

STATE OF FLORIDA

ORIGINAL

Commissioners:  
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DIVISION OF WATER & WASTEWATER  
CHARLES H. HILL  
DIRECTOR  
(850) 413-6900

Public Service Commission

July 20, 1998

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

Re: Docket No. 971401-WS, Application for a Staff assisted Rate Case by Bayside Utilities, Inc. In Bay County

Dear Mrs. Sykes:

Thank You for your letter regarding the above rate case which is being processed by the Commission. We appreciate your comments. A copy of your letter will be placed in the official docket file for review by any interested parties. The possible rate hike in your water and wastewater charges which are shown in the notice you received are based on a preliminary analysis of the utility by our auditors and engineers. A final recommendation to the Commission will be filed on August 20, 1998 for review by the Commissioners at the August 20, 1998 Agenda Conference here in Tallahassee.

Utilities regulated by the Commission may only collect rates and charges approved by the Commission. As you mentioned in your letter, the utility added a surcharge to its August, 1997 monthly bills, charging its customers for repairs to the utility's plant. Once the Commission became aware of this surcharge, the utility was advised that they must refund the amount of the surcharge, plus interest, since it was not approved by the Commission.

Any costs of water and sewer lines to serve new customers of the utility will be borne by the future customers in the form of service availability fees which would be collected at the time of hook-up. Present customers will not pay for any plant constructed to serve new customers.

Staff will be investigating the utility's procedure for handling customers who may be late paying their water and wastewater bills. Using bright color sheets to identify customers late in their payments is not endorsed by the Commission. Staff will also be investigating the availability of a utility emergency phone number for the customers to call.

As mentioned above, the possible rate hikes were based on a preliminary analysis. The final recommendation will be based on updated information and results of customer quality of service or other comments received at the customer meeting, or sent in to the Commission as you did.

ACK \_\_\_\_\_  
AFA \_\_\_\_\_  
APP \_\_\_\_\_  
CAF \_\_\_\_\_  
CMU \_\_\_\_\_  
CTR \_\_\_\_\_  
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Mrs. Marsha Sykes

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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)

Customer Service -  
Docket # 971401-WS

ORIGINAL

WAFK

Mr. Tray Rendell, 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

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Public Service Commission  
Division of Water and Wastewater

DOCKETS  
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about this type of thing but I do know when water bills are high.

I can barely water my grass or my plants so that my yard will look respectable and not scrappy like some out here.

We don't get any special service just bare necessity service.

Our water pressure is O.K. but sewage is sluggish sometimes.

Some utilities include street maintenance & even garbage. We even have to cut the city grass & any trash or debris must be removed by the homeowner, as the maintenance man told us he was to be paid to remove anything clippings, brush, even if the trash isn't ours.

Bayside is now clearing property off of Big Daddy Drive to put in more manufactured homes, this will mean more sewer lines & more water usage but the

letter says there is 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 crude 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~~.

The owner of Bayside doesn't give  
 any<sup>one's</sup> 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. My 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 our mg. 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 \_\_\_\_\_
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- APP \_\_\_\_\_
- CAF \_\_\_\_\_
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