I replaced the hot water heater twice in three years'  
14 time, and it's continuously bad water.

15 When I call them it's generally a day, or  
16 something like that. Or if it's on the weekend it  
17 could be Monday morning before we could get the water  
18 back on. And we've continuously complained to them  
19 about this, about the water and the quality of the  
20 water, and I haven't gotten, you know, any response.

21 And another thing is every meter you see  
22 around there, they're standing in water, they're full  
23 of water. And the entire system is leaking real bad.  
24 I washed my mobile home the other day and I didn't have  
25 enough water pressure to even wash off the roof hardly.

1           And I would like to see someone else take it  
2 over, maybe, like she said, the County or the people in  
3 the park. I would also like to see a full-time  
4 maintenance man there; someone, you know, you could get  
5 ahold of immediately.

6           MS. DAVIS: Have the residents in the park  
7 had a meeting or anything to talk seriously about  
8 perhaps taking the system over?

9           MR. BRIGHT: No, we haven't, now, but I'm  
10 quite sure it's in the mind of everyone, you know. A  
11 lot of the people live out of town, they come in the  
12 wintertime, you know, and they live up north.

13          MS. DAVIS: I see.

14          MR. LOWE: Okay, sir. Anything else?

15          MR. BRIGHT: But whenever they do come in,  
16 they're the same way, they complain about the water,  
17 you know, and, like I say, I have never had real good  
18 water or anything, you know, since I've been there.

19          MR. LOWE: Okay, sir. Have you noticed any  
20 improvement, or lack of improvement, since the new  
21 owners have taken over?

22          MR. BRIGHT: USA has made a little bit of  
23 improvement. Now it seems like it's a day, or maybe  
24 something like that, that it will be out.

25          MR. LOWE: Okay, so some improvement?

1 MR. BRIGHT: Some improvement.

2 MR. LOWE: Okay, sir. Anything else?

3 MR. BRIGHT: No, that's all I have to say.

4 JAMES BROWN

5 appeared as a witness and, having been duly sworn,  
6 testified as follows:

7 MR. LOWE: Okay. How about you, sir?

8 MR. BROWN: Well, it's just the quality of  
9 the water.

10 MR. LOWE: Just a minute, give us your name  
11 and address.

12 MR. BROWN: Oh, I'm sorry. I'm James Brown,  
13 3641 Cedar Lane.

14 MR. LOWE: I don't guess you need to spell  
15 your last name. I think I can handle that one.

16 (Laughter) It's one letter longer than mine so it's a  
17 little long for me.

18 MR. BROWN: Well, maybe you can catch it.

19 (Laughter)

20 But the quality of the water is -- you know,  
21 when you go out here and buy gasoline, if you get bad  
22 gasoline you aren't going to go back there and buy any  
23 more of it.

24 MR. LOWE: That's right.

25 MR. BROWN: I've been buying water for over a



1 year and I cannot drink it. I cannot drink coffee made  
2 out of it. I have to buy my water to make coffee or  
3 drink. I drink beer. I'm telling you like it is.

4 MR. LOWE: Yes, sir.

5 MR. BROWN: I cannot drink the water. On  
6 Sunday nights after they go and service this thing -- I  
7 don't know what they do up there because I don't know  
8 nothing about it -- but on Sundays when I have seen  
9 them up there I cannot take a shower, it puts my eyes  
10 out. I don't know what they do, I don't know what they  
11 put in that water.

12 MR. LOWE: Is it chlorine?

13 MR. BROWN: It's chlorine or something that's  
14 in there, but I cannot take a shower from it.

15 And, basically, I'm getting tired of paying  
16 for something that I cannot use. And we have been  
17 there for over a year now.

18 MR. LOWE: Sir, the problem with the chemical  
19 that you're concerned about, is that only on Sundays?  
20 Is that the only time it happens, or does it happen at  
21 other times also?

22 MR. BROWN: It's other times. Usually, when  
23 I have noticed it myself, it's maybe when they have  
24 been up there and did some work on it. Like I say,  
25 what they do I don't know, maybe put that particle in,

1 or whatever, but, anyway, they are up there servicing  
2 it. That's what I call it because I don't know what  
3 they're doing. But then it comes out then to where,  
4 I'll tell you, I cannot even take a shower in it.

5 MR. LOWE: Okay, sir, and where do you live  
6 in relationship to the plant?

7 MR. BROWN: Right across from Ms. Maynard.

8 MR. LOWE: Okay, so you're about three blocks  
9 away then, also, is that right?

10 MR. BROWN: Three blocks away.

11 MR. LOWE: And that's due south of the plant?

12 MR. BROWN: Right. We had a leak out there,  
13 which it was not only -- at that time I did not have a  
14 phone and this gentleman called twice or three times to  
15 get it fixed. After I got my phone I called four times  
16 and the water was still standing there. We finally got  
17 it fixed, what, three months? Maybe two months ago.

18 MR. LOWE: About two months ago?

19 MR. BROWN: Well, I won't say we got it fixed  
20 because the pipe that's there is still standing full of  
21 water.

22 MR. LOWE: Okay, sir.

23 MR. BROWN: So I don't know whether it's fixed  
24 or not, but at least it's not putting it out on top.

25 MR. LOWE: Is this in your yard?

1 MR. BROWN: Yes, sir.

2 MR. LOWE: Okay, sir.

3 MR. BROWN: This has been leaking now for a  
4 year and we are paying for that, see. That's what  
5 they're asking us to do is pay for this.

6 MR. LOWE: Yes, sir. And you believe it was  
7 fixed about two months ago but you're not certain it  
8 was fixed two months ago?

9 MR. BROWN: That's right, because the water  
10 is still sitting there. I don't know what that pipe  
11 is, but they's water that's still standing there, so I  
12 don't know. Well, I know there's water there because  
13 the dog drinks out of it. (Laughter) So I know it's  
14 in there.

15 MR. LOWE: Okay, sir.

16 MR. BROWN: You know, like I say, basically  
17 we're paying for service that we're not getting; we  
18 cannot use it. And that's all I've got.

19 MR. LOWE: Okay, sir. Thank you.

20 How about you, sir?

21 MR. JONES: Me?

22 MR. LOWE: Yes, sir, go ahead.

23 JOHN PAUL JONES

24 appeared as a witness and, having been duly sworn,  
25 testified as follows:

1 MR. JONES: My name is John Paul Jones.

2 MR. LOWE: I think I can handle that name,  
3 too. (Laughter)

4 MR. JONES: I live at 3539 Cedar Lane,  
5 Webster, Florida 33597, and I live direct across from  
6 the water plant.

7 MR. LOWE: Okay, right across the street from  
8 the water plant?

9 MR. JONES: That's right.

10 MR. LOWE: Okay, sir.

11 MR. JONES: I've been there since '82. And  
12 being licensed in swimming pools, it's the same thing,  
13 basically, as water treatment. You know 7.0 is your  
14 drinking water.

15 Here about a week ago -- I have to take  
16 medicine, so I took me a big glass of water to take my  
17 medicine with. It was cloudy. I poured it out and  
18 took another glass and I had to take my medicine. I  
19 took it with the water and it had so much chlorine in  
20 it, or the pH was so out of balance that it burnt my  
21 throat and I gagged. I mean, it was just terrible.  
22 And, see, living across from that plant, I know I can  
23 hear that plant when it comes on and hear it when it  
24 goes off, I see the red light when it's on, and it's  
25 hard to get up on Monday morning and take a bath and

1 make coffee with that water. The sewage light, it  
2 stayed on for six months and people used to tell me, "I  
3 know how to get to your house by the sewage light being  
4 on. I just come to the red light and I turn and I'd be  
5 at your house." It's a warning signal to the lift  
6 station. When I had one there was a siren on it.

7 MR. LOWE: Oh, so you've got a siren going,  
8 too?

9 MR. JONES: No, when I had a lift station  
10 where I worked at. See, I've been a maintenance man  
11 for 17 and a half years.

12 MR. LOWE: Okay, sir.

13 MR. JONES: But the water, when the system is  
14 down they back-wash it. Then the odor, it comes  
15 through the sink and you can't stand the smell.

16 MR. LOWE: The chlorine smell?

17 MR. JONES: The chlorine is so loud. A lot  
18 of people says it's the chlorine, and it can be the  
19 chlorine but it can also be the water out of balance.

20 MR. LOWE: Yes, sir, it can be.

21 MR. JONES: Anything over 7.8 can --

22 MR. LOWE: And it can get way under and it  
23 can be out of balance, too.

24 MR. JONES: Yeah, 5.8 would be bad.

25 Well, we had a problem back last December,

1 and that's not this past December but the December  
2 before, that we were without water for nearly a week.  
3 And when we washed our clothes we had to throw them  
4 away because they turned red. We had red and brown  
5 shirts, multi-colors.

6 I'm in my second hot water heater but, see, I  
7 didn't live there -- I'm like Ms. Maynard there, I used  
8 to come down on the weekends, but in '84, I came down  
9 till '86 and I went back to Orlando, and then I came  
10 back in '89 to make it my permanent home. I was in  
11 there before they ever had the meters.

12 MR. LOWE: Okay, sir.

13 MR. JONES: I don't know how much this  
14 reflects, but they ran water up to 301 off of our  
15 system to Cowbell's (phonetic) Store and another place.  
16 Now, are they going to take on these new houses that  
17 they're building right beside us? They're building two  
18 brand new homes. Are they going to put water to them,  
19 too? If they do we won't have no water; we can just  
20 forget it.

21 MR. LOWE: Yes, sir. The two new homes that  
22 you're talking about, can you give me a description of  
23 where they are, please, sir?

24 MR. JONES: Yes, sir. They're on the main  
25 street as you're coming in, make a sharp right turn,

1 all the way to the end and turn back to where there's  
2 two new homes.

3 MR. LOWE: Okay, sir, I saw them today.

4 MR. JONES: I'm just wondering if they're  
5 going to add them on to us, too, because it's kind of  
6 -- see, I'm disabled and my wife is working and I can  
7 go watch a soap opera while my washing machine fills  
8 up, and there's still no pressure in it. I try to draw  
9 it from both angles. It's gotten worse since they  
10 added on there and if it gets any worse, we might just  
11 as well go up there with buckets.

12 MR. LOWE: Okay, sir. Let me ask you a  
13 question about the water pressure. Is the water  
14 pressure always bad, or is it just bad at certain  
15 times?

16 MR. JONES: It's all the time, but it's more  
17 or less in the evenings. You have to take turns to  
18 take a shower. If other people are showering you get a  
19 trickle, that's all you get.

20 MR. LOWE: Okay, sir, but it's especially bad  
21 in the evenings?

22 MR. JONES: Yes, sir, and it has gotten real  
23 bad after it went up to the Cowbell's Store. It has  
24 got real bad then.

25 Now, this increase was brought to my

1 attention. Like I say, I've been there when I didn't  
2 pay \$10 a month; in fact, right when I went to live  
3 there. Then it went up to \$15. I didn't mind it, I  
4 didn't live there but I kept my water and I sent my  
5 payment every month.

6 Well, Central Utilities sent me a letter and  
7 told me to move my fence off of there so they could  
8 improve the lift station. My fence wasn't even near  
9 it. They didn't even know who owned the land. But the  
10 increase went up to 18, but you can live with a couple  
11 of dollars. Now mine is 21.81, and now if they're  
12 asking for another one it could be up to \$35 before the  
13 end of the year. It would be cheaper to drill a well  
14 and sink a septic tank; I mean, it's just getting to  
15 that point, you know.

16 Then they put the wrong sand in the lift  
17 station, and then everybody had to pay for keeping  
18 their clothes clean so they could get that sand out and  
19 getting more sand in.

20 MS. DAVIS: When did this occur, sir?

21 MR. JONES: About four months ago, five  
22 months ago, somewhere along in there.

23 MR. LOWE: You lost me on that, though. Let  
24 me see, is --

25 MR. JONES: They had to take that sand out.



1           MR. LOWE: The sand in the sand filter?

2           MR. JONES: Right. They had to take the sand  
3 out and then put sand in, but at the time I don't know  
4 if maybe it was the wrong sand, or what, but I knew we  
5 all started getting reddish-looking water, milky, and  
6 it wasn't filtering.

7           MR. LOWE: Okay, I'm with you now. They  
8 didn't put the green sand in there that's got the  
9 magnesium in it.

10           MR. JONES: Yeah, and they come back and took  
11 it out. And I seen them when they took that sand out  
12 of there as far back as six or seven years, I've  
13 watched them do it. And I will say that the lift  
14 station light come on, but I remember when I used to  
15 come down here on Friday night and I couldn't get  
16 around the lift station because they would have a truck  
17 there pumping out sewage to haul it out of there. They  
18 would have to pump so much of that sewage out of there.  
19 It has to be pumped out and hauled away because there's  
20 no way to dispose of it.

21           But this increase is what is kicking, plus if  
22 they add on them houses we're doomed. We don't have  
23 enough pressure now, and when I first moved there I  
24 could take a water hose with a spray nozzle and I could  
25 wash mildew off the side of my trailer with the

1 pressure. Now I can take my hand and stick it over the  
2 hose and it won't even squirt.

3 I think one thing that saved me on my hot  
4 water heater, when I put my last one in I put a  
5 backflow prevention thing in there to where the water  
6 couldn't run back out of the hot water heater. That's  
7 the only thing that saved mine or I would have probably  
8 been like them and I'd have had three hot water  
9 heaters.

10 But it's just on Monday morning, basically,  
11 and the other morning when it made me sick, now, I got  
12 mad. Because the swimming pools, you can drink that  
13 water, but I couldn't drink what was coming out of the  
14 house. It was just serviced, I would say, an hour or  
15 two before that. I don't know if they just didn't get  
16 the chemicals balanced right or what, but I know what  
17 they're talking about when they say chemicals because I  
18 had to go to the chemistry course, I'm State-licensed,  
19 and there's no pressure.

20 MR. LOWE: Okay, sir.

21 MR. JONES: The rate increase, I don't  
22 understand how they can do it twice in one year.

23 MR. LOWE: Okay, sir, let me ask you a  
24 question. Do you think there's a direct correlation  
25 between when they work on the plant and when you get

1 that extra chlorine, or whatever, you're not sure what  
2 it is? Or do you get spikes at other times of it?

3 MR. JONES: When I started noticing is when  
4 it was serviced on Monday morning, and the water is so  
5 hard that's what burns up these people's elements, and  
6 what burns up the elements in coffee pots and stuff  
7 like that. I have to use vinegar through my coffee pot  
8 at least once a week to keep the electrolics (sic) off  
9 of it so I can use the water.

10 MR. LOWE: Yes, sir.

11 MR. JONES: But when you turn on water it's  
12 not supposed to be milky. That's a sign of two things:  
13 One, it's got air in it, when you turn it on and you  
14 ain't expecting it to come out all over everything.  
15 And then your spigot goes chug-chug-chug-chug, that  
16 just ain't right.

17 MR. LOWE: Yes, sir. And you asked me a  
18 question and then I got you back on the other one and I  
19 don't want you to think I'm trying to dodge your  
20 question because I was going to try to answer it right  
21 now about whether they can have more than two, or more  
22 than one in a year. And, yes, sir, they can. In fact,  
23 there are a couple of simple procedures called indexes  
24 and pass-throughs that I'm sure you all have probably  
25 been hit with an index of two. They can only do --

1 MR. JONES: I've got a bunch of letters.

2 MR. LOWE: Yes, sir. They can only do two of  
3 those in a year. But as far as a rate case, a  
4 full-fledged rate case, there's no statutory limitation  
5 on how many they can do. I mean, they could file  
6 another one tomorrow and another one the next day and  
7 another one the next day.

8 Now, the Commission would probably beat up on  
9 them if they did; they wouldn't allow them to do that.  
10 But there's nothing that says they can't ask for one.

11 MR. JONES: Yes, I understand what you're  
12 saying there. But, for an example, if I buy a car and  
13 the man tells me it's going to run and I pay him a good  
14 price, that car should run, you shouldn't have to park  
15 it.

16 MR. LOWE: I agree with you.

17 MR. JONES: The same thing with water; if I'm  
18 going to pay for it, I want some.

19 MR. LOWE: And I agree with you there.

20 MR. JONES: And it's just that milky water  
21 and the chlorine in your eyes.

22 And I'm the grandfather to a shaky baby. It  
23 was hurt over at Bevel's Corner (phonetic), and we have  
24 to feed him with a constant feed and all his water,  
25 everything has to be sterilized, all his medications

1 and all, and we have to buy his water because he can't  
2 drink that water; we don't dare to give it to him. All  
3 his intestical (sic) things, we have to sterilize -- I  
4 call it sterilize -- boil it. And when you ain't got  
5 no water, we have to go to the store and get a gallon  
6 of water to make sure he keeps the fluid in him because  
7 we come within 12 hours of losing him. We've been  
8 fighting since January the 9th for that baby, and the  
9 water just goes down, there ain't no pressure.

10 MR. LOWE: Okay, sir.

11 MR. JONES: You can tell, just like it was  
12 said, when it starts down, you turn it on and you think  
13 you've got water in there and it starts down, and it  
14 just gets to a trickle. And, like she said, we run and  
15 start filling up pans and we get all we can get.

16 MR. LOWE: How about the milky color in the  
17 water, how often does that occur?

18 MR. JONES: That's pretty regular.

19 MR. LOWE: It's pretty regular, okay. And  
20 did I ask you how often you've been without water in  
21 the last year?

22 MR. JONES: Well, in the last year, December  
23 of '89, about four days.

24 MR. LOWE: Okay, sir.

25 MR. JONES: And in the past year I guess 12

1 or 15 times, I'd say about that, and that's the least.  
2 I've even made a joke about the lift station, about the  
3 red light on the door. (Laughter) That's how much I  
4 see it. I've made a joke that when you turn the corner  
5 down there it must be the entrance to the "red house."

6 MR. LOWE: And how often have you seen them  
7 out there pumping out of your lift station, say, within  
8 the last year?

9 MR. JONES: I haven't seen them -- yeah, I  
10 take that back. A couple of times they've had the  
11 truck back in there.

12 MR. LOWE: From the sewer plant?

13 MR. JONES: Yes, sir. They used to get it  
14 out of the manhole right there. See, that's because of  
15 the backup, it backs up all over the place.

16 MR. LOWE: Okay. What they're getting from  
17 the plant is probably they're hauling sludge. Any  
18 properly-run sewer plant is going to have some sludge  
19 that's going to have to be pumped out and taken to a  
20 landfill.

21 MR. JONES: Yes, I understand. I just  
22 remember back when Central had it, and they to come to  
23 the manhole because it was coming up in people's  
24 trailers. Sometimes it had done run out all over the  
25 streets.

1           MR. LOWE: Okay. When was the last time that  
2 happened?

3           MR. JONES: Oh, that was back in, I'd say,  
4 '86.

5           MR. LOWE: Okay, so not since the new company  
6 has had it?

7           MR. JONES: No, because, see, I lived in  
8 Orlando and I would just mail my water bill that was  
9 15, and then it came to 18.43, and I would just send it  
10 every month. I just kept the phone, water and lights  
11 because I never knew what night I was going to go over  
12 there.

13          MR. LOWE: Okay, sir. Anything else?

14          MR. JONES: That's all I've got to say.

15          MR. LOWE: That's all you've got to say?

16          MR. JONES: Except that I just don't want  
17 them houses added on over there.

18          MR. LOWE: Okay, sir.

19          MR. JONES: I'll go up there and get it from  
20 him.

21          MR. LOWE: Okay, sir. Mr. Bright, is that  
22 right?

23          MR. BRIGHT: I just thought of something  
24 else.

25          MR. LOWE: Okay, sir.

1           MR. BRIGHT: Over in the northwest corner of  
2 the park there is a mobile home and they just had their  
3 water tested and it's unfit to drink, it's well water.  
4 And I understand that they were leasing the property  
5 and the people that -- the owner lives in St. Pete and  
6 they're trying to get the State, and everything, to  
7 force him to go onto our utilities, USA.

8           MR. LOWE: Okay, sir. The northwest corner  
9 of the park, is that closest to the sewer plant?

10          MR. BRIGHT: Let's see, I believe that's  
11 northeast. It's about a quarter of a mile, I believe,  
12 from the sewer plant.

13          MR. LOWE: Okay, sir, then I'm thinking in  
14 the wrong direction.

15          MR. BRIGHT: You know where Hickory Road is?

16          MR. LOWE: No, sir, I don't know what the  
17 street names are in there but I rode around in there  
18 today so I have a mental picture of what that whole  
19 place looks like.

20          MR. BRIGHT: Okay, where the red and white  
21 trailer is, almost to the end where you're going back  
22 to --

23          MR. LOWE: Oh, okay, yeah, I know where  
24 you're talking about now.

25          MR. BRIGHT: Right straight over in the woods



1 there.

2 MR. LOWE: Okay, sir.

3 MR. BROWN: If you see the house where the  
4 pile of lumber is, it's right behind it.

5 MR. LOWE: Okay, sir. (Pause)

6 Ms. Maynard, did you want to say something  
7 else? Go ahead.

8 MS. MAYNARD: We had our property up for  
9 sale and you could never tell when to bring somebody in  
10 to show them the house because if you went over and  
11 they started asking you about -- I don't even know how  
12 this works either -- if they buy the property at what  
13 point they have to pay a new tap fee or they have to --

14 MR. LOWE: No, ma'am. No, once the tap fee  
15 is paid it's a one-time charge, okay?

16 MR. JONES: I know one thing, they was  
17 reading my meter about a year and I was getting a water  
18 bill and I wasn't even there, 2 or 3,000 gallons over.  
19 Come to find out, my meter was switched with the man  
20 next door that didn't even have my meter. They was  
21 reading my meter on his house. (Laughter)

22 MR. LOWE: When was that occurring?

23 MR. JONES: When he come out, I came out.  
24 They had called me and sent me a letter and I sent them  
25 the money for the meter. And then about six months, I

1 guess, I kept getting letters and so I went down there  
2 because I thought, well, you know, I've got a leak, the  
3 toilet's leaking, the sink's dripping, something. So I  
4 went down there and come to find out they turned the  
5 one off that was supposed to go to my trailer and the  
6 man come in and wanted to know why I turned his water  
7 off. (Laughter) So they come out and corrected it,  
8 they switched them back around.

9 MR. LOWE: Did you get a refund for the  
10 amount that you had paid?

11 MR. JONES: No. I didn't even think about  
12 it. That's what I say, I just sent in my bill from  
13 Orlando.

14 MR. LOWE: Okay, sir, and how long ago did  
15 that occur?

16 MR. JONES: Oh, that was '86.

17 MR. LOWE: Okay.

18 MR. JONES: It was '85 or '86. I've got all  
19 the letters at the house.

20 MR. LOWE: Okay, sir.

21 MR. JONES: But I just want drinking water.  
22 I drink eight glasses, or more, a day, as you can see.

23 MR. LOWE: And big glasses.

24 MR. JONES: The doctor wants me to drink  
25 plenty of water and I can't drink the water so I drink

1 Coke. I don't drink beer. I drink up a lot of liters  
2 of Coke, though.

3 MR. LOWE: Okay, sir. Anybody else?

4 Sir, would you like to talk?

5 MR. SLUZENSKI: Yes, sir.

6 STANLEY SLUZENSKI

7 appeared as a witness and, having been duly sworn,  
8 testified as follows:

9 MR. SLUZENSKI: I am Stanley Sluzenski,  
10 "Smith" for short. (Laughter)

11 MR. LOWE: Okay, Mr. Smith.

12 MR. SLUZENSKI: 3334 Beech Road, 676,  
13 Webster, Florida. The same address, The Woods.

14 MR. LOWE: Okay, sir, go right ahead.

15 MR. SLUZENSKI: I've been there about seven  
16 or eight years. When I moved in there they put the  
17 meters in behind our property, they put one in next to  
18 mine. About two weeks later water starts getting that  
19 whole ditch down to the sewer wet, down to the rock  
20 pile in the big ditch. Every time a meter reader come  
21 by I asked them when they were going to fix it and they  
22 said, "We'll fix it this coming week." Two and a half  
23 years that crap went on. Just before USA Utilities  
24 took over they finally fixed that up. It made one  
25 awful mess back in there, and they still wouldn't have

1 been there if I didn't tell them that it was on their  
2 side, on the street side, that the pipe was broke. At  
3 least I wasn't getting charged for it but somebody was.

4           And this low pressure, that's about the worst  
5 pressure I've ever seen in my life anywhere, and I've  
6 lived in a whole lot of places. They ought to do  
7 something, put a stronger pump in, or whatever, I don't  
8 know what they need, but that pressure is terrible. I  
9 used to be able to stand back at the end of my house  
10 and water the last plant down the yard near the mail  
11 box. It only reaches about halfway, maybe less, now.  
12 That's how bad it's got. No pressure. The same way  
13 when you go in the shower. I cleaned the shower, I  
14 inspected the pipes, I took apart the valves and  
15 everything, and there's nothing wrong with them outside  
16 of some of that rock formation. You go in and you go  
17 to take a shower and you might get water or you might  
18 not.

19           And about the frequency of these water  
20 stoppages, in the past, oh, what was it, year and a  
21 half or two years, and always these stoppages are on  
22 the weekend. They will start off Friday night, and the  
23 reason I know is I stay up till about two in the  
24 morning and I'm up about six. I go to make me a  
25 bedtime cup of coffee and there ain't no water,

1 chlorinated or otherwise; there ain't any. I can't  
2 flush the damned commode. I go down the road with a  
3 wheelbarrow, across the road to the lake, and Howard  
4 lets me get a five-gallon can of water so I can bring  
5 it back up and flush my commode. There ain't any water  
6 to get anywhere else. And it's still that way, it  
7 ain't no different. I've got a five-  
8 gallon can full sitting by the door. I'm prepared this  
9 time for one flush, anyhow, or a cup of coffee, or  
10 whatever. (Laughter) But it is terrible; it stinks.

11 MR. LOWE: Okay, sir.

12 MR. SLUZENSKI: There are a few other things  
13 but I can't think of them.

14 We used to have -- one time when I first  
15 moved there a neighbor, he's passed on now, but when  
16 Central Utilities had a problem he made a circle of the  
17 woods, "The Patch" as I call it, and with a PA system  
18 he announced that they were going to work on the water,  
19 or whatever the problem was, and how long it would be  
20 off. Of course, after he passed on we don't have  
21 nobody there. In fact, we never know when there's  
22 going to be any kind of a water problem. They never  
23 tell you if they are going to work on it or not. You  
24 don't know.

25 MR. LOWE: You never receive any notice of

1 any scheduled outages?

2 MR. SLUZENSKI: None at all, nothing. I've  
3 never got one since I've lived there. I'm going to  
4 have to start writing these things down, too, like Ms.  
5 Whatchacallit over there, because I can't remember all  
6 of it.

7 Like I said, that's the lousiest water  
8 service in my 78 years that I've lived, city, country,  
9 or Army camp, wherever.

10 MR. LOWE: Okay, sir. Are you through, Mr.  
11 -- Sluzenski, is that how you pronounce your last name,  
12 Sluzenski?

13 MR. SLUZENSKI: Slu-zenski.

14 MR. LOWE: Oh, okay, all right.

15 MR. SLUZENSKI: Smith. Even as an Army  
16 Polack, even the Colonel called me that, Smith.

17 (Laughter)

18 MR. LOWE: Okay, sir. Mr. Jones?

19 MR. JONES: Yes, sir. Central Utilities has  
20 some service guys come out and I went over and talked  
21 to them because it was on a weekend. And I asked him  
22 about it and he said -- this is back when they had it  
23 and it started dropping -- he said, "Well, it's going  
24 to keep dropping because the well is not big enough and  
25 the motor is not big enough."

1           You've got people moving in here one right  
2 after the other." When I first moved in there, there  
3 wasn't but, I'm going to say, 17 trailers in the whole  
4 place, and we had great water. But as people moved in  
5 the water kept dropping, and even when USA took it over  
6 they had a guy come over there, an older guy, and he  
7 said the pumps was doing all they could do and the well  
8 was doing all it could do. He said it has got to be  
9 upgraded, and it needs to be upgraded more because of  
10 the people that are moving in, which makes logical  
11 sense.

12           You know, there's water savers nowadays but  
13 you can't put water savers in your faucets, in your  
14 tubs, in your bowls, in your toilets. We've already  
15 got water savers but we don't get the water. We've got  
16 to save it because we don't get enough pressure to make  
17 it.

18           MR. LOWE: Okay, sir.

19           MR. SLUZENSKI: One other thing -- can I?

20           MR. LOWE: Yes, sir, Mr. Sluzenski.

21           MR. SLUZENSKI: Sluzenski, Smith, whatever.

22           When you come in on 675 to the first turn  
23 there used to be a fire plug there; the only fire plug  
24 in that place.

25           MR. JONES: We don't even have a fire plug.

1 MR. SLUZENSKI: Well, when they started  
2 extending that out along 675 toward 301 they took the  
3 fire plug out. But we have firemen -- I'd like to see  
4 us have some kind of fire protection in that place. We  
5 have none. If you look at that place out there you  
6 won't find anything, we've got none. And they don't  
7 even have that one fire plug now. They took the thing  
8 out.

9 MR. LOWE: Okay, and that was right before  
10 you make the curve to the right?

11 MR. SLUZENSKI: Yeah. It's when you get to  
12 the lake, if you make the first right turn off 675,  
13 there used to be a fire plug there.

14 MR. LOWE: Okay, sir. And they removed that  
15 when they extended the line out to --

16 MR. SLUZENSKI: 301.

17 MR. LOWE: -- the little convenience store.  
18 Okay, sir.

19 MR. SLUZENSKI: That's right, and we have no  
20 protection from fire at all out there.

21 MR. LOWE: Okay, sir. Did you want to say  
22 something else, Mr. Jones?

23 MR. JONES: Yes, sir. One thing, see, I have  
24 thought about the fire hydrant but when you go to get  
25 insurance they ask you how close is the nearest fire



1 hydrant, and how can you tell them there ain't one?  
2 People that's got homes back there I know, the voice of  
3 experience. they didn't pay cash for their mobile homes  
4 and they've got to have insurance. So sometimes we  
5 have to cheat a little bit, so you say 75 feet away  
6 just to get insurance.

7 MS. DAVIS: Do you know if the County  
8 requires fire hydrants?

9 MR. JONES: They charge us \$30 a year for  
10 fire protection in there. We pay it on our taxes.

11 UNIDENTIFIED SPEAKER: And if they were to  
12 come out there to put out a fire, how are they going to  
13 do it?

14 MR. BROWN: They ain't.

15 MR. JONES: There's no way unless they --  
16 (Simultaneous conversation.)

17 MR. LOWE: Now, folks, remember, she can't  
18 take down all of you all talking at once.

19 MR. JONES: Okay. I was going to say that  
20 the only way they possibly would be able to do would be  
21 to get someone on the front and they could drop a hose  
22 in that lake and pump. But back where I live, I don't  
23 know.

24 MR. LOWE: Okay. Ms. Maynard?

25 MS. MAYNARD: I had a fire in our mobile

1 home, and I think it was in '85 we had that mobile home  
2 fire, and the Fire Department came out. Our whole  
3 kitchen caught on fire. We were able to get out and I  
4 saved my children, and all, but they had to go  
5 completely around. There's a road that's set aside for  
6 them to come through that has not yet been assessed for  
7 the County to turn over to make a road through, people  
8 are holding that up.

9           Also, I wanted to tell you that a lot of  
10 people that didn't show up tonight, the majority is  
11 people that are unable to get here because they live  
12 out-of-state, some are living in Ohio, some live in  
13 Maine, Rhode Island, and the other people are some  
14 elderly people but they just can't get out.

15           MS. DAVIS: Yes, ma'am, we received a couple  
16 of letters from people who live out-of-state.

17           MR. LOWE: And if you know of anybody that  
18 wants to make a statement, or whatever, you know, if  
19 they can write a letter our address is in the yellow  
20 notice you've got, okay, and tell them to go ahead and  
21 write because it is important.

22           Mr. Jones, do you want to say something else?

23           MR. JONES: Yeah. My neighbor told me to  
24 come up here and talk for me and her both. She lives  
25 next door to the lift station. She's got a broke leg,

1 she was in a car wreck and she couldn't get here. But  
2 she is Ms. Cook, and she has called enormous times  
3 about the water.

4 MR. LOWE: Okay, sir.

5 MR. JONES: Usually I call for her, and she  
6 has called.

7 MR. LOWE: Okay, sir. I don't know if on  
8 this one they have the same policy as the last, but I  
9 was told -- we've been with these folks most of the day  
10 because we had another customer meeting this afternoon  
11 -- but they were telling me this afternoon that they  
12 have a policy that if you call, that you can either  
13 call them collect, or that if you've got a bill they'll  
14 take it off your next month's bill for that phone call,  
15 okay? So that is a nice policy and could help you  
16 folks out with the calling.

17 MR. JONES: Well, I know they've got a number  
18 on the fence. That's where I got it from.

19 MR. LOWE: Okay, sir. Anybody else? (Pause)

20 MR. BROWN: Just get us some good clean  
21 water.

22 MR. LOWE: Okay, sir.

23 MR. BROWN: We know we've got a shortage on  
24 water, but we need some clean water.

25 MR. LOWE: Okay, sir. I appreciate you all

1 coming then. Thank you.

2 MS. DAVIS: Thank you very much for coming.

3 (Thereupon meeting was adjourned at 8:10

4 p.m.)

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1 F L O R I D A )  
2 :  
3 COUNTY OF LEON )

CERTIFICATE OF REPORTER

4 I, CAROL C. CAUSSEAU, CSR, RPR, Notary  
5 Public, State of Florida at Large,

6 DO HEREBY CERTIFY that I reported the  
7 Customer Meeting held by Commission Staff in the above  
8 matter at the time and place indicated; it is further

9 CERTIFIED that I placed the witnesses under  
10 oath to tell the truth; it is further

11 CERTIFIED that the foregoing transcript,  
12 consisting of 52 pages, constitutes a true and accurate  
13 transcription of my notes of said proceedings; it is  
14 further

15 CERTIFIED that I am neither of counsel nor  
16 related to the parties in said cause and have no interest,  
17 financial or otherwise, in the outcome of this docket.

18 IN WITNESS WHEREOF, I have hereunto set my  
19 hand and seal at Tallahassee, Leon County, Florida,  
20 this 11th day of June, A.D., 1991.

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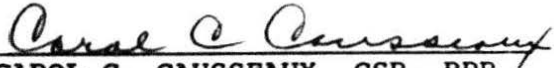
MY COMMISSION

24

EXPIRES:

25

December 3, 1994

  
CAROL C. CAUSSEAU, CSR, RPR  
Chief, FPSC Bureau of Reporting  
Fletcher Building, Room 264  
101 East Gaines Street  
Tallahassee, Florida 32399-0871

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2 :  
3 COUNTY OF LEON )

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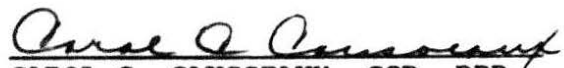
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