

Bayside Malibu
Flor

ORIGINAL

Customer Service -
Docket # 971401-WS

Mr. Tray Rindell, Bob Casey,

I am writing in reference to a letter sent to my home concerning a possible rate hike in the water and sewage charges.

My husband and I own, two lots, which we have a double wide manufactured home on.

When we bought out here we were told that the water & Sewage rates were high. They were higher than the other areas, we were told they had a monopoly on the water & charged as they wished. I figured that it was just talk. But as we lived here we saw how high the rates were. We figured if they were already high, that things would balance out if & when the beach would increase its rates. But a while back they took extra money and then decided to give it back. I don't know very much about Brad

DOCKET NUMBER: 971401-WS
DATE: 07/05/01
TIME: 4:30 PM
OFFICE: 5041 LC
REPORTING

letter say they in the red now!
What will happen to our water
pressure whose going to pay for
all of this extra sewer lines?
us is this why we're to pay
more money? So that the ones
who can least afford to pay
will have to pay? Most people
who live out here don't make a
lot of money & two people must
work to just make ends meet.

A lot of people out here are
retired on fixed incomes, these
people are already burdened
with bills, this is not fair to
them either. If we had children
who really use water, I
don't know what we'd do.

When my husband had a heart
attack last Nov. I couldn't
hardly pay anything & Bayside
put big colored sheets to
embarrass you if your waters

late. These are such kind people. They use bright colors so everyone knew who hadn't paid their water bill. Even the city doesn't do this type of rude thing.

Shortly after we moved into our home. My dishwasher shot off PVC. ~~female~~ being female I didn't know what to do hot water flooding my kitchen familyrm. & diningrm. I didn't know when to get to shut off I was around front when the water meter is at the back. I called the office for maintenance help. An answering machine stating opening hours. I called an office girl Kathie who resided out here. I needed help right now. Kathie tried to call someone, she said we were tough-out-of-luck -

on weekends as no one is ~~available~~ ^{available}.
 The owner of Bayside doesn't give
 any ^{one's} phone#. The manager isn't
 to be reached & the maintenance
 man couldn't be reached. I
 went into the street in a wet
 T-shirt night gown pleading
 for someone. A very nice male
 neighbor came over & cut the
 water off by now my house
 was flooded. Gallons of water
 which we had to pay for. After
 the water was cut off finally
 Kathie got a man who used
 to do maintenance to come to
 the house. Kathie said on weekends
 you take care of yourself. We
 do not have any emergency service—
 Now that's good service!!! I
 really hope that the Fla. Service
 Commission will be concerned about
 all of us who just get by —
 Please go over their figures —

and check those operating expenses. We have 1 meter reader we see him 1 time a month. Who pays for the Main water, the office water, Please find out - Don't give them any increase just because they want it.

It is wrong to have to pay so highly for a god given necessity - ~~it is~~

Mrs. Marsha Sykes
 6905 Sunrise Drive
 Panama City Beach, Fla.
 32407

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- FIG _____
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RECEIVED
 FEDERAL BUREAU OF INVESTIGATION
 SERVICE COMMISSION
 98 JUL -4 AM 8 55
 MAIL ROOM

- RC _____ DOCUMENT NUMBER-DATE
- SEC _____ 07405 JUL 14 88
- WAS _____
- OTH _____ PSC RECORDS/REPORTING

Mrs. Marsha Sykes

Page 2

July 20, 1998

Commission staff will be available to meet with the customers of Bayside on the afternoon prior to the customer meeting and the next morning. If you would like to meet with staff, we would be happy to discuss any of your concerns. To set up a meeting with staff, please call Mr. Troy Rendell at (850)413-6934 or Mr. Bob Casey at (850)413-6974 to set up an appointment.

Sincerely,



Bill Lowe
Assistant Director

BL:rc

cc: Division of Water and Wastewater (Hill, Willis, Rendell, Crouch, Casey, T. Davis)
Division of Legal Services (Fleming, Jaeger)
Division of Records and Reporting (971401-WS)