



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: October 15, 1999
TO: Division of Records and Reporting
FROM: Division of Legal Services (Crossman) *pl*
RE: Docket No. 990243-WU - Application for limited proceeding increase and restructuring of water rates by Water Oak Utilities Co., Inc. in Lake County.

Please file the attached in the docket file for the above-referenced docket.

SAC/dr

cc: Division of Water and Wastewater (Rehwinkel, Crouch, Edwards, Lingo, Rendell, Rieger, Willis)
Division of Auditing and Financial Analysis (Small)
Division of Legal Services (Vaccaro)

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FPSC-RECORDS/REPORTING

Legal

ORIGINAL

Water Oak Utilities, Co.

DOCKET NO. 990243-WU

Name Joseph & Karen Supparits

405 Palmer Drive

Address Lady Lake, FL 32159-3251

Lot 2060

10-8-99

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this case.

will it be read just??

CUSTOMER COMMENTS

We, Joseph & Karen Supparits, do not feel that the increase in rates is the only way to go with the water issue. Surely there are ways that the management of Water Oak could conserve on the water that they use for the common grounds in the park. We do not feel that this should be passed on to the rent payers. We are campers, and conserve water where ever we are. We realize the privilege of having treated water at our disposal. We have spoken to friends that live in The Villages and they do not pay the rates that we are billed here in Water Oak. We understand that you do not have control over The Villages, but what does that have to do with rates that are charged anywhere in Florida?

We are gone from mid-May to mid-October. Our water usage is limited to the sprinkler system during this time. However, our gallon usage this year during that time was as follows:

| | | |
|-----------------------------|---------------|---------|
| June (5/15/99 to 6/15/99): | 8840 gallons | \$10.87 |
| July (6/15/99 to 7/15/99): | 9690 gallons | \$11.31 |
| Aug. (7/15/99 to 8/15/99): | 10080 gallons | \$11.51 |
| Sept. (8/15/99 to 9/10/99): | 6350 gallons* | \$ 9.60 |

*This amount figured on the full usage to 9/15/99 would be 7526 gallons.

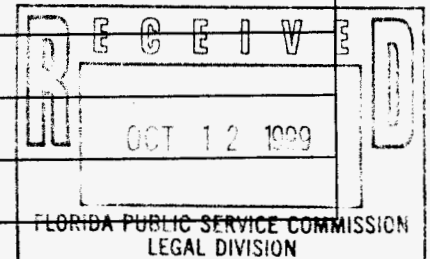
As you can see, even though we are not here we have apparently used more water almost every month while in New York State. Now you propose to raise our rates!! We are not even here to use the water five months of the year. We understand that a base rate is charged whether or not we are here to use the water...but look at the usage while we were gone.

Please reconsider this rate hike...surely you can come up with another plan of attack. Thank you for your consideration in this matter.

Sincerely,

Karen J. Supparits
Joseph M. Supparits

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Fold and tape -- see back for address

Water Oak Utilities, Co.

DOCKET NO. 990243-WU

Name Richard C. & Susanne P. Oglesby

Address 835 Bishop Dr. WOCCE
Lady Lake, FL 32159

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this case.

Page 1 CUSTOMER COMMENTS

We attended the meeting on 10-7-99 at our Water Oak Clubhouse. Your chairman was very fair and endeavored to explain the proposed rate increase for the residents. I come from a background of 35 years experience with employment with a investor owned gas & electric public utility. It was common practice all during my active employment for our company to go before Public Service Commission's to obtain rate increases. The utilities request always asked much more than could be expected and was generally pleased when the commission granted a portion of their request. In the end, the utility always made handsome profits, the customers were always paying more and more so it seems the same thing is about to happen to us here in Water Oak. It's a no win/ no win situation!

We average between 6,000 - 7,000 gallons per month. We each try to bathe 4 or 5 times a week, wash clothes once a week, wash our dishes in the dishwasher three times a week, flush the toilets only when required, wash the car once or twice a month, water our lawn only when it doesn't rain once a week and then only for 15 minutes. We have a water softener that operates once a week to eliminate rust in the water (iron deposits that discolor our tub and shower) and improve the taste (take out the chlorine & smell of sulfur). (more on attached page)

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Mr Richard C Oglesby
 835 Bishop Dr.
 Lady Lake FL 32159



Florida Public Service Commission
 Division of Records and Reporting
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399-0850

32399-0850



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Richard Oglesby / Susanne Oglesby
835 Bishop Dr, Lady Lake, FL 32159
WOCCE - (Docket No 990243-WU)

page 2

With that background of water use, I felt umbrage at what Mr Dwight Jenkins, a member of your panel of speakers at the meeting, said we use too much water on a per capita basis. He said that we use on an average of 330-350 gals per person each day and the average should be only 150 gallons per day. In our case, 7,000 gallons per month divided by 30 days is about 233 gallons per "Household." If you divide that by 2 (myself and my wife) it equates to about 116 gallons per person, per day. Thus we feel that Mr Jenkins overall allegations that the Oglesbys use too much water is untruthful (A lie) and perhaps an apology from him is in order. Let alone give any further consideration to a rate increase!

We feel that the Park Owners (Water Oak Utilities and Sun Communities) are asking entirely too much of us to support their greed for wealth. Not only do they increase our monthly rent every year, they increase our "pass through tax" on our lots that we do not own. They increased our Fire Tax again this year after invoking over a 100% increase just last year and the tax will increase another \$20⁰⁰ per year in 2000.

Water Oak Utilities should allow each lot renter a minimum of 8,000 gallons per month at 51¢ per 1,000 gallons. If renters use more than the 8,000 gallon base

then they are "excessive" users of water and should be expected to pay a higher rate for consumption above a quota of 8,000. Even at 8,000 gallons per month, that equates to 266 gallons per month ~~per year~~ or about 133 gallons per day. That is very reasonable and falls below the estimate for conservation efforts being preached by the Sun Communities. I think that a reasonable rate per 1,000 gallon above the 8,000 base should be double, or \$1.01 per 1,000 gallons up to 12,000. After a lot renter uses more than 12,000 per month, the rate should be very, very high to encourage the lot renter to cut back on consumption. Perhaps that rate should be \$3.00 per 1,000 gallon above the 12,000 step. That would really encourage those folks who do not wish to be told to conserve!

Next, I believe the "Base Facility Charge" based on meter size - regardless of what size meter is on a lot should be a standard rate. Most home renters here at Water Oak have as stated by your chairman ~~was~~ a 5/8 x 3/4 meter and the present rate is \$6.37. Water Oak wants to increase that base to \$9.97. This is an outrage and again plain greed or gouging on their behalf. A base rate for each lot renter (regardless of meter size) should be about \$5.00 - not more than \$6.00 per month. After all, Sun Communities built these homes, they put in the meters and where is the incentive to contain expenses if they install too large of a meter on a lot. Give us a break! Please!

Sincerely

Richard C & Susanna P. Walsh

legal

ORIGINAL

Water Oak Utilities, Co.

DOCKET NO. 990243-WU

Name Bruce Russell

Address 713 Coupler St.

Lake Lake

RECORDS AND REPORTING

99 OCT 14 AM 9:24

RECEIVED-FPSC

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this case.

CUSTOMER COMMENTS

Before our rates should be increased you should check out the park for violation of our watering, if watering in a number of places in park between the hours of 12^{pm} to 4pm they have posted not to water between these hours but continue to do so themselves.

Also they continue to raise our rates each year by 5% that puts a burden on us you would think they could use some of the raise to continue our rates at present. I think that anyone that uses an excessive amount should have to answer for this but the avg person whoes S.S.S Does need any more expense to put them in trouble

Hope you do some checking on this!!

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Mr. Chairman:

Legal

10/08/1999

980243-Will
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My name is Ray Allford and I reside at 207 Birch Street.

Will all comments and questions raised at this meeting be recorded in detail and answered ?.

When the park was planned was water usage not calculated at that time?. The number of homes to occupy the park was known. All sites were planned . It must have been obvious that one tank would not meet the need after a period of time as the park numbers increased. Suddenly we are being advised later all these years by St. John's mgt. that per capita basis we are using too much water.

RECEIVED - FPSC
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REPORTING AND RECORDS

How did they arrive at their calculation for their capita basis for excessive water usage. Let the residents have the figures.

Are we now being told how many showers or baths we can take one a week, how often we flush the toilet or use outside facilities, do we let the dishes pile up in the sink and wash once a week we don't have a dish washer my wife dislikes them, wash our hands less frequently after a messy job, wait a couple of weeks before washing our clothes. Cut back on the useage of the sprinkler system even although the park insists that we keep our grounds in good shape. Sprinkler systems vary greatly by each home, types of heads used , number of sprinkler units on each lot and size of water flow of each head, and time on is differant.

is this park becoming a concetration camp ?. We were never informed that we would be restricted in the use of water and many a time I myself observed sprinklers going on the lawns of homes of residents who do not pay for water and it was pouring rain. I did,nt complain. The park watering outside the regulated hours.

How about the water used by the park , office, sales office, maintance, golf course. restaurant, club houses. St. John's Mgt. is advising the utility company unless a new rate structure is negotiated, question of a new water permit is questionable ?. How is the park water usage going to be controlled ?.

Where does that leave the utility company-either absorb the cost or yes increase the rates that the residents pay for their water. Why should we have to pay for the replacemnt of major equipment which is the operational obligation of th park. What happened to the depreciatio factor they had been deducting each year ?.

What is the total cost for to replace one tank and purchase another a total of two plus installation ?. How do they intend to pay for them from the money that may be approved on the new rate charges ?.

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National Park Trust

RAY ALLFORD
207 Birch St.
Lady Lake, FL 32159-3206

We have no figures except the following and who is to say that they will meet the cost?.

Base Rate charge goes up to \$9.97 up 50%

Over 5000 gals., to \$1.16 per 1000 gals. up 125 %.

10,000 gals. goes to \$2.30 per 1000 gals. up 350%

Where are the figured calculations that were made to justify these rates. Under the sink. Let us see them.

Is a Financial Report of the utilities operation not available ?.

Was one submitted to the Florida Public Service Commission ?. We are on the outside looking in but we can't see anything because the blinds are down.

How did park management arrive at a figure of \$32.27 deduction in rent for the residents not paying for water ?..

It seems that anytime there is a major problem in this park that residents usually finish up paying either through a pass on tax or increased fees for service.

I sincerely hope that a full audit is made of the financial books. Last month we were billed early for our water usage, that should tell your accounts something. I know what it tells me.

Most of us are on very limited income and frankly we don't know how much longer we can afford to live here-where do we go ?.

I would appreciate receiving a copy of the recommendations and the order. Thank you.

"BUCKET NO. 990243-WU."

Ray Alford

*P.S. 14 homes in our cul-de-sac.
9 homes vacant at least 5-6 months in the yr.
Two homes now up for sale 2 yrs.
How do we account for undue water usage?
How is the park going to conserve on their water usage?
D.*

MAIL ROOM
99 OCT 14 AM 8:28
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FLORIDA PUBLIC
SERVICE COMMISSION