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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of )

) Docket No. 950495-WS  
)

IN RE: APPLICATION FOR A RATE )  
INCREASE IN SERVICE AVAILABILITY )  
CHARGES BY SOUTHERN STATES )  
UTILITIES, INC. FOR ORANGE-OSCEOLA )  
UTILITIES, INC. IN OSCEOLA COUNTY, )  
AND IN BRADFORD, BREVARD, CHARLOTTE, )  
CITRUS, CLAY, COLLIER, DUVAL, )  
HIGHLANDS, LAKE, LEE, MARION, MARTIN, )  
NASSAU, ORANGE, OSCEOLA, PASCO, )  
PUTNAM, SEMINOLE, ST. LUCIE, VOLUSIA )  
AND WASHINGTON COUNTIES. )  
-----

ORIGINAL

PROCEEDINGS: SEBRING SERVICE HEARING

BEFORE: COMMISSIONER CLARK  
COMMISSIONER KIESLING  
COMMISSIONER DEASON  
COMMISSIONER JOHNSON  
COMMISSIONER GARCIA

DATE: Wednesday, February 7, 1996

TIME: Commenced at 6:00 p.m.  
Concluded at 7:13 p.m.

PLACE: Highlands County Administration  
Building, County Board Room  
411 South Eucalyptus Street  
Sebring, Florida 33870

REPORTED BY: Leslie W. Renfroe, R.P.R.

BUREAU OF REPORTING

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5 (904) 681-6788, appearing on behalf of Southern States  
6 Utilities.

7 JACK SHREVE, Florida Public Service Commission,  
8 Office of General Counsel, 101 East Gaines Street,  
9 Tallahassee, Florida 32399-0862, Telephone No.  
10 (904) 488-7463, Counsel to the Commissioners.

11 CHARLIE PELLEGRINI, Florida Public Service  
12 Commission, 101 East Gaines Street, Tallahassee, Florida  
13 32399-0863, Telephone No. (904) 487-2740, appearing on  
14 behalf of the Commission Staff.

## 15 ALSO PRESENT:

16 SANDY SIMMONS, Florida Public Service Commission,  
17 Records and Reporting.

18 MARSHALL WILLIS, Florida Public Service  
19 Commission, Division of Water and Wastewater.

20 TROY RENDELL, Florida Public Service Commission,  
21 Division of Water and Wastewater.

22 BOB CROUCH, Florida Public Service Commission,  
23 Division of Water and Wastewater.

24 MARGARET RING, Florida Public Service Commission,  
25 Division of Consumer Affairs.

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**ALSO PRESENT:**

**BILLY STILES, Florida Public Service Commission,  
Aide.**

I N D E X

MISCELLANEOUS

	Page No.
PRESENTATION BY MR. HOFFMAN	9
PRESENTATION BY MR. SHREVE	12
CERTIFICATE OF REPORTER	70
WITNESSES	
Name:	Page No.
BILL MCGILL	
Direct Statement	17
TOM DOYLE	
Direct Statement	19
PAUL HARBAUGH	
Direct Statement	28
ACHILLES DEVITA	
Direct Statement	32
JEAN SMALL	
Direct Statement	38
ACHILLES DEVITA	
Direct Statement (Continued)	40
CLEATIS BEAUBIEN	
Direct Statement	50
MAURA DOYLE	
Direct Statement	52

I N D E X

WITNESSES

1  
2  
3  
4  
5  
6  
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8  
9  
10  
11  
12  
13  
14  
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16  
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18  
19  
20  
21  
22  
23  
24  
25

Name:

Page No.

JACKIE HARBAUGH

Direct Statement

64

DON BECKER

Direct Statement

66

EXHIBITS

1  
2  
3  
4  
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Identified

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Southern States Utilities  
Proof of Publication and  
Affidavit of Notice

15

1 PROCEEDINGS

2 (Hearing convened at 6:00 p.m.)

3 COMMISSIONER CLARK: Ladies and gentlemen, it's  
4 6:00 o'clock, so we're ready to start this hearing. Thank  
5 you very much for coming out. We have to start with a few  
6 formalities, one of which is the reading of the notice.  
7 Mr. Pellegrini, will you read the notice, please.

8 MR. PELLEGRINI: Yes, Madam Chairman. Pursuant  
9 to notice, this time and place has been designated for a  
10 customer service hearing in Docket 950495-WS, application  
11 for rate increase and increase in service availability  
12 charges by Southern States Utilities, Inc.

13 COMMISSIONER CLARK: Thank you. We'll take  
14 appearances starting with you Mr. Hoffman.

15 MR. HOFFMAN: Thank you, Madam Chairman. My  
16 name is Kenneth A. Hoffman, my address is 215 South Monroe  
17 Street, Suite 420, Tallahassee, Florida. I'm appearing  
18 this evening on behalf of Southern States Utilities.

19 MR. SHREVE: Jack Shreve, Public Counsel  
20 appearing on the behalf of the citizens of the State of  
21 Florida, specifically, the customers of Southern States  
22 Utilities in opposition to the rate increase.

23 MR. PELLEGRINI: Charles Pellegrini appearing on  
24 behalf of the commission staff.

25 COMMISSIONER CLARK: And my name is Susan Clark.

1 I'm the chairman of the Public Service Commission. To my  
 2 right is Commissioner Terry Deason. To his right is  
 3 Commissioner Diane Kiesling. To my left is Commissioner  
 4 Julia Johnson. And to her left is Commissioner Joe  
 5 Garcia.

6 This is a customer service hearing in Southern States  
 7 Utility rate case. The purpose of us coming here tonight  
 8 is to hear from you the customers regarding the quality of  
 9 service you receive from this utility and your comments  
 10 about the requested rate increase.

11 This rate case began with a petition filed by Southern  
 12 States Utility -- Utilities which was accompanied by  
 13 voluminous information concerning the financial,  
 14 engineering and rate information that supports their  
 15 request for an increase. The utility has requested a two  
 16 tier uniform water rate and a uniform wastewater rate. The  
 17 utility has requested a final rate increase of up to 45.9  
 18 percent for water and 30.21 percent for wastewater.

19 The utility also requested interim rates, and on  
 20 January 4th, the commission granted some of it, the interim  
 21 rate increase they had requested. The revenues that will  
 22 be coming into the company as a result of the interim rates  
 23 are subject to refund.

24 During the pendency of this proceeding, the various  
 25 parties are represented by attorneys, and you have heard



1 from those attorneys as they made their appearances.  
 2 Mr. Hoffman is representing the utility in this hearing,  
 3 Mr. Shreve is representing the public and Mr. Pellegrini is  
 4 the staff attorney for the commission.

5 We will hold -- we have hold -- when we are through,  
 6 we will have held over 20 customer hearings such as this.  
 7 And we will hold a technical hearing in Tallahassee  
 8 starting April 29th, and it will last approximately two  
 9 weeks. There in your handout that you've gotten is a  
 10 schedule of the customer hearings that we have held in this  
 11 case.

12 As I've indicated, this particular hearing is designed  
 13 to hear from you the customers. But I have been allowing  
 14 the attorneys for the utility and the attorneys for the  
 15 customers to make brief opening statements. We've allowed  
 16 them to take five minutes each. And at this point, we will  
 17 hear from Mr. Hoffman with the utility, and then he will be  
 18 followed by Mr. Shreve, who is the public counsel.

19 MR. HOFFMAN: Thank you, Madam Chairman. Ladies  
 20 and gentlemen, I'll try to be brief. Historically  
 21 speaking, the commission last heard a rate case for  
 22 Southern States in 1992 and issued an order in 1993  
 23 granting the company a rate increase. Now that rate  
 24 increase was based on a test year, which is a rate making  
 25 sort of simulation, using 1991 plant and expenses.

1           Beginning in 1992 and running through the end of this  
2 year, the company has or will by the end of the year have  
3 placed in service over \$100,000,000 of additional  
4 facilities and equipment necessary to provide service.  
5 Because the company's rates are based on a 1991 test year,  
6 the company has not earned one penny of return or profit on  
7 this plant.

8           Because of these large expenditures, as of 1994,  
9 Southern States earned less than a three percent return on  
10 its plant. Because the company has spent approximately  
11 \$20,000,000 per year on these necessary utility facilities,  
12 that three percent return from 1994 has been diminished, so  
13 that the company now finds itself in a situation where it  
14 is losing money unless rate relief is provided by this  
15 commission.

16           Now the company has a statutory obligation to provide  
17 water and wastewater service. In doing so, the company is  
18 required to meet ever increasing environmental standards  
19 and rules which are intended by the government to protect  
20 the public health. These environmental regulations, as  
21 well as the quality of service improvements, account for  
22 over half of the new plant in service that the company is  
23 requesting a return on in this rate case.

24           Now the rate case itself will provide a full and open  
25 forum for the parties who have intervened in opposition to

11

1 the rate increase to fully explore and question any and all  
2 of this new plant and service. These issues will be  
3 addressed by witnesses, including a number of expert  
4 witnesses under oath, and they will ultimately be resolved  
5 by this commission. I believe that our witnesses will  
6 demonstrate by testimony under oath that this company has  
7 invested wisely and prudently and in a manner required to  
8 protect the health of our customers and to protect the  
9 quality of our environment.

10 Now apart from the revenue -- the revenue requirement  
11 aspect of this case, there is the rate structure aspect of  
12 this case. In the last rate case, the one where the order  
13 was issued in 1993, the commission ordered the company to  
14 implement a uniform rate structure and the company did.  
15 But that decision was appealed and the rate structure  
16 portion of that decision was reversed and sent back to this  
17 commission. The commission responded to that by taking the  
18 company off of uniform rates and moving the company to  
19 what's -- what's called a modified stand alone rate  
20 structure.

21 Now in this case, our position is that uniform rates  
22 are in the long-term best interest of our customers. And  
23 we believe that we provided ample proof in support of the  
24 opposition. We believe that uniform rates provide the best  
25 means to ensure that all of our customers will pay

1 reasonable rates and will be protected from significant  
2 rate shock and the increasing costs of the environmental  
3 regulations which I referred to before. And by the way,  
4 uniform rate structure is nothing new to this commission  
5 for water and wastewater utilities and it is typically  
6 employed in this state by telephone companies and electric  
7 utilities.

8 So apart from that, that would conclude my comments,  
9 Madam Chairman. I would also want to let you know and the  
10 people out here know Mr. Wayne Vowell from Southern States  
11 is here to assist in responding to any technical type  
12 questions, and I look forward to hearing your comments.

13 COMMISSIONER CLARK: Thank you, Mr. Hoffman.  
14 Mr. Shreve.

15 MR. SHREVE: Thank you, Madam Chairman. We've  
16 been here before, so I'll try not to repeat myself and I  
17 will be brief. But I would like to go over exactly what  
18 Southern States is asking from you from your system,  
19 because it doesn't seem that that's coming out anywhere.

20 Mr. Hoffman referred to the '92 rate case. Coming in  
21 to the 1992 rate case, Leisure Lakes water bill for 6,000  
22 gallons would have been \$12.98. If they have their way,  
23 your system would be responsible for, whether it comes from  
24 you or someone else, \$52.00 as opposed to the \$12.00 coming  
25 out of this case. Sewer for 6,000 gallons, your rate would

1 have been \$15.17, where if they have their way, it would  
2 now be \$43.05.

3 The problem with viewing just the uniform rates and  
4 stand alone rates is Southern States has an obligation to  
5 provide fair, just and reasonable rates. And their rates  
6 for each one of the systems should be cut down to what is  
7 fair then determine how much revenue they have, not  
8 determine to let Chuluota be responsible for a sewer bill  
9 of \$172.00 and someone else have to pay for it and let  
10 Southern States walk away with the money. That is not  
11 right. It's got to stop.

12 Right now in every one of your rates, each and every  
13 one of you and every customer of Southern States is paying  
14 a return on and depreciation on money they do not have  
15 invested. In the Deltona investment, they paid about  
16 \$9,000,000 less than is on the books for them. They are  
17 getting a return and depreciation from you on it.

18 The same situation with Lehigh Acres. They bought  
19 that at what's just like a bankruptcy sale, wrote  
20 everything else down. They bought a country club, motel,  
21 golf course, the whole works, and wrote it all down to  
22 about 40 percent except for the utilities. They didn't pay  
23 that much for it, but you and every customer of Southern  
24 States is paying a return and depreciation on that.

25 All of the figures that Mr. Hoffman gave you

1 concerning their return don't include -- don't include  
2 that. They don't show what the return is on their actual  
3 investment. It would be interesting to see.

4 Another thing, they complain about their profits.  
5 They made about a \$6,000,000 profit on St. Augustine Shores  
6 when they sold that. We tried to bring that out in the  
7 last case and were not allowed to have that included in the  
8 revenues, so they walked away with that. We have the same  
9 situation in this case with a very large profit on a sale  
10 in Sarasota County.

11 When they are complaining about not making enough  
12 money and wanting to come to you and raise your rates, they  
13 should be counting all of their revenue and all their  
14 profits and not let them calculate their return on a  
15 phantom investment and then charge the public of the people  
16 of the State of Florida a higher rate than is really fair.

17 Thank you very much.

18 COMMISSIONER CLARK: Thank you, Mr. Shreve. I'd  
19 like to do two other things before we get to the customer  
20 testimony. Mr. Hoffman, do you have the proof of  
21 publication and the notice of sending -- and the affidavit  
22 of sending the notice for this hearing?

23 MR. HOFFMAN: Yes, ma'am, I do, and I'll provide  
24 a copy to the court reporter and to Mr. Shreve.

25 COMMISSIONER CLARK: Okay.

1 MR. HOFFMAN: We have a copy of the affidavit of  
2 publication of the customer notice as well as the affidavit  
3 of mailing, and I would ask that both of the documents be  
4 admitted into the record.

5 COMMISSIONER CLARK: They'll be marked as  
6 Exhibit 52.

7 MR. HOFFMAN: Thank you.

8 (Exhibit 52 marked for identification)

9 COMMISSIONER CLARK: I'd also like to let you  
10 know that there are other members of the Public Service  
11 Commission staff here tonight. They are here to assist you  
12 as well as listen to your comments tonight. I'd like to  
13 start by introducing Mr. Marshall Willis, who's a bureau  
14 chief in our division of water and wastewater. Next to him  
15 is Mr. Troy Rendell, who is a rate supervisor in our  
16 division of water and wastewater, and Mr. Bob Crouch, who  
17 is an engineering supervisor in the division of water and  
18 wastewater.

19 In the back, the two ladies who assisted you as you  
20 came in are Margaret Ring, who is with our consumer affairs  
21 department, and Ms. Sandy Simmons who is with our records  
22 and reporting. Also, my aid is with me tonight, Mr. Billy  
23 Stiles, he's back in the back of the room. He can answer  
24 any questions you may have regarding the commission and our  
25 responsibilities. We have a court reporter with us tonight

1 who is not part of our staff, but he's Mr. Les Renfroe. So  
2 we need to be -- speak very clearly because he's not used  
3 to recording commission proceedings.

4 We will be swearing you in tonight so that we can rely  
5 on your testimony as we make our decision in this case.  
6 I'd like to ask you when you come to the podium if you  
7 would please give us your name, tell us the system from  
8 which you receive service, and please spell your last name  
9 for us.

10 I should also tell you if you have previously given  
11 testimony at the last customer hearing we had in Sebring,  
12 that is still part of the record and it is still available  
13 for us to rely on as we make our decision. Also, you were  
14 handed a blue sheet, blue -- blue papers when you came in.  
15 The last sheet is a place for you to make comments, and it  
16 has our address on it so you can just fold them over and  
17 send it to us or you can give it to any of us as you leave  
18 the hearing if you choose not to make comments tonight.  
19 Thank you very much. I didn't pick one up.

20 We will be calling you in the order that you have  
21 signed up, and Mr. Shreve has the sheets that you have  
22 signed up on. And at this time, I would like to ask all  
23 those people who have signed up to speak to stand up and I  
24 will swear you in. Raise your right-hand.

25 (Witnesses sworn collectively)



1 COMMISSIONER CLARK: Go ahead, Mr. Shreve.

2 MR. SHREVE: Thank you, Madam Chairman. Bill  
3 McGill.

4 -----

5 BILL MCGILL

6 was called as a witness on behalf of the Citizens of the  
7 State of Florida and, having been duly sworn, testified as  
8 follows:

9 WITNESS MCGILL: Good evening, Madam Chairman. I  
10 spoke at some length at our last hearing, so I'll make  
11 these comments brief. It does not matter --

12 COMMISSIONER CLARK: Will you give me  
13 your -- spell your last name and give your name again?

14 WITNESS MCGILL: I'm sorry. My name is Bill  
15 McGill. I live at 170 Parkview Circle, Covered Bridge.

16 COMMISSIONER CLARK: M-c-G-i-l-l.

17 WITNESS MCGILL: M-c-G-i-l-l.

18 COMMISSIONER CLARK: Okay. Go ahead.

19 WITNESS MCGILL: My brief comment is, we  
20 all -- is that we hear all these big figures, \$20,000,000,  
21 the investments of SSU, and that is all fine. But what  
22 does it matter how much money is spent if the quality is  
23 not there? In other words, the money should be spent to  
24 improve our quality of the product, and that's water. We  
25 do not have that improvement in Covered Bridge. Our water

1 is far from perfect or even acceptable. So my only comment  
2 is let's get quality drinking water before we talk about  
3 rate increases. Thank you.

4 COMMISSIONER GARCIA: Sir, could you tell us the  
5 problems you're having with the quality of water; will you  
6 give us an idea? Is it too much chlorine? Is it smelly?  
7 What --

8 WITNESS MCGILL: Personally, I don't have  
9 any -- well, my water is beautiful. But I had to pay  
10 \$500.00 to put a large filter outside my home, an activated  
11 charcoal filter --

12 COMMISSIONER GARCIA: Right.

13 WITNESS MCGILL: -- that all the water goes  
14 through before coming into my house. But other people in  
15 this audience will tell you, in fact they've brought jars  
16 of water up to the clubhouse and showed the discoloration  
17 and the sediment and sand and other foreign objects in this  
18 water. And it seems to be prevalent in many sections of  
19 Covered Bridge. I can't say this for myself because of  
20 what I told you.

21 But other than that, I know these people are very,  
22 very unhappy with the quality of water. And this is a  
23 basic with us. If you don't have good drinking water, what  
24 do you have? So that's why I bring that point up.

25 COMMISSIONER GARCIA: Great. Thank you.

1 WITNESS MCGILL: I thank you.

2 COMMISSIONER CLARK: Thank you, Mr. McGill.

3 MR. SHREVE: Thank you, sir. Mr. Doyle.

4

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5

TOM DOYLE

6 was called as a witness on behalf of the Citizens of the  
7 State of Florida and, having been duly sworn, testified as  
8 follows:

9 WITNESS DOYLE: My name is Tom Doyle, D-o-y-l-e,  
10 30 Edgewater Drive West, Lake Placid, Florida. Good  
11 evening, Madam Chairman --

12 COMMISSIONER CLARK: Good evening.

13 WITNESS DOYLE: -- and commissioners and  
14 Mr. Shreve, whom I know well.

15 MR. SHREVE: Right.

16 WITNESS DOYLE: Now Bill spoke about the quality  
17 of the water. I think I can even emphasize a little more  
18 on that point. Commissioner Garcia, you asked what was  
19 wrong with the water. And I appointed myself at one time  
20 custodian of the bad water that Southern States delivers  
21 to us. I had to clear a place in the garage for the  
22 bottles that were brought me. At one time, I had about 20  
23 bottles of discolored water, some with sand in, some with  
24 grit. Eventually after calling Southern States to come and  
25 analyze the water, I was told that it was potable, maybe

1 not palatable, but potable. And --

2 COMMISSIONER GARCIA: The Southern States  
3 representative stated that to you?

4 WITNESS DOYLE: He fishtailed about the reply,  
5 but he really put me off to the point that they were doing  
6 everything they could. They -- as far as the money  
7 situation is concerned about the amount of things that  
8 they -- the money they spent to prepare the plant to  
9 deliver water, they issued a statement to us showing that  
10 they spent some \$12,000 for a refurbished 10,000 gallon  
11 tank. Well, you realize refurbish means used. And I saw  
12 that tank when it came in. It was rusted. They had to  
13 sand it and eventually painted it. It doesn't look bad  
14 now, but I sure can't say how long it's going to last.

15 But from that 10,000 gallon tank until it goes up into  
16 the tower, there is nothing between the 10,000 gallon tank  
17 and the tower to purify the water. A little chlorine is  
18 injected in the tower, but anything further than that is  
19 nothing -- the water that comes out is absolutely black in  
20 many cases, brown, sandy, and has been complained -- we  
21 have complained to Southern States many, many times. But  
22 the quality has never improved.

23 Now they promised that they need money to --

24 COMMISSIONER GARCIA: So what you are stating is  
25 that in this case the company is pumping it out of the

1 water -- pumping it out of the well first --

2 WITNESS DOYLE: Pumping it out --

3 COMMISSIONER GARCIA: -- and then --

4 WITNESS DOYLE: -- into a 10,000 gallon tank, and  
5 the 10,000 gallon tank pumps it up into the tower. From  
6 there on, gravity feeds it into the lines, which have been  
7 there since 1975, and I'm sure at some point they are open  
8 in many places. They've never dug it up to look at them in  
9 any way, shape or form. They have never sent  
10 representatives out to -- to do anything other than to look  
11 to see what was there. There has been no major  
12 improvements made in Covered Bridge since I've been there,  
13 which is 15 years.

14 COMMISSIONER GARCIA: Let me ask you this.

15 WITNESS DOYLE: Surely. 14 years.

16 COMMISSIONER GARCIA: As self-appointed custodian  
17 of the water quality --

18 WITNESS DOYLE: Yes.

19 COMMISSIONER GARCIA: -- when you dealt with the  
20 company, were with they responsive when you called them to  
21 come over to your garage and look at your 80 bottles of  
22 water?

23 WITNESS DOYLE: They were responsive to a point.  
24 They would take a day or two, but I never got any  
25 attention. I mean I got a lot of --

1                   COMMISSIONER GARCIA: More or less when were  
2 these water samples taken? Give me a ball park.

3                   WITNESS DOYLE: They have been brought back to me  
4 I guess in the past two years, maybe longer even.

5                   COMMISSIONER GARCIA: Okay.

6                   WITNESS DOYLE: Now, the only thing I can say  
7 about the quality of the water is it's not improving. It's  
8 not going to improve unless Southern States decides to put  
9 some kind of filtration system in between that 10,000  
10 gallon tank and the tower. Some of us have put filtration  
11 systems in our own house, but it doesn't help the people  
12 that don't have them.

13                   COMMISSIONER GARCIA: Right.

14                   WITNESS DOYLE: And the system also is so  
15 designed that where the water is pumped in, the majority of  
16 the homeowners have excessive trouble with the quality of  
17 the water. The middle of line is a little better. The end  
18 of the line is terrible. After they flush the tanks, you  
19 never know where the trouble is going to be because it  
20 seems to go all over the park.

21                   But the only thing I can sum it up and say is I do not  
22 believe that Southern States is living up to its obligation  
23 and is falsifying the amount of money that they have spent  
24 to keep this plant in shape. It's never improved anything  
25 since I've been there. No --

1 COMMISSIONER GARCIA: Has there been a growth in  
2 the number of people in this a area that they are serving?

3 WITNESS DOYLE: There are 250 people in the park,  
4 round figures.

5 COMMISSIONER GARCIA: Right.

6 WITNESS DOYLE: And that's about the same number  
7 that's been there for the past 12 years.

8 COMMISSIONER GARCIA: Okay.

9 WITNESS DOYLE: A few come in and a few go out.  
10 And that 250 people are asked to share the burden of this  
11 bad water system, and I for one am offended by the fact  
12 that they would ask for additional revenue for it.

13 Thank you very much.

14 COMMISSIONER CLARK: Thank you, Mr. Doyle. Go  
15 ahead, Mr. Shreve.

16 WITNESS DOYLE: Mr. Shreve.

17 MR. SHREVE: Mr. Doyle, your -- you mentioned the  
18 quality of water and the asking for more money. Coming  
19 into the rate case in '92, the revenue that they had coming  
20 in, according to their figures, from your system was  
21 \$34,959, \$35,000. Coming out of this case, they are  
22 asking for 80,000.

23 WITNESS DOYLE: Yes. I certainly can't reconcile  
24 that.

25 MR. SHREVE: Also, there seems to be some

1 confusion. I'd appreciate Southern States correcting me if  
2 I'm wrong on this, but it's my understanding that they are  
3 requesting a water rate increase of 77 percent, rate  
4 increase over the entire state. And I think that is  
5 correct. And 34 percent for the sewer.

6 WITNESS DOYLE: Mr. Shreve, let me -- one thing I  
7 forgot to mention. I should do it quickly. Almost every  
8 resident in Covered Bridge has a pump for irrigation. We  
9 don't put virtually any water through the sewers as far as  
10 the wastewater is concerned. Whatever water we use for  
11 drinking and inside the house goes back to the sewer plant  
12 almost as clean water. There is no reason for us to pay  
13 additional money for wastewater when we really don't use  
14 it.

15 COMMISSIONER GARCIA: Let me ask the company --

16 WITNESS DOYLE: Surely.

17 COMMISSIONER GARCIA: -- does the company have  
18 a -- I've noticed that in certain other places they've  
19 installed meters, not at the individual houses but at the  
20 general plant to receive wastewater and to get a  
21 calculation of what they've got coming in. Do they have  
22 one in this system by any chance?

23 MR. HOFFMAN: Let me ask, Commissioner --

24 WITNESS DOYLE: I can answer that if you'd like.  
25 No.



1           COMMISSIONER GARCIA: I just saw a company  
2 representative shake yes in the back.

3           WITNESS DOYLE: I'd like to hear him tell me yes,  
4 please. We do not have a wastewater meter at the plant.  
5 Believe me, I've looked there.

6           MR. VOWELL: There is wastewater meter at the  
7 plant that's been installed in the last several months.

8           COMMISSIONER CLARK: Mr. Hoffman.

9           COMMISSIONER GARCIA: Repeat what he just said.

10          WITNESS DOYLE: He said it's been installed in  
11 the last couple of months and --

12          COMMISSIONER CLARK: Mr. Doyle, just hang on a  
13 minute.

14          WITNESS DOYLE: Surely.

15          COMMISSIONER CLARK: Why don't you come up here.

16          MR. HOFFMAN: Mr. Vowell.

17          COMMISSIONER CLARK: Let me go ahead and swear  
18 you in.

19                 (Mr. Wayne Vowell was sworn by the chairman)

20          COMMISSIONER CLARK: Will you give us your name  
21 and tell us who you're with.

22          MR. VOWELL: Wayne Vowell, V-o-w-e-l-l, with  
23 Southern States Utilities.

24          COMMISSIONER GARCIA: Let me ask you the question  
25 again and then you can answer it into the record. I asked

1 the question whether they had a flow meter of -- obviously,  
2 you don't have one individually for houses. But do you  
3 have a general one for the flow back in terms of  
4 wastewater?

5 MR. VOWELL: There is a flow meter, effluent flow  
6 meter at the wastewater plant that measures the flow that  
7 leaves the plant to the percolation ponds.

8 COMMISSIONER GARCIA: And when was that  
9 installed?

10 MR. VOWELL: Offhand, I don't really remember the  
11 date. It's been --

12 COMMISSIONER GARCIA: Ball park.

13 MR. VOWELL: -- several months.

14 WITNESS DOYLE: Wayne, it hasn't been more than  
15 two months, believe me. I can tell you that it hasn't been  
16 unless you went out there yourself, because I know Wayne  
17 well. I see you when you're out there. If you put that  
18 meter in, you certainly didn't do it in the last six months  
19 since you've been charging us for the water -- or in the  
20 last few months. Maybe two months ago at the most if it's  
21 there.

22 COMMISSIONER CLARK: Well, Mr. Doyle --

23 MR. VOWELL: I'd have to look at the records.

24 COMMISSIONER CLARK: -- I can tell you that we  
25 will have our staff be looking at it. Our staff will be

1 going out and looking at each plant and assessing the  
2 operations.

3 WITNESS DOYLE: I would love them to come to our  
4 place, Madam Chairman.

5 COMMISSIONER CLARK: And they will be coming out  
6 here. That is what our engineers do. They go out to look  
7 to make sure the plant is working well and to make sure  
8 that the plant they say they have in service is actually in  
9 service. And we will check to make sure that water -- that  
10 meter is there.

11 WITNESS DOYLE: Thank you very much, Madam  
12 Chairman. And I for one will appreciate it and I'm sure  
13 the people of Covered Bridge will appreciate any kind help  
14 they get from Southern States. Thank you.

15 COMMISSIONER CLARK: Thank you.

16 MR. SHREVE: Mr. Doyle.

17 WITNESS DOYLE: Yes, sir.

18 MR. SHREVE: Commissioner Clark and I know  
19 Commissioner Kiesling has alluded to this before, that the  
20 staff is going to check all of these investments that they  
21 have said that they've made. I know you've shown an  
22 interest over several years and been to many of these  
23 hearings and represented these people a lot.

24 WITNESS DOYLE: I have.

25 MR. SHREVE: I will be glad to as soon as I

1 have -- I will make it a point the check with the  
2 engineering staff, get their notes, see what their comments  
3 are on each and every one of these investments they have,  
4 and I'll be glad to furnish that to you, not just for your  
5 system, but to what goes on around the rest of the state  
6 and all their investments.

7 WITNESS DOYLE: Thank you, Mr. Shreve.

8 MR. SHREVE: Yes, sir.

9 WITNESS DOYLE: Thank you, Ms. Commissioner --  
10 Madam Commissioner.

11 COMMISSIONER CLARK: Thank you, Mr. Doyle.

12 MR. SHREVE: Mr. Harbaugh.

13

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14

PAUL HARBAUGH

15 was called as a witness on behalf of the Citizens of the  
16 State of Florida and, having been duly sworn, testified as  
17 follows:

18 WITNESS HARBAUGH: Ladies and gentlemen of the  
19 commission, good evening. My name is Paul Harbaugh,  
20 H-a-r-b-a-u-g-h. I reside at 68 Venetian Parkway in  
21 Covered Bridge, Lake Placid. My wife and I moved to  
22 Covered Bridge in March of 1992, and we immediately started  
23 buying drinking water because it stunk. We bought a house  
24 filter and had it installed. We went north for a couple of  
25 months and I turned the water off. We came home to a brown

1 filter and dirty water. I took a gallon of the water and  
2 the filter to Mr. Doyle. And what the SSU representative  
3 did, I have know idea.

4 COMMISSIONER GARCIA: They never got back to you  
5 when you gave them the water? You took a gallon of that  
6 water over to them and showed it to them?

7 WITNESS HARBAUGH: I took it to Mr. Doyle, and  
8 apparently that's one of the jugs he stored in his garage.  
9 The problem never got any better, and I had to drain the  
10 hot water heater. The taste and odor remained. We bought  
11 water again. I installed a filter on the refrigerator.  
12 When you melt ice cubes in the sink, you get a white scum  
13 left.

14 Our neighbors were also getting spotted clothes. So I  
15 checked with my wife and she was washing clothes, we had  
16 brown spots all over them. I have no idea what that was  
17 from. We didn't -- didn't know, either. The following May  
18 we went north for graduation. In six weeks we returned to  
19 black water and a smell so bad we had to leave the house.  
20 That's the sample.

21 I have to change filters every three weeks. I have an  
22 outside house filter and -- in order to use the water for  
23 coffee. The water system looks like it is only an aerator  
24 with chlorine added. Now when the water goes up from the  
25 tank to the tower, it spreads out, that's aeration, that's

1 not filtering.

2 This doesn't appear to be any filter system at all.  
3 And for this lousy undrinkable water we have to pay \$17.00  
4 a month just to be connected, then we pay for water. If  
5 you take the fee for the residents that we have in Covered  
6 Bridge, it amounts to roughly \$48,960 a year or \$296,000  
7 for the six years they've had the system, and we've got a  
8 \$12,000 tank.

9 Our community is a retired community and we're on  
10 fixed incomes and we definitely cannot stand anymore  
11 increases in SSU's water or filtering system. Thank you.

12 COMMISSIONER GARCIA: Can you -- I was going the  
13 say toss, but I don't want to get any of it on me.

14 WITNESS HARBAUGH: I was going to bring a jug of  
15 water in with some glasses and let you smell it, because  
16 you wouldn't drink it.

17 COMMISSIONER GARCIA: Commissioner Kiesling  
18 always drinks that water. It's a challenge for her.

19 COMMISSIONER KIESLING: No. I can tell you, this  
20 one I wouldn't drink. I mean I grew up with sulfur water,  
21 but that --

22 COMMISSIONER CLARK: Mr. Harbaugh, I would like  
23 to ask you a question.

24 WITNESS HARBAUGH: Yes, ma'am.

25 COMMISSIONER CLARK: Would you clarify for me,

1 when you came home and turned on the water, this was the  
2 water you got out of your --

3 WITNESS HARBAUGH: That's what we got out, yes,  
4 ma'am. The -- our neighbors had -- had gone over to the  
5 house about three weeks before we came home and flushed the  
6 commodes, and they had to leave the house because the water  
7 was blacker than that and it stunk. I would imagine it's  
8 probably a, oh, I don't know, iron or sulfur smell that you  
9 get.

10 COMMISSIONER CLARK: And you all have complained  
11 to the utility beyond -- not just what Mr. Doyle has done?

12 WITNESS HARBAUGH: Yeah.

13 COMMISSIONER CLARK: Okay. Mr. Hoffman, would  
14 you make sure that your company in the technical hearing  
15 specifically addresses the water quality of this system and  
16 what they are doing, if anything, to improve it? This is  
17 remarkable to me.

18 MR. HOFFMAN: Yes, ma'am. We'll look into this  
19 specific situation and we'll do as you've asked at the  
20 technical hearing.

21 COMMISSIONER CLARK: Okay. And Mr. Crouch, I  
22 know you'll do the same thing. Thank you.

23 COMMISSIONER KIESLING: I'm stunned. I mean,  
24 I've never seen anything like that.

25 MR. SHREVE: Commissioner, I'll volunteer that at

1 the technical hearing any samples that any customers  
2 throughout the state bring in, Mr. Hoffman will drink  
3 them.

4 COMMISSIONER CLARK: Mr. Shreve, do we have any  
5 more witnesses that have signed up?

6 MR. SHREVE: That's it.

7 COMMISSIONER CLARK: Ladies and gentlemen, you  
8 came a long way to attend this hearing. Is there anyone  
9 else who would like to make a comment.

10 WITNESS DEVITA: Yes, I would. I'm sorry.

11 COMMISSIONER CLARK: That's all right. Come on  
12 up. Did you stand up when I swore people in?

13 WITNESS DEVITA: My name is Achilles DeVita.

14 COMMISSIONER CLARK: Just a minute. Did you  
15 stand up when I swore the witnesses?

16 WITNESS DEVITA: No, I didn't.

17 COMMISSIONER CLARK: Okay. Let's do that and  
18 then we'll take your name.

19

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20

ACHILLES DEVITA

21 was called as a witness by the Citizens of the State of  
22 Florida and, having been duly sworn, testified as follows:

23 COMMISSIONER CLARK: Thank you.

24 WITNESS DEVITA: I'm sorry about this, because  
25 I thought --



1 COMMISSIONER CLARK: That's all right.

2 WITNESS DEVITA: I was here at the last meeting,  
3 and I believe I -- I know I did, I sent a four-page epistle  
4 to you, to the commission and --

5 COMMISSIONER GARCIA: You also spoke.

6 WITNESS DEVITA: -- some of you read it.

7 COMMISSIONER GARCIA: You also spoke, though.

8 WITNESS DEVITA: I spoke, too.

9 COMMISSIONER GARCIA: Yeah.

10 COMMISSIONER CLARK: Give us your name again.

11 WITNESS DEVITA: May I ask a question? Have you  
12 received my --

13 COMMISSIONER GARCIA: It's probably part of the  
14 record that -- well, it is part of the record if you sent  
15 it in.

16 WITNESS DEVITA: It was a four-page -- it was a  
17 four-page report on how -- how I felt about what was  
18 happening with the --

19 COMMISSIONER CLARK: Let me -- let me have you  
20 give your name to begin with and so the court reporter gets  
21 your name.

22 WITNESS DEVITA: Achilles, A-c-h-i-l-l-e-s  
23 DeVita, that's D-e-v-i-t-a. I live at 140 Parkview Circle  
24 North.

25 COMMISSIONER CLARK: And, you know, yes,

1 I'm -- I'm fairly certain that I saw your letter and I sent  
2 it to the staff, because your name is very familiar to me.  
3 As you might know, I did not make the Sebring hearing the  
4 last time we had it here, but I recall your letter and I  
5 recall sending it to the staff. Have you not gotten a  
6 letter back yet?

7 WITNESS DEVITA: No, I haven't. It hasn't been  
8 acknowledged. And I was hoping that perhaps tonight you'd  
9 be asking some questions about it. I forgot what I had in  
10 there. I know most of it.

11 COMMISSIONER CLARK: Let me ask, do you know if  
12 you sent it to me, the chairman, or to all of us?

13 WITNESS DEVITA: To the commission.

14 COMMISSIONER GARCIA: You sent it to the  
15 address --

16 WITNESS DEVITA: To the address that was on that  
17 green sheet. There wasn't enough room on there, so --

18 COMMISSIONER GARCIA: Right.

19 MR. CROUCH: It was put in the record.

20 COMMISSIONER CLARK: All right. My staff is  
21 indicating that we have put it in the record. What I can  
22 tell you is I will go look at it again and see what -- the  
23 things that you have outlined specifically. If you want to  
24 give us a brief statement again as to what they were.

25 WITNESS DEVITA: All right. All I'll do is

1 almost reiterate what I said at the last meeting, is that  
2 the quality of the water is lacking. I think a quick check  
3 is just to lift the cover off the johns and where the water  
4 is still, that black water that you saw there is what  
5 you'll see there, which I think is nothing but  
6 phosphates -- not phosphates, but sulfur, because the  
7 arator, the thank that the gentleman was talking about, is  
8 where most of this black sulfates come out. And that's  
9 loaded.

10 That hasn't -- that's been cleaned once to my  
11 knowledge in the last 14 years, and that was when  
12 Mr. Miller still had the plant. So it hasn't been cleaned  
13 since. And I remember at the last cleaning that that black  
14 scum was about two inches thick that lined this tank. This  
15 tank is a rinky-dink affair made up of sewer pipes, one  
16 superimposed upon the other, and I think a lot of this  
17 blackness would come out once they get that cleaned.

18 One question I didn't ask that I meant to have in my  
19 letter was, is the system that they have -- perhaps one of  
20 their engineers could answer -- is it a recycling -- does  
21 it recycle back or does it dead-end --

22 COMMISSIONER CLARK: You want to know if it's a  
23 closed loop or a dead-end?

24 WITNESS DEVITA: Yes, right. Does it end in a  
25 dead-end?

1                   COMMISSIONER CLARK: Just a minute. Mr. Hoffman.

2                   WITNESS DEVITA: Because it seems like the people

3 at the extreme end of the property are the ones that are

4 having the most problem.

5                   COMMISSIONER CLARK: We can get that answered.

6 Mr. Vowell, can you come back up and let us know if it is a

7 closed loop or a system?

8                   MR. VOWELL: Yes, ma'am. According to everything

9 in my prints and that we've checked, it's looped. I think

10 there is two like blow-offs in the end of one of the

11 streets there, one or two of the smaller streets which

12 dead-end.

13                   COMMISSIONER CLARK: So the system in general

14 loops back to the plant?

15                   MR. VOWELL: Yes, ma'am.

16                   COMMISSIONER CLARK: But there are two areas

17 where it doesn't?

18                   MR. VOWELL: Two short sections. I'm not even

19 sure if there is any houses on them. I'd have to look.

20                   WITNESS DEVITA: Because I can visualize where

21 the water would lay stagnant there at the end and it would

22 create a problem. Now I have -- I recognized the quality

23 of this water when I moved in 13, 14 years ago, and I

24 immediately put in a -- a reverse osmosis system and a

25 water softener. So I don't have -- I have decent water.

1                   COMMISSIONER GARCIA: You have a reverse osmosis  
2 system for your house?

3                   WITNESS DEVITA: Yes, sir. Yeah. I've  
4 got -- I've had a little background in water systems down  
5 in the Miami area, Broward, Dade, so I know a little bit of  
6 what I speak. I learned it -- when I used to call on the  
7 plants down there, I learned that the area was what they  
8 called a -- a kidney stone area because there was so much  
9 lime in the water.

10                  And in the Miami area, the Hialeah area, Hialeah  
11 plant, they actually removed so much of this lime, they are  
12 able to sell it, it's a commercial venture for them. We  
13 don't have that up here. I don't know how much lime we're  
14 ingesting up here. So I recognize that -- the failings of  
15 the plant after looking at it, and that's why I put in a  
16 reverse osmosis system in my own home.

17                  But in spite of that, in spite of that, every now and  
18 then in the still waters of the water closet, you'll see  
19 this -- you could write your name in it, it's that thick.  
20 And occasionally we'll get a very, very strong odor of  
21 chlorine. There are times when I haven't been able to  
22 shower, my wife and I haven't been able to shower because  
23 of that odor. But that eventually will disappear. I could  
24 excuse that because there would be such things as  
25 mechanical breakdowns somewhere along the line.

1 But I was hoping that you would have some points to  
2 bring up regarding the points that I made in that letter,  
3 which there were so many of them, four pages full, I think,  
4 I just can't remember all of them. But anyway, that's -- I  
5 don't know how much more I could add to what's been added,  
6 but I could almost verify what -- not almost. I will  
7 verify what has been said regarding the equipment and the  
8 quality of the water.

9 COMMISSIONER CLARK: Thank you, Mr. DeVita.

10 MR. SHREVE: Thank you, sir. Anyone else?

11 COMMISSIONER CLARK: Yes.

12 WITNESS SMALL: I haven't been sworn in, either.

13 COMMISSIONER CLARK: Come on up.

14 WITNESS SMALL: My name is Jean -- I'm sorry.

15 -----

16 JEAN SMALL

17 was called as a witness on behalf of the Citizens of the  
18 State of Florida and, having been duly sworn, testified as  
19 follows:

20 WITNESS SMALL: My name is Jean Small. I have  
21 live at 62 Edgewater Drive, Lake Placid. Since coming  
22 here, we've put a filter under the sink, we've put a filter  
23 attached to our refrigerator. We are now buying our  
24 drinking water, and we bought a Culligan system for  
25 \$1200.00. It was kind of expensive. In St. Louis where I

1 came from, there is the most wonderful water in the world.  
2 And maybe you could look into it. That's about all I  
3 really have. I do have stomach problems that I never had  
4 before, and I wish that they could do something to correct  
5 some of these problems

6 COMMISSIONER CLARK: Well, you're the second  
7 person that has told us St. Louis has wonderful water. I  
8 forget which service hearing it was, but there was somebody  
9 else from St. Louis that said this is just --

10 WITNESS SMALL: Maybe they could bottle it and  
11 send it on down.

12 COMMISSIONER CLARK: Well, it's not as cold down  
13 here.

14 COMMISSIONER KIESLING: They send it down to New  
15 Orleans through the Mississippi River.

16 WITNESS SMALL: Is that what happened?

17 COMMISSIONER CLARK: Okay. Thank you, Ms. Small.

18 COMMISSIONER KIESLING: Ms. Small. I'm sorry,  
19 Ms. Small. Have you ever had water that looked like that  
20 in your house?

21 WITNESS SMALL: No, not quite that bad. We just  
22 have little black spots -- little black spots in our ice  
23 cubes.

24 COMMISSIONER KIESLING: Thank you.

25 COMMISSIONER GARCIA: Mr. DeVita wanted to say

1 something.

2 WITNESS DEVITA: I just thought of another item.  
3 May I approach?

4 COMMISSIONER CLARK: Come on up, Mr. DeVita.

5

6

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ACHILLES DEVITA

7 being previously called as a witness by the Citizens of the  
8 State of Florida and previously sworn, testifies as  
9 follows:

10 WITNESS DEVITA: I'd like to hear from SSU  
11 regarding the back flow valves, the check valves. You all  
12 know the operation of a check valve, what it does? I  
13 suspect that -- I -- that it's possible that some of them  
14 aren't operating properly and some of this odor that we're  
15 talking about and backup could be from check valves that  
16 are not operating properly.

17 COMMISSIONER KIESLING: Are you talking about  
18 like the back flow valves where people have a well and they  
19 use that to irrigate and it's also tied to the same system?

20 WITNESS DEVITA: I don't know. I don't know. I  
21 just wonder if it's something that the SSU should be  
22 checking on.

23 COMMISSIONER CLARK: Well, Mr. DeVita, I would  
24 agree that with respect to determining how to improve or  
25 what the cause of the quality of water is -- let me ask Mr.



1 Vowell, do you know if there is any problems with any back  
2 flow valves? Are there -- I don't know where you would  
3 necessarily have back flow valves. Every house does?

4 COMMISSIONER KIESLING: There should be at every  
5 house.

6 WITNESS DEVITA: Each home has one.

7 COMMISSIONER CLARK: Okay. Each home that has a  
8 well?

9 WITNESS DEVITA: I'm not talking about a well,  
10 I'm talking about on their system, on the potable water  
11 system.

12 COMMISSIONER GARCIA: Yeah.

13 WITNESS DEVITA: I'm not talking about the  
14 irrigation well.

15 MR. VOWELL: We haven't required at this time for  
16 the present homeowners --

17 COMMISSIONER CLARK: Back flow valves; right?

18 MR. VOWELL: -- to install back flow preventers.

19 WITNESS DEVITA: We don't have any.

20 MR. VOWELL: We don't require any. If somebody  
21 has some, they may have put them on anyway.

22 WITNESS DEVITA: Because I just experienced  
23 just -- as a matter of fact, I was out there today -- down  
24 in the Broward area, some property I have down there, they  
25 hooked in the water main and one of the most important

1 things was the back flow valve. They actually had to get a  
2 certified plumber who knew the operations and was certified  
3 that he was a plumber that knew how to install these  
4 things. And it's a very important item.

5 COMMISSIONER CLARK: Mr. DeVita, my familiarity  
6 with the back flow valves is that when there is a  
7 possibility of having some other water being introduced  
8 into the system, you have to have a back flow valve. It  
9 isn't required for every home at this point.

10 WITNESS DEVITA: It's not required for every home?

11 COMMISSIONER CLARK: Not that I know of.

12 COMMISSIONER KIESLING: But there is a back flow  
13 prevention project that's going on, and the Department of  
14 Health and Rehabilitative Services also has an interest in  
15 making sure what that when people have a well, that if the  
16 pipes that run from the well to the irrigation system in  
17 any way also intersect with the potable water supply that  
18 there has to be a back flow prevention device on that to  
19 make sure the well water doesn't get into the potable.

20 WITNESS DEVITA: I could see that happening.  
21 There might be a case where somebody thought, well, my well  
22 water is pretty good, I'll hook it up to the system, which  
23 can be done --

24 COMMISSIONER KIESLING: Yeah.

25 WITNESS DEVITA: -- and as the sprinkler -- the

1 back flow valve is that if the pressure is higher at the  
2 receiving end than the end delivering the water, that it's  
3 going to go back into the potable water. I don't know how  
4 you'd ever discover anything like that other than go into  
5 everybody's home to see how their plumbing setup is set  
6 up.

7 COMMISSIONER KIESLING: Uh-huh.

8 WITNESS DEVITA: I just wanted -- you say we do  
9 not have any back flow valves, they are not required?

10 COMMISSIONER CLARK: Well, I know they are  
11 not -- they are required when there is circumstances where  
12 there would be a crossing -- a cross connection of the  
13 public potable water system with an individual system. But  
14 I'm not sure if you have that case in Covered Bridge.

15 WITNESS DEVITA: This is down in Broward County  
16 at the little town of Pembroke Park, and it's something  
17 I -- I won't forget because of the price of it.

18 COMMISSIONER CLARK: Mr. Vowell, let me ask you  
19 this. Where you're aware of cross connect problems or the  
20 possible back flow, you do have back flow valves, do you  
21 not? Back -- I'm trying to think of the name of them.

22 MR. VOWELL: At the wastewater plant, we have a  
23 back flow preventer at the plant on our line.

24 COMMISSIONER CLARK: But with respect to the  
25 water system, there is not a requirement that the houses on

1 this water system have back flow preventers, is there?

2 MR. VOWELL: No, we haven't -- in that program,  
3 we haven't gone back to the existing customers, existing  
4 homes and required them to put a back flow preventer.

5 COMMISSIONER CLARK: Okay.

6 WITNESS DEVITA: There is another question I'd  
7 like -- you just reminded me of, you mentioned the sewer  
8 part. Years ago there were two drainage ponds, areas where  
9 the effluent from the sewer plant would go into that and be  
10 allowed to be dried up and then it would switch over to the  
11 other one. And the effluents would dry up in the one, they  
12 would go in there and scrape it off and get it ready for  
13 the next time. And I noticed that that's not being used  
14 anymore. What's -- has there been a change?

15 MR. VOWELL: No. The ponds are still used.  
16 Right -- we've been waiting, you know, till now till it's  
17 dry enough that we can get in and, as you said, clean out  
18 or disc up one pond and then switch back over and disc the  
19 other up. There is very little water that stays in those  
20 ponds. There is virtually very little.

21 WITNESS DEVITA: When Mr. Miller had it, there  
22 wasn't as many people as we have today, those ponds used to  
23 to be filled.

24 MR. VOWELL: I'm not familiar with his operation,  
25 what was wrong at that time, why they stayed filled, but

1 the ground percolates very well.

2 WITNESS DEVITA: They would be filled up to a  
3 certain area, I think it was and six inches deep or so, it  
4 was a flat -- a flat shallow area, and when that got to a  
5 certain depth, they would cut that off and put the  
6 effluents into the other side of the ponds. In the  
7 meantime, this would dry out, it would flake, and they  
8 would go in there and scrape it off. And I believe they  
9 even sold that for fertilizer. It's loaded with nitrogen  
10 or something.

11 COMMISSIONER CLARK: Mr. Vowell, you still follow  
12 that procedure, do you not, that you go in periodically and  
13 let them dry out completely and scrape them?

14 MR. VOWELL: Well, we don't -- there shouldn't be  
15 any --

16 WITNESS DEVITA: Where do the effluents go?

17 MR. VOWELL: There shouldn't be any sludge in the  
18 pond, it should be just effluent water. So I'm not sure  
19 what they were scraping off and selling, but --

20 COMMISSIONER CLARK: Let me ask it a little  
21 differently. You have no outstanding violations from DER  
22 or the Health Department regarding your operations at that  
23 plant, do you?

24 MR. VOWELL: No, ma'am.

25 COMMISSIONER CLARK: Okay.

1                   WITNESS DEVITA: That's the question I have.  
2                   Where do the -- there has got to be some effluents. Where  
3                   does it go?

4                   MR. VOWELL: Well, you may be thinking of the  
5                   residuals or the waste sludge. That's hauled off and land  
6                   spread.

7                   COMMISSIONER CLARK: Mr. DeVita, it sounds like  
8                   to me they are doing -- they do scrape the ponds and haul  
9                   off the sludge.

10                  COMMISSIONER KIESLING: No. They take out the  
11                  sludge before the water goes into the ponds.

12                  WITNESS DEVITA: There is nothing going into the  
13                  ponds now. There used to be, but there is nothing going in  
14                  there now. And my question is, where does that go to now?

15                  COMMISSIONER GARCIA: He just answered -- speak  
16                  into the mike because --

17                  MR. VOWELL: Yes, sir. The water still goes into  
18                  the ponds. Now why they were full before, I don't know.

19                  COMMISSIONER GARCIA: He wants to know where the  
20                  sludge goes. You just said it, but --

21                  MR. VOWELL: Yeah, the sludge is hauled off from  
22                  what we call a digester and then it's land spread,  
23                  stabilized and land spread.

24                  COMMISSIONER CLARK: Mr. DeVita, the --

25                  WITNESS DEVITA: In other words, it's still wet

1 then; is that it, and then you haul it off?

2 MR. VOWELL: It's wet when they haul it yes, sir.

3 WITNESS DEVITA: You are getting rid of it  
4 somehow or other?

5 COMMISSIONER CLARK: I'm sure they are or they  
6 would be in violation of DER's requirements or the Health  
7 Department's or somebody.

8 WITNESS DEVITA: I learned years ago that tomato  
9 plants used to grow out of these little ponds, and they say  
10 you can't kill a tomato seed.

11 COMMISSIONER CLARK: Thank you, Mr. DeVita.  
12 Ladies and gentlemen, is there --

13 COMMISSIONER KIESLING: I want to ask Mr. Vowell  
14 a question --

15 COMMISSIONER CLARK: Go ahead.

16 COMMISSIONER KIESLING: -- since you seem to be,  
17 Mr. Vowell, the one who's familiar with this plant. I mean  
18 can you account for water that looks like this?

19 MR. VOWELL: There is sulfates in the water and  
20 through the aeration chlorination you remove a certain  
21 amount, but there is still sulfates in the water. As long  
22 as there is a good chlorine filter there, there shouldn't  
23 be a problem with the odor or the color. I know in talking  
24 to several people, when they are gone for a while, several  
25 weeks or months or whatever, they come back, you will have

1 a discolored water, it may have the odor, especially in the  
2 water heaters. We recommended flushing those water  
3 heaters, checking the anover rods, those type of things to  
4 help with that problem.

5 Also, in the past, there wasn't a real flushing  
6 program with that system, which we've been implementing,  
7 checking valves, make sure they are all open and there is  
8 no dead-ends. We've kept the system flushed very well.  
9 And I've been over several times recently to look at the  
10 water when it comes out of the fire hydrant where we flush,  
11 and we don't have the discoloration as we did when we first  
12 started years ago.

13 COMMISSIONER GARCIA: But as a general rule, and  
14 perhaps I'm wrong, I would assume that -- I mean we've run  
15 into the brown waters and stuff, but as a general rule, the  
16 green waters would suggest to me some -- some type of  
17 chlorophyll or some type of microbe going on in there. And  
18 that's not happening there; right?

19 MR. VOWELL: No. All the bacteria tests have  
20 passed.

21 COMMISSIONER KIESLING: It's little suspended  
22 little tiny black particles, if you let it set up here --

23 COMMISSIONER GARCIA: Thank you.

24 COMMISSIONER KIESLING: -- which is sulfur.

25 COMMISSIONER GARCIA: Okay. Could I ask -- I



1 guess I'll ask you, Mr. Hoffman. Could the company  
2 provide -- obviously, we have a right to get it and so do  
3 the citizens of the state, but could we have the tests of  
4 this water -- the water tests of this system for the last  
5 three years and give them to our engineering department so  
6 they can take a quick look at them?

7 MR. HOFFMAN: Yes, sir.

8 MR. CROUCH: We have them.

9 COMMISSIONER GARCIA: We already have it? Good.  
10 Then let me know -- take another gander at that and let me  
11 know about it.

12 COMMISSIONER CLARK: Okay?

13 COMMISSIONER GARCIA: Thank you.

14 MR. SHREVE: Thank you. Oops, we have somebody  
15 else.

16 WITNESS BEAUBIEN: I guess I'd better be sworn  
17 in.

18 COMMISSIONER CLARK: Yes. There are two other  
19 people. Would you please stand up at the same time and let  
20 me swear you in, too.

21 (Four additional witnesses were sworn)

22 COMMISSIONER CLARK: Let me ask you to do one  
23 other thing. If you would, would you sign up on -- give us  
24 one of those sheets so we have your -- your name and  
25 address. When you leave, make sure you give it to

1 Ms. Ring.

2

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3

CLEATIS BEAUBIEN

4

was called as a witness on behalf of the Citizens of the

5

State of Florida and, having been duly sworn, testified as

6

follows:

7

WITNESS BEAUBIEN: My name is Cleatis Beaubien,

8

and I live at 109 Pinecrest in Covered Bridge. Unlike the

9

water, I think it's been perfectly clear in here that we

10

have a quality problem. And I don't know, these gentlemen

11

come over and check the water, but I challenge any of them

12

to stand by Mr. Harbaugh's house and each drink a full

13

glass of water coming right out of the tap.

14

Now I think your responsibility is to supply us with

15

drinking water. Sometimes it's even hard to get under the

16

shower and wash, let alone drink that water. And I think

17

the quality that is in that jug is certainly not peanut

18

butter, it's water right out of the tap. And you can talk

19

about the heating systems and the tanks, but the water that

20

comes out of the tap, the cold water tap does not go

21

through the hot water tanks, and that's the kind of water

22

we sometimes get out of our tap.

23

And it changes from time to time. And in certain

24

parts of the park, it's a little better than it is in

25

others. But we don't drink our water. And it's not quite

1 as bad as that, but we don't drink it. But I challenge you  
2 to bring some of your representatives from your company,  
3 stand in line and each drink a full glass of that water,  
4 then tell me the system is all right.

5 When you can do that, when you can bring those people  
6 over and drink that water right out of the tap, then I  
7 think you can talk to the commission about a rate  
8 increase. But until that happens, I don't think you've got  
9 any right at all to ask us to pay more -- more to you for  
10 the kind of water we're getting.

11 People here are investing in filtering systems and  
12 they shouldn't have to do that. You have the  
13 responsibility for furnishing us water that we can drink.  
14 We shouldn't have to do it ourselves. We keep drinking  
15 in -- bringing in drinking water from the shopping centers,  
16 and we shouldn't have to do that. If you have a system  
17 that works, then we can start talking about rate  
18 increases. But until that time, I don't think you have  
19 anything to talk about. Thank you.

20 COMMISSIONER CLARK: Thank you, Mr. Beaubien. Is  
21 it B-o-b-i-a-n?

22 WITNESS BEAUBIEN: B-e-a-u-b-i-e-n. You've just  
23 heard from a Frenchman.

24 COMMISSIONER CLARK: Thank you. Let's  
25 just -- I'm going to move back by rows, if you don't mind.

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MAURA DOYLE

1  
2  
3 was called as a witness on behalf of the Citizens of the  
4 State of Florida and, being duly sworn, testified as  
5 follows:

6 MS. DOYLE: My name is Maura, M-a-u-r-a Doyle,  
7 D-o-y-l-e. I live at 30 Edgewater Drive West, Lake  
8 Placid. I'm going to get to the picky and little things  
9 that they missed. Now when they come and test the water,  
10 they always test our water, and we have a full filtration  
11 system on our house. That's the number one thing that  
12 upsets me.

13 COMMISSIONER GARCIA: Hold on for a second.  
14 They -- the company comes to your house and knocks on the  
15 door and asks for your water to test?

16 WITNESS DOYLE: Uh-huh. The first thing in the  
17 morning, and we have a full filtration system.

18 COMMISSIONER GARCIA: Okay.

19 WITNESS DOYLE: And they do this every time they  
20 test.

21 COMMISSIONER GARCIA: Well, can I ask the company  
22 to do a test -- I guess you have to do it every once in  
23 awhile -- and not got to Doyle's residence to do it this  
24 time?

25 WITNESS DOYLE: No, I don't mind. They

1 just -- one time we were going away, but they do it outside  
2 the house, or if we're not --

3 COMMISSIONER GARCIA: Right. But if they are  
4 getting a filtered system --

5 WITNESS DOYLE: Correct.

6 COMMISSIONER GARCIA: -- it might not be as  
7 indicative as we'd like it to be of what exact -- where was  
8 the gentleman that provided the Reece's peanut butter  
9 water?

10 WITNESS DOYLE: Paul Harbaugh in the back there.

11 COMMISSIONER GARCIA: Could you go and check at  
12 Mr. Harbaugh's house the next time you do the water quality  
13 test?

14 MR. VOWELL: I don't know -- I'm not sure which  
15 test they sampled. We did lead and --

16 WITNESS DOYLE: And his name?

17 COMMISSIONER CLARK: The court reporter can only  
18 get one person at a time. Go ahead, Mr. Vowell.

19 MR. VOWELL: We did -- of course lead and copper,  
20 you know, is required, and they do chlorine samples and  
21 those bacteria samples. I'm not sure what else would have  
22 been sampled.

23 COMMISSIONER GARCIA: Maybe we can just do the  
24 test at another house without a filtration system, and I  
25 guess that would be a good -- a good indicator of perhaps

1 how bad it can get. Maybe it will provide a different  
2 result.

3 MR. VOWELL: What do you want tested? I'm not --

4 COMMISSIONER GARCIA: No, no. I think  
5 periodically -- well, obviously the water, yes. But  
6 periodically do you test the water?

7 MR. VOWELL: Whatever the requirements are for us  
8 to test, yes, sir.

9 COMMISSIONER GARCIA: Okay. Could you, the next  
10 time you do the test, do it at Mr. --

11 WITNESS DOYLE: Harbaugh's.

12 COMMISSIONER GARCIA: -- Harbaugh's house as  
13 opposed to Mr. Doyle's filtered water or Ms. Doyle's?

14 MR. VOWELL: Sure.

15 WITNESS DOYLE: And also his neighbor, Mr.  
16 Becker, has very bad water, and the neighbor on the other  
17 side, Rhett Nichols has bad water. It seems like that line  
18 goes in and they are all -- I don't know. They are hexed.  
19 We have also had, even with our full filtration system,  
20 sand in our toilet tanks, sand in our ice cubes.

21 And another thing I would like to state, many of our  
22 people, I would say 50 percent, go home all summer long.  
23 And they have to pay \$17.80 per month for using no water  
24 and no sewer. And I think at the most they should have  
25 maybe a vacation rate on that. Because number one, the

1 water is free. Number two, the treated water is miserable  
2 and they are not using it anyhow. So they are paying  
3 \$17.80 a month every year for six months and -- for  
4 nothing. So --

5 COMMISSIONER GARCIA: Ms. Doyle, just  
6 philosophically, if we would do that, that would mean that  
7 those who are here all year would probably have to pay a  
8 much higher rate, because that's just the basis for running  
9 the system until --

10 WITNESS DOYLE: Well, doesn't the cost of running  
11 the system depend on how many people use the system?

12 COMMISSIONER GARCIA: To some degree. But there  
13 are some basic costs that do not vary, and that's what  
14 you're trying to cost out a little bit.

15 WITNESS DOYLE: Well, the telephone company gives  
16 a vacation rate --

17 COMMISSIONER GARCIA: Right.

18 WITNESS DOYLE: -- and that's a public utility.

19 COMMISSIONER GARCIA: I've never heard of a  
20 vacation rate. I think they just cut you off, don't they?

21 WITNESS DOYLE: No. They give you a lower rate.

22 AUDIENCE MEMBER: They give you a lower price.

23 WITNESS DOYLE: Well, you could say how much it  
24 is. I don't know.

25 COMMISSIONER CLARK: Ms. Doyle, let me just --

1 let me sort of clear it up if I can.

2 WITNESS DOYLE: Certainly.

3 COMMISSIONER CLARK: The water and wastewater  
4 industry, they tend to have more fixed costs, things that  
5 don't change no matter how much water you pump, and that's  
6 the part of the cost that we put in what is called a base  
7 facility charge, and that is the \$17.00 a month -- or that  
8 you have reference to. It's a way of making sure that  
9 those costs that are fixed are borne by everybody who's  
10 hooked up to the system and then the costs that vary will  
11 depend on how much water you use.

12 WITNESS DOYLE: Well, that's not going to help me  
13 because I'm a year round homeowner.

14 COMMISSIONER CLARK: Well, it's to your benefit,  
15 then, that those fixed costs are --

16 WITNESS DOYLE: Well, you know, this whole price  
17 system is way out of line. Because, Mr. Shreve knows, I've  
18 been up at the Public Service Commission seven times. The  
19 developer wanted an increase in the water, \$4.00, which  
20 would have made it \$18.00 a month for 5,000 gallons of  
21 water and sewer. The board accepted it. The staff worker  
22 down there said, just because that's what he wants doesn't  
23 mean I'm not entitled to give him what I think he should  
24 have. And we went up there seven times. And it was Sherry  
25 Custeau.



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Then about the fourth or fifth time we were going to go up, the -- Mr. Jagger or Jaeger called, said don't bother coming up, we're only going to put in for 45 percent. We got up there and it was 95 percent. So I'm a little leery about this whole factoring in.

COMMISSIONER CLARK: Well then your concern is about the level of the rates?

WITNESS DOYLE: I think the level is outrageous.

COMMISSIONER CLARK: Okay.

WITNESS DOYLE: And the water is miserable, even with a full house filter.

COMMISSIONER CLARK: Okay.

WITNESS DOYLE: Thank you very much.

COMMISSIONER CLARK: Thank you.

MR. SHREVE: Ms. Doyle.

WITNESS DOYLE: Yes.

MR. SHREVE: At a 6,000 gallonage level, what the company would like from each customer at 6,000 gallons of water is \$52.00. Do you feel that that's a reasonable rate?

WITNESS DOYLE: I think that that's outrageous.

MR. SHREVE: Thank you.

WITNESS DOYLE: Unconscionable.

MR. SHREVE: Do you think they should get that whether it's paid for by you or whoever it's paid for?

WITNESS DOYLE: I don't think they should get

1 that from anybody in God's world.

2 MR. SHREVE: And shouldn't each system be looked  
3 at and see whether or not they have a reasonable rate?

4 WITNESS DOYLE: They should. Is there any way we  
5 can get out of uniform rates? Because we can't even go up  
6 and fight at the PSC when it goes over a week. I mean we  
7 have 250 people, we pay \$44.00 a month maintenance. We  
8 cannot afford to send somebody up for a week or 10 days to  
9 go through every utility listed in these papers. And we  
10 tried to find out last time what day our utility would be  
11 heard and we couldn't get any answer at all. And I don't  
12 think that's right, either. That way they can ram the  
13 whole thing through. Thank you very much.

14 COMMISSIONER GARCIA: Ma'am, do you have -- I'm  
15 certain that somewhere nearby there is the full  
16 documentation on the case; correct Mr. Hoffman?

17 MR. HOFFMAN: Yes.

18 WITNESS DOYLE: Well, we called -- my husband  
19 called several times.

20 COMMISSIONER GARCIA: Called where?

21 WITNESS DOYLE: Tallahassee.

22 COMMISSIONER GARCIA: Well, no. It's nearby  
23 here. I don't know -- Mr. Hoffman, could you state where  
24 it is? You don't have to go to Tallahassee, ma'am, to get  
25 all the information on all the companies.

1 WITNESS DOYLE: Well, we went to fight the  
2 increase.

3 COMMISSIONER GARCIA: Okay. Well, you can fight  
4 the increase from here in the sense that you're doing that  
5 right now, and you have a right to look at all the  
6 documentation that the company has filed, which is,  
7 Mr. Hoffman, where precisely?

8 MR. HOFFMAN: It would be in the county library.

9 COMMISSIONER GARCIA: And that's all --

10 WITNESS DOYLE: Highlands County Library? Thank  
11 you.

12 COMMISSIONER GARCIA: And you've got it all  
13 there. It's quite -- quite a stack. And if you need help  
14 going through that or someone to help you understand some  
15 of it, you can ask -- you can call our staff, and  
16 Mr. Shreve of course is very good about finding what you  
17 want to find.

18 WITNESS DOYLE: Oh, I know. He's very good.  
19 He's been very helpful.

20 COMMISSIONER CLARK: Thank you, Ms. Doyle.

21 MR. HOFFMAN: Madam Chairman.

22 COMMISSIONER CLARK: I'm sorry. Ms. Doyle.  
23 Ms. Doyle.

24 WITNESS DOYLE: Yes, ma'am.

25 COMMISSIONER CLARK: Mr. Hoffman would like to

1 ask you a question.

2 MR. HOFFMAN: Ms. Doyle, just a couple of  
3 questions. Do you know just ball park what your water  
4 consumption has been on a monthly basis?

5 WITNESS DOYLE: You mean the gallonage or the  
6 price?

7 MR. HOFFMAN: Gallonage.

8 WITNESS DOYLE: Well, the price for water and  
9 sewer is about \$36.00 and change. So you can figure that  
10 up yourself. It's around 3,000.

11 MR. HOFFMAN: Okay.

12 WITNESS DOYLE: Maybe a little more.

13 MR. HOFFMAN: Well 3,000 sounds about right,  
14 because our records show that the average monthly  
15 consumption for the customers at Covered Bridge is about  
16 2300 gallons per month. Do you understand that if the  
17 company's final rate request was granted in full for the  
18 water service that based on that average consumption, it  
19 would come to a bill of about \$14.00 a month?

20 MR. SHREVE: Woe.

21 WITNESS DOYLE: You're kidding?

22 MR. HOFFMAN: Nope.

23 WITNESS DOYLE: How do you figure that?

24 MR. SHREVE: Woe.

25 WITNESS DOYLE: Is he choke joking with me,

1 Mr. Shreve?

2 MR. SHREVE: I think he's wrong.

3 MR. HOFFMAN: I think Mr. -- I think the  
4 difference between our numbers is Mr. Shreve's number  
5 assumed the higher consumption number of 6,000.

6 MR. SHREVE: Let's go with 3,000, then. There is  
7 the base facility charge to -- stand alone rates would be  
8 11.04.

9 WITNESS DOYLE: No. The stand --

10 MR. SHREVE: No, no. But this is --

11 COMMISSIONER CLARK: One person at a time.

12 MR. SHREVE: I'm talking about what they want  
13 from your system and your customers. The stand alone base  
14 facility charge is 11.04, and the gallonage is 6.83. So  
15 you're talking roughly 31, \$32.00 for 3,000 gallons of  
16 water.

17 MR. HOFFMAN: No, I don't think that's right. I  
18 mean I think -- I think Mr. Shreve is confusing rates and  
19 bills. I think that the correct figures in terms of what  
20 the bill would be is about \$14.00 a month for water based  
21 on the average consumption, which is 2300 gallons a month.

22 WITNESS DOYLE: But then you have the \$17.80  
23 basic charge.

24 MR. HOFFMAN: Under our proposal, Ms. Doyle, the  
25 basic charge would be \$9.00 for water \$9.17.

1 AUDIENCE MEMBER: How about sewer?

2 MR. HOFFMAN: The sewer --

3 COMMISSIONER CLARK: Just a minute. We have one  
4 court reporter, we have to take the testimony through the  
5 microphones and only one person at a time can speak.

6 MR. HOFFMAN: Yes, ma'am. For sewer, it would be  
7 \$17.59. That's our proposal if our rate request was  
8 granted in full. And that assumes an average water  
9 consumption. And that gets a little complicated, because  
10 there is a cap on wastewater. But that's what our  
11 documents show.

12 WITNESS DOYLE: I don't know. I think your  
13 documents --

14 MR. SHREVE: These numbers came from your  
15 documents.

16 COMMISSIONER CLARK: I think -- Ms. Doyle, I  
17 think there was some mismatching of one person talking  
18 about a total bill and one person that's talking about the  
19 water bill.

20 MR. SHREVE: If yours is 3,000 gallons, according  
21 to my figures that they filed in their second filing, the  
22 BFC would be \$11.04 and the gallonage would be \$6.83.  
23 Three times 6.83 is going to be about 19 or \$20.00. And  
24 you add that to the \$11.00, you've got about 30.

25 WITNESS DOYLE: No. It's 36, Tom.

1 MR. SHREVE: That's for water alone.

2 WITNESS DOYLE: Okay.

3 COMMISSIONER GARCIA: Mr. Hoffman, in his figure,  
4 is using uniform -- the uniform, which is -- that is why  
5 you get a different -- so they are both comparing different  
6 things.

7 MR. HOFFMAN: The reason I said that, Ms. Doyle,  
8 is because that's what the company is asking for.

9 MR. SHREVE: You know, I think that's an  
10 excellent point. If they would limit the company to  
11 exactly what they are asking for and never grant any system  
12 more than they've asked for and then calculate everyone  
13 else's on their stand alone basis so they wouldn't go above  
14 that, then everything would be okay. But see, what he's  
15 calculating it on, if he did it in other systems, you'd  
16 have one up in -- some of them would be outrageously high  
17 if they are on a stand alone basis for their amount. What  
18 they don't have in that figure there they want to get from  
19 someone else. So maybe that's what the commission should  
20 do is limit them to precisely what they have asked for in  
21 their rates.

22 COMMISSIONER CLARK: Ms. Doyle, this exchange  
23 illustrates that the company has asked for uniform rates.  
24 We have required them to provide what would be on a stand  
25 alone basis, and there is a difference depending on how the

1 rate structure is done. And at least with respect to  
2 water, it appears that you all would be better off under a  
3 uniform rate. But again, that's assuming that they get the  
4 entire revenue requirement they have asked for. And  
5 certainly that is going to be the subject of the two week  
6 hearing in Tallahassee.

7 MR. SHREVE: The chairman is exactly right. But  
8 what they have asked for is a good bit from -- to be  
9 justified by your system is a good bit more than  
10 Mr. Hoffman was saying. The figures that I gave you are  
11 what they filed as a stand alone basis which would be used  
12 to calculate revenue requirements, and then they want the  
13 money whether it comes from you or someone else.

14 COMMISSIONER CLARK: Thank you, Ms. Doyle.

15 WITNESS DOYLE: Thank you.

16 MR. SHREVE: Thank you, Ms. Doyle.

17 COMMISSIONER CLARK: Will the next -- the lady in  
18 the back row and then the gentleman in the back row.

19

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20

JACKIE HARBAUGH

21 was called as a witness on behalf of the Citizens of the  
22 State of Florida and, being duly sworn, testified as  
23 follows:

24 WITNESS HARBAUGH: My name is Jackie Harbaugh --

25 COMMISSIONER CLARK: You can bring that down.



1                   WITNESS HARBAUGH: My name is Jackie Harbaugh,  
2 H-a-r-b-a-u-g-h, 68 Venetian Parkway, Lake Placid. And my  
3 husband brought the peanut butter jar up. And I wanted you  
4 to know that's not from three months. That could be from a  
5 week.

6                   COMMISSIONER CLARK: Okay.

7                   WITNESS HARBAUGH: And also, I have had physical  
8 problems. I don't usually broadcast it to the world and  
9 God. But since I quit drinking our water, I'm no longer  
10 having them. So I --

11                  COMMISSIONER CLARK: Since you've quit drinking  
12 the water; right?

13                  WITNESS HARBAUGH: At the house. At the house,  
14 right. And if he --

15                  COMMISSIONER CLARK: That tap water we're talking  
16 about?

17                  WITNESS HARBAUGH: Right. And it -- I mean it  
18 isn't that color once we get home and drain all the system  
19 out.

20                  COMMISSIONER CLARK: Okay.

21                  WITNESS HARBAUGH: So they are not going to be  
22 able to drink that water unless we shut it down for a  
23 week. So --

24                  COMMISSIONER CLARK: Thank you.

25                  COMMISSIONER GARCIA: Could I ask a favor? The

1 next time you have a situation like that, could you call  
 2 our engineers? There is a 1-800 number there. I know you  
 3 can call the company and that's how it should work, but  
 4 just so we know what we're -- where we're talking about.  
 5 Clearly, I've never seen of all the water cases I've done,  
 6 and I've done a lot less than the other commissioners here,  
 7 this quality of water, this green water. The next time  
 8 that that happens, if you do have it, could you call us and  
 9 let us know?

10 WITNESS HARBAUGH: Sure.

11 COMMISSIONER GARCIA: And maybe we can try to  
 12 check it out while it's happening.

13 WITNESS HARBAUGH: And I also don't think it's  
 14 fair, when we get this kind of water and then we have to  
 15 drain our system, use all this water, put it into sewage,  
 16 so we're paying for it again.

17 COMMISSIONER CLARK: Thank you, Ms. Harbaugh.

18 WITNESS HARBAUGH: That doesn't seem fair. Thank  
 19 you.

20 MR. SHREVE: Thank you.

21 -----

22 DON BECKER

23 was called as a witness on behalf of the Citizens of the  
 24 State of Florida and, being duly sworn, testified as  
 25 follows:

1 WITNESS BECKER: My name is Don Becker, 66  
2 Venetian Parkway, Lake Placid.

3 COMMISSIONER CLARK: Is that B-e -- spell your  
4 last name.

5 WITNESS BECKER: B-e-c-k-e-r

6 COMMISSIONER CLARK: Go ahead.

7 WITNESS BECKER: Unfortunately, I live beside Mr.  
8 Harbaugh and have the same situation with the water. It  
9 seems like our two villas were the last ones built and  
10 we're at the bottom of the trunk line. When we go north  
11 and come back down here, I have to do like Mr. Harbaugh, I  
12 have to drain my tank, turn my water spigot on outside and  
13 let it run. I don't know how many gallons of water I've  
14 wasted yet since 1992. But then I've put it down and they  
15 charge me for the sewer just like Mrs. Harbaugh said a  
16 little while ago.

17 I have -- one Sunday we came back from church and we  
18 noticed that the water, when we turned the spigot on, was  
19 awful brown, like in that jar. At that time, we had had  
20 problems prior to this, and I kind of had enough. So I  
21 called the utility company. They sent a gentleman over.  
22 He suggested to me to drain my tank again, which I did, run  
23 the hose again outside, which I did, and then he in turn  
24 went down to the bottom and turned on the fire hydrant. It  
25 took him five flushings to get my water clear. He had to

1 turn it on five different times to get it clear. And when  
2 he left, he left with the idea that I should buy an under  
3 the sink filtration system to go with my filtration system  
4 that I have outside, and that's what he has in his house.  
5 So it indicates to me that even the utility man doesn't  
6 have good water.

7 COMMISSIONER GARCIA: Let me just get that  
8 clear. The water in the peanut butter jar, that color  
9 water is after a filtration system, it was still coming in  
10 that dark? I know that isn't your particular water but --

11 WITNESS BECKER: Well, my water was just as bad  
12 as that.

13 COMMISSIONER GARCIA: Right. And that's even  
14 after your filtration system?

15 WITNESS BECKER: That's after my filtration  
16 system. That's after I went through the outside filtration  
17 system and it went into my -- into my tank. Now what  
18 happens, I don't know. But that's the color. And when I  
19 drain out my hot water tank it drains out totally like that  
20 there. And it's every time I go north and I come back  
21 down. And these guys stay up north about anywhere from  
22 three to five months, something like that. And I come back  
23 and I have the same thing.

24 And by the way, when I come back down from north, I  
25 buy eight to 10 cases of water from up in West Virginia,

1 good mountain water, and I bring it down here to drink. I  
2 don't drink my water, I bathe in it, that's it. Thank  
3 you.

4 MR. SHREVE: Thank you, sir.

5 COMMISSIONER CLARK: Thank you, Mr. Becker.  
6 Thank you very much, ladies and gentlemen, for coming out.  
7 We've appreciated your comments. And if there are no  
8 further comments, we'll adjourn this hearing. The hearing  
9 is adjourned.

10

11 (Thereupon, the hearing was adjourned at 7:13 p.m.)

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1 STATE OF FLORIDA )  
2 COUNTY OF POLK )

CERTIFICATE OF REPORTER

3 I, Leslie W. Renfroe, R.P.R., Commission  
4 Reporter,

5 DO HEREBY CERTIFY that the Sebring Service  
6 Hearing in Docket No. 950495-WS was heard by the Florida  
7 Public Service Commission at the time and place herein  
8 stated; it is further

9 CERTIFIED that I stenographically reported the  
10 said proceedings; that the same has been transcribed under  
11 my direct supervision; and that this transcript, consisting  
12 of pages, constitutes a true transcription of my notes of  
13 said proceedings.

14 DATED this  
15 16th day of February, 1996.

16  
17 Leslie W. Renfroe, R.P.R.  
18 (941) 682-8737  
19

20 STATE OF FLORIDA )  
21 COUNTY OF POLK )

22 The foregoing certificate was acknowledged  
23 before me this  
24 16th day of February, 1996, by Leslie W. Renfroe, R.P.R.,  
25 who is personally known to me.

*Leslie W. Renfroe*

**DOCKET** 950495-WS **The Sebring News-Sun, Inc.**

**EXHIBIT NO.** 52  
**CASE NO.** 96-04227  
**STATE OF FLORIDA**

Published Twice Weekly  
SEBRING, HIGHLANDS COUNTY FLORIDA

COUNTY OF HIGHLANDS:

Before the undersigned authority personally appeared **Richard Birt** who on oath says that he is Controller of **The News-Sun** a bi-weekly newspaper published at Sebring in Highlands County, Florida; that the attached copy of advertisement, being a Proof of Publication in the matter of

NOTICE OF SERVICE HEARING  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_


was published in said newspaper in the issues of

January 10, 1996  
\_\_\_\_\_

Affiant further says that **The News-Sun** is a newspaper published at Sebring, in Highlands County, Florida, and that the said newspaper has heretofore been continuously published in said Highlands County, Florida, Wednesday and/or Sunday and has been entered as a second class mail matter at the office in Sebring, in said county, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement of publication in the said newspaper.

**FLORIDA PUBLIC SERVICE COMMISSION**  
**DOCKET**  
NO. 950495-WS EXHIBIT NO 52  
COMPANY/  
WITNESS:  
DATE: 1/29/96

*Richard Birt*  
Swore to and subscribed before me  
this 23rd day of January

 **MICHELE STEVENS**  
Notary Public, State of Florida  
My comm. expires June 22, 1998  
Comm. No. GC386300

A.D. 19 96  
*Michele Stevens*

Exhibit #52  
2-7-96  
Docket No. 950495-WS

Bees give Honey.  
 Bees. Honeybells &  
 Honey Tangerines are here!

**HEALING!**

milins & Delicious Grapefruit.  
 Squeezed Orange Juice  
 the United States  
 y Items on Saturday

7 N., Sebring  
 9-5; Sunday 11-3  
**15-2262** Bonded

PLACE TO...  
**RV or Boat!**

ALL LONG TERM RATES  
 SECURITY

**CUSTOMER CARE PLAN**  
**RV SERVICE CENTER**  
 Accessories • L.P. Gas  
 n • Storage



**Yes!  
 Bring the  
 Whole Family!**

Join  
 Our 60+  
 Club

*It's kind of restaurant  
 prices & service in mind*

Daily Specials  
 Lunch & Dinner

**Kid's Choices Too!**

Country Store

& Wed. 11:30-1:30  
 ler of S & S Music Center

*...se everybody!  
 ...ettes & those in a hurry!*

Lunch: Mon-Sat 11-3:00  
 Dinner: Mon-Thurs 3:30-8:00  
 Fri-Sat 3:30-8:30  
 Sunday Dinner: 11-8:00

**HOURS**

Mon. - Fri 8:30 - 5:00  
 Saturdays 8:30 - 12:30

Early & Late appointments available  
 by appointment only  
 Connie, Mary, Cathy & Lisa

108-A  
**COOPER RD**  
**SEBRING** **382-6605**



Senior Day  
 Mon. - Tues.  
 \$5 off on perms.  
 Senior Discount

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
 NOTICE OF SERVICE HEARING  
 DOCKET NO 950495-WS**

Docket No. 950495-WS - Application by Southern States Utilities, Inc. for rate increase and increase in service availability charges for Orange-Osceola Utilities, Inc. in Osceola County, and in Bradford, Brevard, Charlotte, Citrus, Clay, Collier, Duval, Highlands, Lake, Lee, Marion, Martin, Nassau, Orange, Osceola, Pasco, Putnam, Seminole, St. Johns, St Lucie, Volusia and Washington Counties.

Notice is hereby given that the Florida Public Service Commission will conduct a service hearing to discuss the above application for a water and wastewater rate increase and changes to service availability charges. The service hearing for the utility's customers in Highlands County(ies) will be held at the following time and place:

**February 7, 1996  
 6:00 p.m.**

**Highlands County Administration Building  
 County Board Room  
 411 S. Eucalyptus Street  
 Sebring, FL 33870**

All persons who wish to testify are urged to be present at the beginning of the service hearing as the hearing may be adjourned early if no customers are present. Any persons requiring some accommodation at this hearing because of a physical impairment should call the Division of Records and Reporting at (904) 413-6770 at least five calendar days prior to the hearing. If you are hearing or speech impaired, please contact the Florida Relay Service by using the following numbers: 1-800-955-8770 (VOICE) OR 1-800-955-8771 (TDD).

**PURPOSE**

The purpose of the service hearing is to allow customers and any substantially affected person an opportunity to present comments and information to the Commission about the utility's quality of service, the proposed rate increase, or other matters related to the rate case or the utility. The utility is requesting that customers served water under conventional treatment methods be classified as a separate and distinct service classification from customers receiving water service from reverse osmosis facilities. Under utility's proposal, the base facility and gallonage charges assessed to customers will be uniform within each service classification. All wastewater customers are included in one service classification and would be charged the same base facility and gallonage charges. The utility's application indicates that the utility has or will have placed nearly \$100 million of additional water and wastewater plant into service since 1992 and through the period ending December 31, 1996. The application also indicates that the majority of these plant additions were required by environmental laws, rules or regulations. The utility's requested service availability charges include charges for meter installation, main extension, service installation, plant capacity, and allowance for funds prudently invested (AFPI). These charges will only be assessed to new customers who connect after Commission approval of the charges. Existing customers will not be assessed service availability charges. Plant capacity and main extension charges for water treatment are classified by conventional and reverse osmosis treatment methods. The utility proposes plant capacity and main extension charges which are uniform within each water service classification. The utility proposes only one service classification for wastewater service, and the plant capacity and main extension charges proposed for wastewater are uniform.



STATE OF FLORIDA       )  
COUNTY OF ORANGE    )  
\_\_\_\_\_                  )

**AFFIDAVIT**

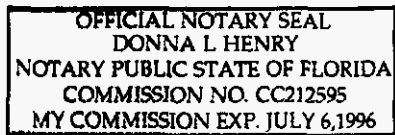
STEVEN M. GALLIS, having been duly sworn, states as follows:

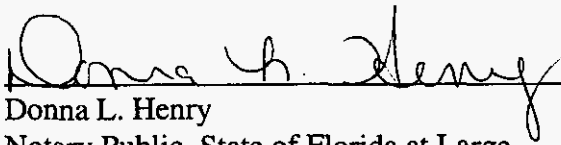
1. I am Supervisor of Administrative Services in the Office Services Department of Southern States Utilities, Inc. ("SSU"), whose central office is located in Apopka, Florida.
2. As part of my duties, I am responsible for administering mailings to SSU customers, such as notices required by Florida Public Service Commission Rules and Orders.
3. In my presence and under my supervision, SSU personnel mailed to the customers in Highlands County a copy of the document identified as "Notice To Customers Of Service Hearing Letter" attached hereto and marked "Exhibit A."
4. The names and addresses of the aforesaid customers were obtained by SSU from SSU's Information Services Customer Address Files. A copy of the list of SSU customer names and addresses used to print the mailing labels for customers in the aforesaid county is attached hereto and marked "Exhibit B." "Exhibit C" attached hereto, is the presorting report printed from SSU's Information Services Customer Address Files to prepare the mailing.
5. On January 8, 1996, my staff and I machine postmarked the labeled envelopes containing copies of Exhibit A and hand delivered the envelopes to a representative of the United States Postal Service for delivery.
6. Attached hereto and marked "Exhibit D" is a copy of the relevant page of SSU's Office Services' Postage meter logbook. The logbook is used to record mailings from SSU's Office Services Department. Exhibit D contains information pertinent to the aforementioned mailing, to wit: on January 8, 1996, SSU mailed 12,736 total batch items, which included mail fitting the description of "Customer Hearing Letters - Highlands County (Sebring)," and on January 8, 1996, SSU mailed 151 total batch items, which included mail fitting the description of "Customer Hearing Letters - Highlands - Canada & Foreign." I personally made these entries into the logbook, and the recordations therein coincide with my personal observations
7. The total batch count on the logbook included 243 pieces of mail as listed in Exhibit C mailed to those persons listed in Exhibit B. If applicable, any logbook totals which are

less than Exhibit B & C totals reflect automation malfunctions in copying and sorting. In such cases, envelopes were reprocessed by hand and metered separately for mailing the same day.

  
\_\_\_\_\_  
STEVEN M. GALLIS

The foregoing instrument was acknowledged before me this 30<sup>th</sup> day of January, 1996, by STEVEN M. GALLIS, who is personally known to me and who did take an oath.



  
\_\_\_\_\_  
Donna L. Henry  
Notary Public, State of Florida at Large  
Commission No. CC212595  
My Commission Expires: 7-6-96



Southern States Utilities • 1000 Color Place • Apopka, FL 32703 • 407/880-0058

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 950495-WS  
NOTICE TO CUSTOMERS OF SERVICE HEARING**

Docket No. 950495-WS -- Application by Southern States Utilities, Inc. for rate increase and increase in service availability charges for Orange-Osceola Utilities, Inc. in Osceola County, and in Bradford, Brevard, Charlotte, Citrus, Clay, Collier, Duval, Highlands, Lake, Lee, Marion, Martin, Nassau, Orange, Osceola, Pasco, Putnam, Seminole, St. Johns, St. Lucie, Volusia and Washington Counties.

**DATED: January 8, 1996**

Notice is hereby given that the Florida Public Service Commission will conduct service hearings to discuss the above application for a water and wastewater rate increase and changes to service availability charges. The service hearing for customers in Highlands County(ies) will be held at the following time and place:

**February 7, 1996  
6:00 p.m.  
Highlands County Administration Building  
County Board Room  
411 S. Eucalyptus Street  
Sebring, FL 33870**

All persons who wish to testify are urged to be present at the beginning of the service hearing as the hearing may be adjourned early if no customers are present. Any person requiring some accommodation at this hearing because of a physical impairment should call the Division of Records and Reporting at (904) 413-6770 at least five calendar days prior the hearing. If you are hearing or speech impaired, please contact the Florida Relay Service by using the following numbers: 1-800-955-8770 (VOICE) OR 1-800-955-8771 (TDD).

**PURPOSE**

The purpose of the service hearing is to allow customers and any substantially affected person an opportunity to present comments and information to the Commission about the utility's quality of service, the proposed rate increase, or other matters related to the rate case or the utility. The utility is requesting that customers served water under conventional treatment methods be classified as a separate and distinct service classification from customers receiving water service from reverse osmosis facilities. Under the utility's proposal, the base facility and gallonage charges assessed to customers will be uniform within each service classification. All wastewater customers are included in one service classification and would be charged the same base facility and gallonage charges. The utility's application indicates that the utility has or will have placed nearly \$100 million of additional water and wastewater plant into service since 1992 and through the period ending December 31, 1996. The application also indicates that the majority of these plant additions were required by environmental laws, rules or regulations. The utility's requested service availability charges include charges for meter installation, main extension, service installation, plant capacity, and allowance for funds prudently invested (AFPI). These charges will only be assessed to new customers who connect after Commission approval of the charges. Existing customers will not be assessed service availability charges. Plant capacity and main extension charges for water treatment are classified by conventional and reverse osmosis treatment methods. The utility proposes plant capacity and main extension charges which are uniform within each water service classification. The utility proposes only one service classification for wastewater service, and the plant capacity and main extension charges proposed for wastewater are uniform.



# Leisure Lakes

1/02/96 PAGE 1 DL0030RPG  
15:18:21 TRACIC

VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

PLANT	CUST #	NAME	ADDRESS	ZIP
2401	25357	BERNARD G LAJAMBE	272 FRANCOYSE	ROCKLAND ON 4K4 105
2401	983911	CORRIE ZEGGER	PO BOX 43	LANARK ON K00 1K0
2401	989257	CORRIE ZEGGER	PO BOX 43	LANARK ON K00 1K0
2401	98597	WILLIAM O'CONNOR	POB 281	
2401	991582	FRANZ KIRBACH	3 WINDWOOD DR	CANADA
2401	985076	BARBARA HAAK	5 RONSUE DR	CANADA
2401	989897	HARRY A WILLEY	139 W LAKE RD	CANADA
2401	98816	HOWARD SPINDLER	18 MEN WICKHAM DR	BAYVILLE NJ 08721
2401	27584	DONALD PAULSON	P O BOX 326	NEWBURGH NY 12550-8529
2401	98780	V R FOGEL	PO BOX 191	WAPPINGERS FLS NY 12590-5311
2401	30241	ROBERT E MCHANAMY	7248 OTEY DR	BRANCHPORT NY 14418-9768
2401	21033	BETTY BERNARDINE	HC 61 BOX 320	PENFIELD NY 14526-2704
2401	98576	NORMAN GREENEWALD	RT 1 BOX 52	MT JEWETT PA 16740
2401	105843	PAUL GALSTER	11926 NW 26 MANOR	CULPEPER VA 22701
2401	98552	BILL WILLIN	X BILL WILLIN	LANEXA VA 23089
2401	98607	JAMES SCHMIDT	911 E COUNTRY CLUB CIRCLE	GOLDBOND VA 24094
2401	98710	ELEANOR ROWE	327 KINGSBRIDGE ST	ALACHUA FL 32415
2401	33147	DONALD F ABEL	7 HILLCREST ST	CORAL SPRINGS FL 33065-3363
2401	39670	HILLARD ANDERSON	113 PINECREST	MIAMI FL 33157-8537
2401	106080	JACK BABYAK	162 PARKVIEW CIR W	PLANTATION FL 33317
2401	34972	WILLIAM BESON	72 JASMINE ST	BOCA RATON FL 33487-4009
2401	39420	ROBERT BILLAU	38 VENETIAN PKY	LAKE PLACID FL 33852
2401	38624	CHARLES F BLACK	6 EDGEWATER DR S	LAKE PLACID FL 33852
2401	35774	JOHN M BLAZEY	132 PARKVIEW CIRCLE N	LAKE PLACID FL 33852
2401	98844	WILLARD BRANDT	% GEORGIANA OAKES	LAKE PLACID FL 33852
2401	21384	JOHN J CRONIN	22 VENETIAN PKWY	LAKE PLACID FL 33852
2401	980611	RICHARD DAVIS	100 CITRUS STREET	LAKE PLACID FL 33852
2401	98826	WILBUR E DAVIS	12 VENETIAN PKY	LAKE PLACID FL 33852
2401	34934	CLIFFORD/CHARLOTTE DENEGAR	100 PARKVIEW CIR S	LAKE PLACID FL 33852
2401	98809	ANTHONY/SUSAN FANTETTI	22 HILLSIDE DR	LK PLACID FL 33852
2401	37380	EARL FROMMER	20 W EDGEWATER DR	LAKE PLACID FL 33852
2401	36532	WILLIAM E GAULT	9 HILLSIDE DR S	LAKE PLACID FL 33852
2401	988098	W K GLAESER	77 JASMINE ST	LAKE PLACID FL 33852
2401	24834	W K GLAESER	77 JASMINE ST	LAKE PLACID FL 33852
2401	995456	LEWIS GOELLER	107 HILLCREST ST	LAKE PLACIS FL 33852
2401	986424	JACK GREEN		LK PLACID FL 33852
2401	32306	RAYMOND GROELL	158 PARKVIEW CIR W	LAKE PLACID FL 33852
2401	98731	WILLIAM GUY	60 EDGEWATER DR W	LAKE PLACID FL 33852
2401	98706	ANNA HAVASY	28 LIANE RD WEST	LK PLACID FL 33852
2401	33238	ELIZABETH M HEAD	15 HILLSIDE DR S	LAKE PLACID FL 33852
2401	98727	RUSSEL A HERRICK	6 PINETREE CT	LAKE PLACID FL 33852
2401	28995	NANCY L HOWLAND	22 EDGEWATER DR S	LAKE PLACID FL 33852
2401	39920	CLAYTON IHRKE	104 PARKVIEW CIR S	LAKE PLACID FL 33852
2401	33162	CATHERINE B IVY	8 HILL CREST ST	LAKE PLACID FL 33852
2401	98728	GERTRUDE JAKED	4 PINE TREE CT	LAKE PLACID FL 33852
2401	38107	WILFRED L JENSEN	46 EDGEWATR DR W	LAKE PLACID FL 33852
2401	18169	GEORGE E KAHL	55 EDGEWATER DR W	LAKE PLACID FL 33852
2401	997870	JOHN R KEMOE	44 VENETIAN PKWY	LAKE PLACID FL 33852
2401	36999	WILLIAM T KELLEHAN	74 JASMINE ST	LAKE PLACID FL 33852
2401	35824	ALVIN R KNOWLTON	16 EDGEWATER DR S	LAKE PLACID FL 33852
2401	98539	ALEXIS KOHALENSKY	106 PARKVIEW CIR	LK PLACID FL 33852

19711 BELVIEW DR

108 HILLCREST

152 PARKVIEW CIR W

VERIFICATION LIST DF NOTICE NAME AND ADDRESS PRINTING

1/02/96 PAGE 2 DLG030RP0  
15:18:21 TRACIC

PLANT	CUST #	NAME	ADDRESS		21P
2401	98753	RALPH J LAVALLEE	44 EDGEWATER DR		LK PLACID FL 33852
2401	21469	ROBERT LYTLE	43 HILLSIDE DR S		LAKE PLACID FL 33852
2401	98579	W R MCGIL	170 PARKVIEW CIR		LK PLACID FL 33852
2401	31812	CHARLES A MEAD	126 PARKVIEW CIR E		LAKE PLACID FL 33852
2401	995789	CHARLES MILITELLI JR	36 HILLSIDE DR S		LAKE PLACID FL 33852
2401	98602	ROSE MOFFA	39 EDGEWATER DR		LX PLACID FL 33852
2401	32290	JUDY A NAMM	45 HILLSIDE DR		LAKE PLACID FL 33852
2401	994703	WILLIAM W NOVAK	103 OAKGROVE ST		LAKE PLACID FL 33852
2401	988500	ALEX OAKLEY	66 JASMINE ST		LAKE PLACID FL 33852
2401	29590	WILLIS OBERHAUS	102 PARKVIEW CIRCLE SOUTH		LAKE PLACID FL 33852
2401	98784	WILLIAM / MARY PARKER	5 HILLSIDE DR S		LX PLACID FL 33852
2401	107692	LEDNARD R PARRY	118 PARKVIEW CIR E		LAKE PLACID FL 33852
2401	98594	CHARLES/MARGARET PRICE	11 HILLCREST ST		LAKE PLACID FL 33852
2401	98766	RICHARD RANKIN	34 EDGEWATER DR		LK PLACID FL 33852
2401	995991	EUGENE C REINHARDT	908 GULFVIEW DRIVE		LAKE PLACID FL 33852
2401	26729	DON C RUSSELL	76 JASMINE ST		LAKE PLACID FL 33852
2401	98668	GERTRUDE SAMPSON	135 PARKVIEW CIR		LK PLACID FL 33852
2401	31332	RICHARD W SCHMIDT	58 EDGEWATER DR W		LAKE PLACID FL 33852
2401	992046	EVERT SCHROTENBOER	20 HILLSIDE DR S		LAKE PLACID FL 33852
2401	998640	WARDEN SHAW	50 EDGEWATER DR W		LAKE PLACID FL 33852
2401	98547	ROBERT SHUHATE	120 PARKVIEW CIRCLE	COVERED BRIDGE	LK PLACID FL 33852
2401	984212	RUFUS SMALL	62 EDGEWATER DR		LK PLACID FL 33852
2401	98769	JACK P STARK	21 HILLSIDE DR S		LAKE PLACID FL 33852
2401	35895	LUCILLE TURNER	27 HILLSIDE DR		LAKE PLACID FL 33852
2401	98605	WALTER VERHALEN	41 EDGEWATER DR		LK PLACID FL 33852
2401	35174	ALICE WARFIELD	19 VENETIAN PKY		LAKE PLACID FL 33852
2401	36709	VIOLA WEISSER	108 PARKVIEW CIR E		LAKE PLACID FL 33852
2401	21511	GAIL WHITNEY	32 HILLSIDE DR S		LAKE PLACID FL 33852
2401	34717	RAYMOND K WILCOX	6 HILLCREST ST		LAKE PLACID FL 33852
2401	40482	ANDREW J WILLIAMS	137 PARKVIEW CIR		LAKE PLACID FL 33852
2401	98817	RAY WISSINGER	10 EDGEWATER		LK PLACID FL 33852
2401	36324	CHESTER ZAMPKD	3012 BEECH ST		LAKE PLACID FL 33852
2401	109365	KATHERINE ZAMPKO	26 EDGEWATER DR		LK PLACID FL 33852
2401	32437	WILLIAM O ZIMMER	29 HILLSIDE DR S		LAKE PLACID FL 33852
2401	98849	PETER BATCHO	113 CITRUS ST		LK PLACID FL 33852-5233
2401	98852	DONALD THOMPSON	101 CITRUS ST		LK PLACID FL 33852-5233
2401	98851	JOHN A WHITE	103 CITRUS ST		LK PLACID FL 33852-5233
2401	98533	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98554	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98557	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98565	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98571	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98573	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98577	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98578	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98580	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98583	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98586	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98588	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98628	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558
2401	98632	COVERED BRIDGE ASSN	101 PARKVIEW S (CH)		LK PLACID FL 33852-5558

EXHIBIT         
PAGE 2 OF 5

VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

PLANT	CUST #	NAME	ADDRESS	ZIP
2401	98674	CHARLES EVANS	133 PARKVIEW CIR N	LK PLACID FL 33852-6010
2401	98679	MARGARET HART	129 PARKVIEW CIR N	LK PLACID FL 33852-6010
2401	35145	WILLIAM A LYON	151 PARKVIEW CIRCLE N	LAKE PLACID FL 33852-6010
2401	981112	COVERED BRIDGE ASSN	101 PARKVIEW CIR S	LK PLACID FL 33852-6011
2401	98630	SHIRLEY SHERRY	139 PARKVIEW CIR W	LK PLACID FL 33852-6012
2401	996864	DONALD F BECKER	66 VENETIAN PKY	LK PLACID FL 33852-6024
2401	996865	PAUL HARBAUGH	68 VENETIAN PKY	LK PLACID FL 33852-6024
2401	98801	DORIS MCCLOSKEY	50 VENETIAN PKY S	LK PLACID FL 33852-6024
2401	98796	WILLIAM H NICHOLS	70 VENETIAN PKY	LX PLACID FL 33852-6024
2401	108265	RICHARD RAYBUCK	48 VENETIAN PKY	LK PLACID FL 33852-6024
2401	98791	EDWARD SHEEHAN JR	72 VENETIAN PKY	LK PLACID FL 33852-6024
2401	98824	SYLVIA BERK	11 VENETIAN PKY	LK PLACID FL 33852-6025
2401	98823	BETTY J BROWN	9 VENETIAN PKY	LK PLACID FL 33852-6025
2401	984890	ELDOR FILBRANDT	27 VENETIAN PKY	LX PLACID FL 33852-6025
2401	990536	GEORGE KINSLEY	43 VENETIAN PKY	LK PLACID FL 33852-6025
2401	107103	CHARLES J PATTERSON	23 VENETIAN PKY	LK PLACID FL 33852-6025
2401	108258	FLORENCE SIPOS	45 VENETIAN PKY	LK PLACID FL 33852-6025
2401	25517	WILLIAM D SMIEL	35 VENETIAN WAY	LAKE PLACID FL 33852-6025
2401	997074	GLENN R COOK	51 EDGEWATER DR	LK PLACID FL 33852-6161
2401	98768	JOHN R TENUTA	7 EDGEWATER DR S	LK PLACID FL 33852-6161
2401	982077	MARJORY L VAILLANCOURT	9 EDGEWATER DR S	LK PLACID FL 33852-6161
2401	995746	RAYMOND A GIAMGRANDE	45 EDGEWATER DR W	LK PLACID FL 33852-6162
2401	993905	WILLIAM GOODRICH	49 EDGEWATER DR W	LAKE PLACID FL 33852-6162
2401	98609	WILLIAM LOCKMAN	47 EDGEWATER DR W	LK PLACID FL 33852-6162
2401	98613	JOHN/ALINE LODGE	53 EDGEWATER DR W	LK PLACID FL 33852-6162
2401	98593	RALPH ARENDT	9 HILLCREST ST	LK PLACID FL 33852-6169
2401	979262	WILLIAM/ROSE BARTHEL	13 HILLCREST ST	LK PLACID FL 33852-6169
2401	29052	THEODORE CARTEAUX	5 HILLCREST ST	LAKE PLACID FL 33852-6169
2401	98582	BERTHA A HENNINGER	5 HILLCREST ST	LX PLACID FL 33852-6169
2401	98843	HAROLD ANSON	106 HILLCREST ST	LK PLACID FL 33852-6170
2401	98839	JOHN BELL	100 HILLCREST	LK PLACID FL 33852-6170
2401	996717	RUSSELL BUEHRLE	102 HILLCREST ST	LAKE PLACID FL 33852-6170
2401	105272	ANDREW S OAKES	108 HILLCREST ST	LAKE PLACID FL 33852-6170
2401	978170	MARTHA W PROKSON	104 HILLCREST ST	LK PLACID FL 33852-6170
2401	982544	DANIEL P YUSZ	110 HILLCREST ST	LAKE PLACID FL 33852-6170
2401	106467	WILMER L DODSON	101 HILLCREST ST	LK PLACID FL 33852-6171
2401	98534	PAUL YUHAS	103 HILLCREST ST	LK PLACID FL 33852-6171
2401	98623	ED/PEARL CARTER	79 JASMINE ST	LK PLACID FL 33852-6178
2401	98640	WILLIAM M DUKES	102 JASMINE ST	LK PLACID FL 33852-6179
2401	98644	BUEFORD LONG	104 JASMINE ST	LK PLACID FL 33852-6179
2401	98638	ABEL MENDONSA	100 JASMINE ST	LK PLACID FL 33852-6179
2401	98519	EUGENE BARTH	X KATHRYN E BARTH	LK PLACID FL 33852-6180
2401	22052	LAWRENCE L BUNKER	101 JASMINE ST	LAKE PLACID FL 33852-6180
2401	98518	THOMAS GRIFFITH	105 JASMINE ST	LK PLACID FL 33852-6180
2401	98516	THOMAS HENNING	103 JASMINE ST	LK PLACID FL 33852-6180
2401	98818	CARMEN CAVALLARO	12 HILLSIDE DR S	LK PLACID FL 33852-8118
2401	98815	REYNOLD DILULLO	18 HILLSIDE DR S	LK PLACID FL 33852-8118
2401	98820	KENNETH GATEWOOD	10 HILLSIDE DR S	LK PLACID FL 33852-8118
2401	98805	CECIL/GERTRUDE HARTSON	26 HILLSIDE DR	LK PLACID FL 33852-8118
2401	990124	JEANNINE LANGLIS	34 HILLSIDE DR S	LK PLACID FL 33852-8118
2401	98800	IRVIN W LARISON	30 HILLSIDE DR	LK PLACID FL 33852-8118

COVERED BRIDGE

107 JASMINE ST

EXHIBIT 3  
PAGE 3 OF 5

VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

PLANT	CUST #	NAME	ADDRESS	ZIP
2401	21220	JAMES C REED	28 HILLSIDE DR S	LAKE PLACID FL 33852-8118
2401	986662	HELEN L ROSSEY	24 HILLSIDE DR S	LK PLACID FL 33852-8118
2401	104808	R T SHERWIN	44 HILLSIDE DR S	LAKE PLACID FL 33852-8118
2401	98696	WALTON BIONI	47 HILLSIDE DR S	LK PLACID FL 33852-8119
2401	98763	DOROTHY CAUWE	25 HILLSIDE DR S	LK PLACID FL 33852-8119
2401	98754	JOHN LEHMANN	31 HILLSIDE DR S	LK PLACID FL 33852-8119
2401	98714	JAMES MILLER	37 HILLSIDE DR S	LK PLACID FL 33852-8119
2401	98690	JOHN/PAULINE VOGT	49 HILLSIDE DR	LK PLACID FL 33852-8119
2401	985473	JERRY WARWIN	1 HILLSIDE DR S	LK PLACID FL 33852-8119
2401	98774	HENRY ZIERMANN	19 HILLSIDE DR S	LK PLACID FL 33852-8120
2401	106694	GEORGE DERRON	110 PINECREST ST	LK PLACID FL 33852-8120
2401	983966	FRANK MARTINI	108 PINECREST ST	LK PLACID FL 33852-8120
2401	108717	VIRGINIA MODLOFF	100 PINECREST ST	LK PLACID FL 33852-8121
2401	979281	LA VERN DEFOREST	101 PINECREST ST	LAKE PLACID FL 33852-8121
2401	988162	WILTON H GOOCH	107 PINECREST ST	LK PLACID FL 33852-8121
2401	988457	ROGER GREEN	111 PINECREST ST	LK PLACID FL 33852-8404
2401	98729	DOROTHY A FARMER	2 PINETREE CT	LK PLACID FL 33852-8404
2401	98726	WALTER R MUTCHLER	8 PINETREE CT	LK PLACID FL 33852-9337
2401	21991	FRANK M GOFF	104 OAKGROVE	LK PLACID FL 33852-9337
2401	105453	STEPHEN J GOULD	102 OAK GROVE ST	LK PLACID FL 33852-9338
2401	98845	PAUL JONES	117 OAKGROVE ST	LK PLACID FL 33852-9338
2401	98842	OMER RACINE	119 OAKGROVE ST	LK PLACID FL 33852-9338
2401	98850	MR/MRS RICHARD VANDELLO	101 OAK GRV	LK PLACID FL 33852-9350
2401	98810	ERICH BENNETT	14 EDGEWATER DR S	LK PLACID FL 33852-9350
2401	98829	EMORY E DULA	4 EDGEWATER DR S	LK PLACID FL 33852-9350
2401	98821	MURIEL FRINDT	8 EDGEWATER DR S	LK PLACID FL 33852-9350
2401	98798	ANNA J GREER	18 EDGEWATER DR S	LK PLACID FL 33852-9350
2401	106929	DAVID TROBOUGH	12 EDGEWATER DR S	LK PLACID FL 33852-9351
2401	98752	STEPHEN HAMILTON	10 HILLCREST ST	LK PLACID FL 33852-9359
2401	98556	JOHN CAVANAUGH	136 PARKVIEW CIR N	LK PLACID FL 33852-9359
2401	98559	ACHILLES DEVITA	140 PARKVIEW CIR N	LK PLACID FL 33852-9359
2401	98560	OLGA MACDONALD	142 PARKVIEW CIR N	LK PLACID FL 33852-9359
2401	990937	HAROLD E MAY	138 PARKVIEW CIR N	LK PLACID FL 33852-9359
2401	98555	HELEN J WULFF	134 PARKVIEW CIR N	LK PLACID FL 33852-9360
2401	98574	RAY CREADY	166 PARKVIEW CIR S	LK PLACID FL 33852-9386
2401	982406	RALPH BIGGS	34 VENETIAN PKY	LK PLACID FL 33852-9386
2401	106962	NILA BOULDEN	10 VENETIAN PKY	LK PLACID FL 33852-9386
2401	22386	RICHARD W GAGNON	2 VENETIAN PKY	LK PLACID FL 33852-9386
2401	98822	MARTIN KELLY	14 VENETIAN PKY	LK PLACID FL 33852-9386
2401	986050	MARCELLA LANIGAN	4 VENETIAN PKY	LK PLACID FL 33852-9386
2401	98813	CLINTON SPIELBAUER	28 VENETIAN PKY S	LK PLACID FL 33852-9386
2401	984169	MERLYN STOKKE	32 VENETIAN PKY	LK PLACID FL 33852-9388
2401	995059	STANLEY ALDOUS	48 EDGEWATER DR W	LAKE PLACID FL 33852-9388
2401	27781	NORMA COLYER	54 EDGEWATER DR W	LK PLACID FL 33852-9388
2401	98745	HAROLD CROSSMAN	52 EDGEWATER DR W	LAKE PLACID FL 33852-9388
2401	98773	THOMAS DOYLE	30 EDGEWATER DRIVE W	LK PLACID FL 33852-9388
2401	981219	VERNON GEHRKE	40 EDGEWATER DR W	LK PLACID FL 33852-9388
2401	978347	IRENE KOHLER	32 EDGEWATER DR W	LK PLACID FL 33852-9388
2401	98762	BURTON MOORE	36 EDGEWATER DR W	LK PLACID FL 33852-9388
2401	98756	HAROLD J MOSTER	42 EDGEWATER DR W	LK PLACID FL 33852-9388
2401	98761	VERNA PRICE	X ALETHA MCQUEEN	LK PLACID FL 33852-9388

38 EDGEWATER DR W

VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

PLANT	CUST #	NAME	ADDRESS	ZIP
2401	98736	JOHN STEPHENS	56 EDGEWATER DR W	LK PLACID FL 33852-9388
2401	38317	NORMAN/MARGARET BURNS	150 PARKVIEW CIR W	LAKE PLACID FL 33852-9391
2401	98570	JOHN J GENOVESE	164 PARKVIEW CIR W	LK PLACID FL 33852-9391
2401	998724	ROBERT W LAWLER	154 PARKVIEW CIR W	LK PLACID FL 33852-9391
2401	98566	CORELIUS MCDERMOTT	156 PARKVIEW CIR W	LK PLACID FL 33852-9391
2401	981337	JAMES/DAISY TODD	160 PARKVIEW CIR W	LK PLACID FL 33852-9393
2401	98542	THOMSEN JOHN	128 PARKVIEW CIR N	LK PLACID FL 33852-9393
2401	98551	HAROLD THOMSEN	128 PARKVIEW CIR N	LK PLACID FL 33852-9394
2401	98549	ROBERT BADGER	124 PARKVIEW CIR E	LK PLACID FL 33852-9394
2401	106595	RUBY I BAKER	114 PARKVIEW CIR E	LK PLACID FL 33852-9394
2401	98548	MICHAEL BARAN	122 PARKVIEW CIR E	LK PLACID FL 33852-9397
2401	98717	SYLVIA BERG	70 JASMINE ST	LK PLACID FL 33852-9397
2401	98625	RAYMOND G HAUN	COVERED BRIDGE	LK PLACID FL 33852-9397
2401	98682	RAYMOND G HAUN	X BARBARA HAUN WEDGE	LAKE PLACID FL 33852-9397
2401	98694	RAYMOND G HAUN	COVERED BRIDGE	LAKE PLACID FL 33852-9397
2401	33574	ELEANOR M MORAN	COVERED BRIDGE	LK PLACID FL 33852-9397
2401	982557	THOMAS PAFF	64 JASMINE ST	SEBRING FL 33871-0683
2401	98662	JOHN BEZARK	P O BOX 683	SEBRING FL 33872
2401	98545	JOHN BUZZEK	4015 PALAZZO ST	ATHENS AL 35611
2401	98781	LLOYD LEE	16405 JANET DRIVE	MARBLEHEAD OH 43440
2401	22182	IRVIN M SMINK	2318 KNOBHILL DR	LAKE MILTON OH 44429-9625
2401	98775	SAMUEL T PICO	2734 SE RIVER RD	FAIRFIELD OH 45014
2401	98600	ROBERT H YOUNG	5547 PLANETT DR	COLUMBIA CITY IN 46725
2401	98743	JOSEPH PARENT	307 BLUEBIRD DR S	FT WAYNE INDIANA 46816
2401	98744	DANIEL ANDERSON	4508 SANTA ANNA DR	GREEN TOWN IN 46936
2401	983253	ROBERT SMITH	522 E LINCOLN ST	RUSSIAVILLE IN 46979
2401	37081	JOHN C THOMPSON	6655 W 400 S	CLINTON TWP MI 48031
2401	981873	CLEATIS A BEAUBIEN	16431 ABELA	GRAND BLANC MI 48439
2401	31268	ERNEST HALL	6336 WOODSDALE	TEKONSHA MI 41092-9535
2401	982741	JERRY/SHARON THORNTON	295 COUNTY LINE RD	BLISSFIELD MI 49228-9645
2401	981905	HARRY NEUROTH	10401 NEUROTH HWY	GRAYLING MI 49738
2401	27653	CLAUDE GOLNICK	210 N PARK DR	HANISTIQUE MI 49854
2401	988585	DALE A PETERSON	HC01 BOX 3213C	CRYSTAL LAKE IL 60014-8251
2401	98664	MARY E BURLEY	614 HILLCREST LN	HARVARD IL 60033-9728
2401	994311	JOHN ELLISON	7112 ALTENBURG RD	SPRING VALLEY IL 61362-1242
2401	21231	JOHN/PAT MARCZENSKI	428 W 2ND PL	PEORIA IL 61604-4638
2401	98786	WALTER PECK	723 N LIMESTONE LN	ST CHARLES MO 63301
2401	29447	JAMES C CAVALLARO	3022 PARK AVE	SUMNER WA 98390
2401	986936	MRS ANDREW E PATTERSON	C/O SUSAN CALDWELL	
			6002 207TH AVE EAST	

TOTAL PRINTED 245

EXHIBIT 8  
 PAGE 5 OF 5



DLG030RP6

ZIP CODE	NUMBER OF FORMS WITH ZIP+4	NUMBER OF FORMS WITHOUT ZIP+4	
087		3	
125	2	1	
144	1		
145	1		
167		1	
227		1	
230		1	
240		1	
326		1	
330	1		
331	1		
333		1	
334	1		
338	137	69	
356		1	
434		1	
444	1		
450		1	
467		1	
468		1	
469		2	
480		1	
484		1	
490	1		
492	1		
497		1	
498		1	
600	2		
613	1		
616	1		
633		1	
983		1	
GRAND TOTAL	151	92	243

DATE	COUNTER PIECE COUNT		TOTAL ITEMS BATCH COUNT	POSTAGE UNUSED		POSTAGE SUM BATCH VALUE	DESCRIPTION	RATE
	START	STOP		START	STOP			
1/8/96	8530139	8542875	12736	8317.91 <sup>2/</sup>	4920.874	3397.038	Customer Hearing Letters Washington (Jenny Hills) Highlands (Lebring) See Charlotte } (St. Myers)	.26 <sup>7/</sup>
1/8/96	8542875	8543026	151	4920.874	4840.074	80.80	Customer's Hearing Letters } CANADA Washington & Highlands } forcing. See Charlotte	0.46 0.60 a
1/5/96	8543026	8544243	1219	4840.074	4515.135	324.939	SSU. Disconnections	0.26 <sup>7/</sup>
1/5/96	8544243	8545985	1742 TABS.	4515.135	4055.247	459.888	SSU Billing	.26 <sup>a</sup>

EXHIBIT     D    

PAGE     1     OF     1