



Public Service Commission

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

DATE: October 25, 2000
TO: Division of Records and Reporting
FROM: Johnny Butts, Division of Economic Regulation *JB*
RE: Docket No. 000467-WU- Application for staff-assisted rate case in Pasco County by Gem Estates Utilities, Inc.

The attached correspondences should be included in the official docket file.

- APP _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR _____
- LEG _____
- OPC _____
- PAI _____
- RGO _____
- SEC
- SER _____
- OTH _____

DOCUMENT NUMBER-DATE

13859 OCT 27 8

FPSC-RECORDS/REPORTING

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

October 26, 2000

Mr. Kenneth Halstiad
39350 Sterling Drive
Zephyrhills, Florida 33540

Re: Docket No. 000467-WU - Application for Staff-Assisted Rate Case in Pasco County by Gem Estates Utilities, Inc.

Dear Mr. Halstiad:

In response to your letter received by the Commission on October 16, 2000, I would like to take this opportunity to address your concerns. On October 19, 2000, the Commission's staff held a customer meeting at the Gem Estates' Clubhouse. At that meeting, it was discussed how staff initiated their preliminary recommendation for this rate case. Let me take this opportunity to briefly explain how the Florida Public Service Commission establishes rates. Pursuant to Section 367.081, Florida Statutes, the Commission shall set rates which are just, reasonable, compensatory, and are not unfairly discriminatory. In determining the revenue requirements for the water and wastewater services, the Commission employs the rate of return methodology established in Chapter 367, Florida Statutes. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

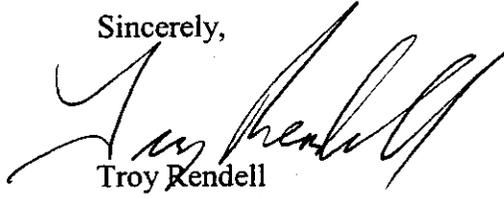
There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some of the factors affecting the cost of providing service include the size and age of the utility system, the quality of the water at its source, the number of customers, and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by companies as part of a rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. Recovery of any costs found by the Commission to be imprudent or unreasonable is not allowed. Once the revenue requirement is set, the Commission must then establish service rates which will afford the utility the opportunity to earn the approved revenue requirement.

Mr. Kenneth Halstead
Page 2
October 26, 2000

Further, staff is scheduled to submit a formal recommendation to the Commission on December 7, 2000, and the Commission vote on this matter is scheduled for December 19, 2000.

I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell", written over a printed name.

Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Willis, Butts, Munroe, Lingo)
Division of Legal Services (Brubaker)
Division of Records and Reporting (000467-WU)

ORIGINAL

39350 Sterling Dr
Zephyrhills Fla
Nov. 8, 2000

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Fla 32399

RECEIVED FPSC
OCT 13 AM 11:06
RECEIVED REPORTING AND RECORDS

Dear Sir,

Referring to Docket No. 00467-W U
Glen Estates Utilities Inc.

As President of the Glen Stoner
Club with about 40% of the
people in Glen Estates subdivision
are all opposed to the staffs
recommended water rates. We feel
10 to 15% raise would be a
substantial raise. not 45%

Yours Truly
Kenneth Halstead

- APP _____
- CAF _____
- CMP _____
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- RGO _____
- SEC _____
- SER _____
- OTH _____

ECONOMIC REGULATION

00 OCT 16 AM 10:59

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

October 26, 2000

Mr. and Mrs. Lawrence Cornell
39439 Sycamore Lane
Zephyrhills, Florida 33540

Re: Docket No. 000467-WU - Application for Staff-Assisted Rate Case in Pasco County by Gem Estates Utilities, Inc.

Dear Mr. and Mrs. Cornell:

In response to your letter received by the Commission on October 13, 2000, I would like to take this opportunity to address your concerns. On October 19, 2000, the Commission's staff held a customer meeting at the Gem Estates' Clubhouse. At that meeting, it was discussed how staff initiated their preliminary recommendation for this rate case. Let me take this opportunity to briefly explain how the Florida Public Service Commission establishes rates. Pursuant to Section 367.081, Florida Statutes, the Commission shall set rates which are just, reasonable, compensatory, and are not unfairly discriminatory. In determining the revenue requirements for the water and wastewater services, the Commission employs the rate of return methodology established in Chapter 367, Florida Statutes. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some of the factors affecting the cost of providing service include the size and age of the utility system, the quality of the water at its source, the number of customers, and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by companies as part of a rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. Recovery of any costs found by the Commission to be imprudent or unreasonable is not allowed. Once the revenue requirement is set, the Commission must then establish service rates which will afford the utility the opportunity to earn the approved revenue requirement.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0865

An Affirmative Action/Equal Opportunity Employer

P.C. Website: <http://www.floridapsc.com>

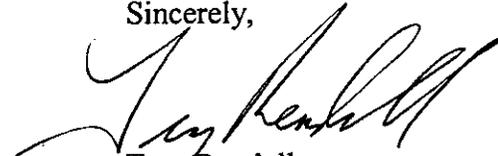
Internet E-mail: contact@psc.state.fl.us

Mr. and Mrs. Lawrence Cornell
Page 2
October 26, 2000

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I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell", written in a cursive style.

Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Willis, Butts, Munroe, Lingo)
Division of Legal Services (Brubaker)
Division of Records and Reporting (000467-WU)

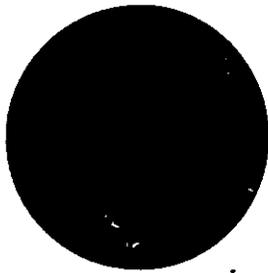
RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION

00 OCT 13 AM 11:03

DIVISION OF
ECONOMIC REGULATION

Lawrence V./June E. Cornell
39439 Sycamore Ln.
Zephyrhills, FL
33540

Notes



Please research
status in Gen Petato
in regard to the water
Docket No 000467 WU

F + We think the new proposal
will create a bond ship on
some of the residents -

- ADM _____
- CAP _____
- CMP _____
- COM _____
- CTR _____
- EGR Under
- LEG _____
- CPC _____
- PAI _____
- REG _____
- SEC _____
- SER _____
- OTH _____

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

October 26, 2000

Mr. or Ms. Coon
39519 Sterling Drive
Gem Estates
Zephyrhills, Florida 33540

Re: Docket No. 000467-WU - Application for Staff-Assisted Rate Case in Pasco County by Gem Estates Utilities, Inc.

Dear Mr. or Ms. Coon:

In response to your letter received by the Commission on October 18, 2000, I would like to take this opportunity to address your concerns. On October 19, 2000, the Commission's staff held a customer meeting at the Gem Estates' Clubhouse. At that meeting, it was discussed how staff initiated their preliminary recommendation for this rate case. Let me take this opportunity to briefly explain how the Florida Public Service Commission establishes rates. Pursuant to Section 367.081, Florida Statutes, the Commission shall set rates which are just, reasonable, compensatory, and are not unfairly discriminatory. In determining the revenue requirements for the water and wastewater services, the Commission employs the rate of return methodology established in Chapter 367, Florida Statutes. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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P.C. Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. or Ms. Coon
Page 2
October 26, 2000

Further, staff is scheduled to submit a formal recommendation to the Commission on December 7, 2000, and the Commission vote on this matter is scheduled for December 19, 2000.

I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with a large initial "T" and "R".

Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Willis, Butts, Munroe, Lingo)
Division of Legal Services (Brubaker)
Division of Records and Reporting (000467-WU)

ECR/Tudor
Johnny

ORIGINAL

RECEIVED-FPSC

00 OCT 18 PM 1:06

RECORDS AND
REPORTING

10-14-00
39514 Sterling Dr.
Lem Estates
Zephyrhills Fl.
33540

Dear Sir,

Referring to Docket 00467 W 4.
Lem Estates Utilities Inc.

I am very much opposed to the
Staff's recommendation rate for our
water in Lem Estates.

Sincerely,
Francis Coon

ADM	_____
CAF	_____
CMF	_____
COM	_____
CTR	_____
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PAI	_____
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SER	_____
OTH	_____

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION
00 OCT 19 AM 10:14
DIRECTOR OF
ECONOMIC REGULATION

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

October 26, 2000

Ms. Bernice Oor
39351 Sterling Drive
Zephyrhills, Florida 33540

Re: Docket No. 000467-WU - Application for Staff-Assisted Rate Case in Pasco County by Gem Estates Utilities, Inc.

Dear Ms. Oor:

In response to your letter received by the Commission on October 13, 2000, I would like to take this opportunity to address your concerns. On October 19, 2000, the Commission's staff held a customer meeting at the Gem Estates' Clubhouse. At that meeting, it was discussed how staff initiated their preliminary recommendation for this rate case. *Let me take this opportunity to briefly explain how the Florida Public Service Commission establishes rates.* Pursuant to Section 367.081, Florida Statutes, the Commission shall set rates which are just, reasonable, compensatory, and are not unfairly discriminatory. In determining the revenue requirements for the water and wastewater services, the Commission employs the rate of return methodology established in Chapter 367, Florida Statutes. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

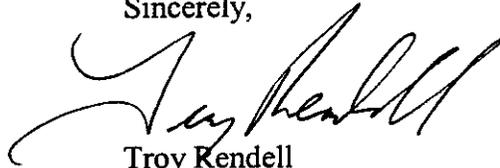
There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some of the factors affecting the cost of providing service include the size and age of the utility system, the quality of the water at its source, the number of customers, and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by companies as part of a rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. Recovery of any costs found by the Commission to be imprudent or unreasonable is not allowed. Once the revenue requirement is set, the Commission must then establish service rates which will afford the utility the opportunity to earn the approved revenue requirement.

Ms. Bernice Oor
Page 2
October 26, 2000

Further, staff is scheduled to submit a formal recommendation to the Commission on December 7, 2000, and the Commission vote on this matter is scheduled for December 19, 2000.

I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell", written in a cursive style.

Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Willis, Butts, Munroe, Lingo)
Division of Legal Services (Brubaker)
Division of Records and Reporting (000467-WU)

FK/Tudor

ORIGINAL

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION

00 OCT 13 AM 11:03

39351 Stealing Inc.

DIVISION OF
ECONOMIC REGULATION

Jephyville Fl 33540

10/10/00

Florida Public Service Commission

2540 Sharnard Oak Way

Jalalassie Fl. 32399-0850

Dear Sir:

Referring to Docket

No. 000 467 W. H. Kim Estates

Utilities Inc. I am very much
pleased to see it is recommended
into your own water in
State.

Yours Truly
Bernice Cox

- APP _____
- CAF _____
- CMP _____
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- LEG _____
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- OTH _____

AGREEMENT FOR AMENDMENT OF COVENANTS

000467-WL

2/10
2/10

The parties to this Agreement include the Marjorie R. Cahill Trust, the owner of property identified as Gem Estates Mobile Home Village, recorded at Official Record Book 825, Page 398-407, (hereafter "developer") and the undersigned purchaser(s) of a lot in the Gem Estates subdivision, whose name and lot number are set forth upon execution of this document at the time and date indicated (hereafter "lot owner").

This Agreement is entered into between the parties for the purpose of resolving a dispute involving the provision of certain services, as described more fully below, and providing the duty to pay for those services in a manner which will be binding on the parties and be a covenant running with the land as if set forth fully in the Deed of Easements, Restrictions and Reservations recorded at Official Record Book 825, Page 398-407 in Pasco County, Florida, and reviewable, renewable or amendable in 1993 at the same time and in the same manner as set forth therein. Provided that the covenants contained in this agreement may be reviewed, renewed, or amended by 60% of the lot owners rather than the 80% required in the original deed restrictions.

This Agreement is an amendment to the Deed of Easements, Restrictions and Reservations recorded at Official Record Book 825, Page 398-407 in Pasco County, Florida for the lot number set forth below to have the same legal effect as if set forth fully in that document at the time of purchase. It is intended that upon execution of this Agreement by the parties hereto that this Agreement will be recorded in the public records of Pasco County for the property and be a covenant running with the land for the purpose of binding the heirs, successors and assigns of the parties.

Developer agrees to provide recreational facilities, including the recreation hall, common areas and shuffleboard courts, electricity for street lighting, an area for recreational vehicle storage and water service to include a supply of potable drinking water which meets all state and local health and environmental standards for human consumption. Developer agrees to make all necessary incidental repairs to the interior of the demised premises and to maintain the property, including the water well and piping, recreational facilities and the common areas.

Developer agrees to make all exterior repairs, including repairs of the roof of the recreational building, shuffleboard courts, water piping, water well and pressure system, as well as repairs as required because of water entering the premises from the roof or other parts of the building or other causes not under the Gem Estates' control. Developer will maintain the property, including lawn mowing, landscaping and other related maintenance needed to maintain the condition of the property.

The lot owner agrees to pay for these services by an annual payment equal to \$159.00 for an occupied lot and \$86.00 for an unoccupied lot for the period January 1, 1990 to December 31, 1990, payable by December 31, 1990. If the lot owner has paid a portion of the 1990 annual payment to the developer Mobile Home Village Association, Inc., that lot owner shall be credited his or her pro-rata share of the expenses for maintaining street lighting in

130115 P. A. R. E. C. H.
4713 S. E. T. E. N. E. C. H.
Tampa, FL 33617

- REP
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- ECR *Hyda*
- LEG
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- PAI
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- SEC
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- OTH

Gem Estates from October 20, 1990, until the restoration of such service by developer.

The lot owner agrees thereafter to pay for these services in accordance with the conditions established by this Agreement. On January 1, 1991, and each annual term thereafter during the term of this Agreement, the annual payment will be only increased or decreased according to the annual percentage increase or decrease in the annual Cost of Living Adjustment (COLA) given by the Government of the United States to recipients of Social Security. The annual payment is due and owing on March 31 of each year and may be arranged to be paid in lump sum or in quarterly installments which are due on March 31, June 30, September 30, and December 31 of each year.

Enforcement of these provisions shall be by at law or in equity against any person or persons violating any provisions herein contained, either to restrain such violation or to recover damages.

The parties further agree that developer and the lot owner shall be governed by Chapter 723.037 and 723.038, Florida Statutes, with regard to any future dispute which may arise with respect to annual fees and services, and nothing contained in this agreement shall be construed to relieve either party from the statutory requirements contained therein.

The provisions herein contained are covenants running with the land and shall be binding upon the parties hereto, their heirs, legal representatives and assigns, and all parties claiming by, through or under them.

WITNESS my hand and seal this 10th day of ~~December~~ ^{July}, 1991, by the owner(s) of lot 4, block 12, Gem Estates.

[Signature]
Witness
[Signature]
Witness

[Signature] (seal)
Lot Owner
[Signature] (seal)
Lot Owner

STATE OF FLORIDA
COUNTY OF PASCO

BEFORE ME, a person duly authorized to administer oaths and take acknowledgements appeared Clifford A. Lambert & Rosalie Lambert well known, and they acknowledged that they executed the foregoing instrument for the purposes stated therein this 10th day of ~~December~~ ^{July}, 1991.

R1085847 V5084259 08/06/91 03:34 PM
RECORDING/INDEXING
RECORDS MODERNIZATION FEE personally
CHECK #: 321 10.50
CECINO 01-A AMT PAID: 10.50

[Signature]
Notary Public
NOTARY PUBLIC, STATE OF FLORIDA
MY COMMISSION EXPIRES 12-31-1994
BONDED THROUGH NOTARY PUBLIC UNDERWRITERS

THIS INSTRUMENT PREPARED BY:
THOMAS A. MUNKITTRICK
Attorney at Law
P.O. Box 5350
Largo, Florida 34649-5350
(813) 530-7539
D.R. 2033 PAGE 1485

80116

GEM ESTATES UTILITIES, INC.

DOCKET NO. 000467-WU

Name Harvey Wilson
Address 39501 Elgin Dr.
Zephyrhills Fla. 33540

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 a correspondence file.

CONSUMER COMMENTS

I do not understand why Holly has got the PSC involved in this at all. She has had the people in this park upset ever since she has had any say whatever. She has had so much nobody can believe her.

Expenses to run this water system for this small park are too much. Contractual revenue is excess of \$20,000 should not be required, nor is \$13,000 salary plus \$2,275 for office and \$1,500 mileage expense. Also return on investment. When these lots were sold Central Water System and Septic Tanks were included.

As you can see I am not happy with the situation.

I'm enclosing an agreement Holly made in 1990-1 that part of the park signed and is recorded on their deeds.

HW

GEM ESTATES UTILITIES, INC.

DOCKET NO. 000467+WU

RECEIVED-FPSC

00 OCT 27 AM 10:52

RECORDS AND REPORTING

Name Stanley Parsons

Address 39438 Rockford Ave.
Zephyrhills, Fl. 33540

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 a correspondence file.

CONSUMER COMMENTS

I understood that the P.S.C. was a commission set up to protect the users of a utility, from overcharging for their services. This report is the exact opposite.

This commission report has tried to sell us and the utility on the finer things that would be nice for the utility, if we had 2000 customers instead of 200 paying for it.

We have lived in the park 22 years without many of the amenities asked for. We all managed just fine, in fact, very very well, until Mrs Ruth Cahill died. since then we have had problems, because there was not anyone with any business experience to run it.

I feel that we could get by with things the way they are, plus a few necessary changes, and a reasonable rate increase NOT NEARLY 400%

- APP
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- RG0
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- OTH

TRC

GEM ESTATES UTILITIES, INC.

RECEIVED-FPSC

DOCKET NO. 000467-WU

OCT 27 AM 10:52

Name RICHARD & JANET SNOOGRES

RECORDS AND REPORTING

Address 39513 DUNDEE RD

ZEPHYRHILLS FLA. 33540

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 a correspondence file.

CONSUMER COMMENTS

SORRY I MISSED YOUR MEETING BUT WE WERE "MECHANICALLY DELAYED" IN AN AIRPORT. I HAVE HEARD & READ THE PERTINENT POINTS OF THE MEETING. I HAVE SOME QUESTIONS PERTAINING TO THE WATER METERS AND POSSIBLE SITUATIONS THAT COULD ARISE.

A) I UNDERSTAND THERE IS A LENGTH OF TIME WE WOULD BE ON A FLAT RATE (APPROX. \$23.14 PER MONTH) ~~AND~~ BEFORE THE METERS ARE INSTALLED. MY QUESTION IS: IS THERE A PENALTY INVOLVED FOR THE OWNER IF THE METERS ARE NOT INSTALLED WHEN SCHEDULED? "DELAYS" ARE A FREQUENT PROBLEM IN THIS SITUATION.

SOMETIMES YEARS. B) IF THE SUBDIVISION IS BOUGHT BY SOMEONE OTHER THAN THE HOMEOWNERS ASSOC. OR THE STATUS STAYS "QUO". ARE THESE RATES SET OR CAN THEY BE "JUGGLED" BY THE OWNER AT THE TIME THE METERS ARE INSTALLED. COMMENT: WE FAVOR METERS (IT'S FAIR) AS LONG AS IT'S INSTALLED IN A TIMELY FASHION & THE RATES ARE NOT USED AS

- APP
- GAF
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- SEC
- SER
- OTH

Fold and tape - see back for address

LEVERAGE
THANK YOU
Richard Snogres

ORIGINAL

RECEIVED-FPSC

00 OCT 18 PM 1:06

RECORDS AND REPORTING

10-14-00

39519 Sterling Dr.
Glen Estates
Jeffersville Mo.
33540

Dear Sir,

Referring to Docket 00467 W U.
Glen Estates Utilities Inc.

I am very much opposed to the
Staffers recommendation rate for our
water in Glen Estates.

Sincerely,

Francis Coon

APP	_____
CAF	_____
CMP	_____
COM	_____
CTR	_____
ECR	<u>Tudor</u>
LEG	<u>1</u>
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SEC	_____
SER	_____
OTH	_____

ORIGINAL

39350 Sterling Dr
Zephyrhills, Fla
Nov. 8, 2000

Florida Public Service Commission
2540 Shumard Oak Road
Tallahassee, Fla. 32399

RECEIVED-FPSC
OCT 13 AM 11:06
RECORDED AND
REPORTING

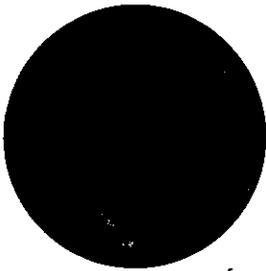
Dear Sir,

Referring to Docket No. 00467-W U.
Gen Estates Utilities Inc.

As President of the Gen Stoner
Club with about 40% of the
people in Gen Estate subdivision
are all opposed to the staffs
recommended water rates. We feel
10 to 15% raise would be a
substantial raise. not 450%

Yours truly
Kenneth Holstead

APP _____
CAF _____
CMP _____
COM _____
GTR _____
ECR Tuda
LEG I
OFC _____
PAI _____
RGO _____
SEC _____
SER _____
OTH _____



Notes

Please review our
status in Com Petals
in regard to the water
Docket No 000467 WU

It We think the new proposal
will create a bond ship on
some of the residents-

- APR _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR Tinder
- LEG I
- OFC _____
- PAI _____
- RCO _____
- SEC _____
- SER _____
- OTH _____

ORIGINAL

39351 Stealing Hc.
Zephyrhills Fl. 33540
10/10/00

Florida Public Service Commission
2540 Sharnard Oak Hq.
Tallahassee Fl. 32399-0850

Dear Sirs:

Referring to Docket
No. 000 467 W. G. Kern Estates
Utilities Inc. I am very much
opposed to the staff recommended
rate for our water in Kern
States.

Gives Truly
Bernice Dor

APP _____
CAF _____
CMP _____
COM _____
CTR _____
ECR Tudor
LEG I
OPC _____
PAI _____
RGO _____
SEC _____
SER _____
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STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

November 7, 2000

Mr. Harvey Wilson
39501 Elgin Drive
Zephyrhills, Florida 33540

RECEIVED - FPSC
03 NOV - 7 PM 3:20
RECORDS AND
REPORTING

Re: Docket No. 000467-WU - Application for Staff-Assisted Rate Case in Pasco County by Gem Estates Utilities, Inc.

Dear Mr. Wilson:

In response to your letter received by the Commission on November 1, 2000, I would like to take this opportunity to address your concerns. On October 19, 2000, the Commission's staff held a customer meeting at the Gem Estates' Clubhouse. At that meeting, it was discussed how staff initiated their preliminary recommendation for this rate case. Let me take this opportunity to briefly explain how the Florida Public Service Commission establishes rates. Pursuant to Section 367.081, Florida Statutes, the Commission shall set rates which are just, reasonable, compensatory, and are not unfairly discriminatory. In determining the revenue requirements for the water and wastewater services, the Commission employs the rate of return methodology established in Chapter 367, Florida Statutes. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

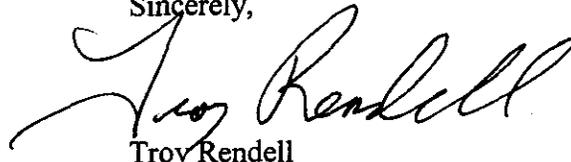
There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some of the factors affecting the cost of providing service include the size and age of the utility system, the quality of the water at its source, the number of customers, and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by companies as part of a rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. Recovery of any costs found by the Commission to be imprudent or unreasonable is not allowed. Once the revenue requirement is set, the Commission must then establish service rates which will afford the utility the opportunity to earn the approved revenue requirement.

Mr. Harvey Wilson
Page 2
November 7, 2000

Further, staff is scheduled to submit a formal recommendation to the Commission on December 7, 2000, and the Commission vote on this matter is scheduled for December 19, 2000.

I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with a large initial "T" and "R".

Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Willis, Butts, Ted Davis, Lingo)
Division of Legal Services (Brubaker)
Division of Records and Reporting (000467-WU)

Gem Estates from October 20, 1990, until the restoration of such service by developer.

The lot owner agrees thereafter to pay for these services in accordance with the conditions established by this Agreement. On January 1, 1991, and each annual term thereafter during the term of this Agreement, the annual payment will be only increased or decreased according to the annual percentage increase or decrease in the annual Cost of Living Adjustment (COLA) given by the Government of the United States to recipients of Social Security. The annual payment is due and owing on March 31 of each year and may be arranged to be paid in lump sum or in quarterly installments which are due on March 31, June 30, September 30, and December 31 of each year.

Enforcement of these provisions shall be by at law or in equity against any person or persons violating any provisions herein contained, either to restrain such violation or to recover damages.

The parties further agree that developer and the lot owner shall be governed by Chapter 723.037 and 723.038, Florida Statutes, with regard to any future dispute which may arise with respect to annual fees and services, and nothing contained in this agreement shall be construed to relieve either party from the statutory requirements contained therein.

The provisions herein contained are covenants running with the land and shall be binding upon the parties hereto, their heirs, legal representatives and assigns, and all parties claiming by, through or under them.

WITNESS my hand and seal this 10th day of ~~December~~ ^{July} 1991, by the owner(s) of lot 4, block 12, Gem Estates.

[Signature]
Witness
[Signature]
Witness

[Signature] (seal)
Lot Owner
[Signature] (seal)
Lot Owner

STATE OF FLORIDA
COUNTY OF PASCO

BEFORE ME, a person duly authorized to administer oaths and take acknowledgements appeared Clifford A. Lambert & Rosalie Lambert well known, and they acknowledged that they executed the foregoing instrument for the purposes stated therein this 10th day of ~~December~~ ^{July} 1991.

R1085847 V5084259 08/06/91 03:34 PM
RECORDING/INDEXING
RECORDS MODERNIZATION FEE personally
TOTAL 10.50
CHECK #: 521 10.50
CECINO 01-A AMT PAID: 10.50

[Signature]
Notary Public
NOTARY PUBLIC, STATE OF FLORIDA
MY COMMISSION EXPIRES: 12/31/92
BONDED THROUGH NOTARY PUBLIC UNDERWRITERS

THIS INSTRUMENT PREPARED BY:
THOMAS A. MUNKITTRICK
Attorney at Law
P.O. Box 5350
Largo, Florida 34649-5350
(813) 530-7539
O.R. 2035 PAGE 1485

GEM ESTATES UTILITIES, INC.

DOCKET NO. 000467-WU

Name Harvey Wilson
Address 39501 Elgin Dr.
Zephyrhills Fla. 33540

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 a correspondence file.

CONSUMER COMMENTS

I do not understand why Holly has got the PSC involved in this at all. She has had the people in this park upset ever since she has had any say whatever. She has had so much nobody can believe her.

Expenses to run this water system for this small park are too much. Contractual review in excess of \$20,000 should not be required, nor is \$13,000 salary plus \$2,275 for office and \$7500 mileage expense. Also return on investment. When these lots were sold Central Water System and Septic Tanks were included.

As you can see I am not happy with the situation.

I'm enclosing an agreement Holly made in 1990-1 that part of the park signed and is recorded on their deeds.

HW

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

November 2, 2000

RECEIVED-PPSC
00 NOV - 7 PM 3: 20
RECORDS AND
REPORTING

Mr. and Mrs. Janet Snodgres
39513 Dundee Road
Zephyrhills, Florida 33540

Re: Docket No. 000467-WU - Application for Staff-Assisted Rate Case in Pasco County by Gem Estates Utilities, Inc.

Dear Mr. and Mrs. Snodgres:

In response to your letter received by the Commission on October 27, 2000, I would like to take this opportunity to address your concerns. On October 19, 2000, the Commission's staff held a customer meeting at the Gem Estates' Clubhouse. At that meeting, it was discussed how staff initiated their preliminary recommendation for this rate case. Let me take this opportunity to briefly explain how the Florida Public Service Commission establishes rates. Pursuant to Section 367.081, Florida Statutes, the Commission shall set rates which are just, reasonable, compensatory, and are not unfairly discriminatory. In determining the revenue requirements for the water and wastewater services, the Commission employs the rate of return methodology established in Chapter 367, Florida Statutes. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some of the factors affecting the cost of providing service include the size and age of the utility system, the quality of the water at its source, the number of customers, and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by companies as part of a rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. Recovery of any costs found by the Commission to be imprudent or unreasonable is not allowed. Once the revenue requirement is set, the Commission must then establish service rates which will afford the utility the opportunity to earn the approved revenue requirement.

Your list of concerns received by the Commission on October 27, 2000 consists of the following:

Mr. and Mrs. Janet Snodgres
Page 2
November 2, 2000

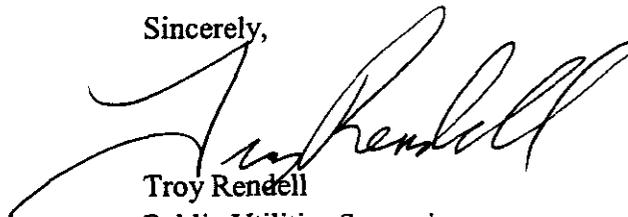
- “ Is there a penalty involved for the owner if the meters are not installed when scheduled?”
- “ If the subdivision is bought by someone other than the homeowner’s association. . . are these rates set or can they be juggled by the owner at the time the meters are installed?”

First, in its final recommendation to the Commission, staff will recommend that the installation of water meters be completed within six months of the date of the Commission’s Order. If the recommendation is approved by the Commission and an Order is issued, pursuant to Chapter 367.161, Florida Statutes, any utility that fails to comply with Commission rules or orders may be subject to a penalty for each offense of not more than \$5,000 per day.

Second, pursuant to Chapter 367.022(2)(7), Florida Statutes, the following are not subject to regulation by the Commission as a utility or the provisions of this chapter: systems owned, operated, managed, or controlled by governmental authorities; or nonprofit corporations, associations, or cooperatives providing service solely to members who own and control such nonprofit groups. Therefore, if Gem Estates is purchased by any organization other than a government entity or a nonprofit organization, the rates and charges that are in place at the time of purchase will remain until the Commission grants its approval to revise them.

Further, staff is scheduled to submit a formal recommendation to the Commission on December 7, 2000, and the Commission vote on this matter is scheduled for December 19, 2000. I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,



Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Willis, Butts, Ted Davis, Lingo)
Division of Legal Services (Brubaker)
Division of Records and Reporting (000467-WU)

ECR/Tudor

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION

GEM ESTATES UTILITIES, INC.

DOCKET NO. 000467-WU

RECEIVED - FPSC

00 OCT 30 PM 12:06

00 OCT 27 AM 10:52

DIVISION OF
ECONOMIC REGULATION

RICHARD & JANET SNOOGRES

RECORDS AND
REPORTING

Address 39513 DUNDEE RD

ZEPHYRHILLS FLA. 33540

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 a correspondence file.

CONSUMER COMMENTS

SORRY I MISSED YOUR MEETING BUT WE WERE "MECHANICALLY DELAYED" IN AN AIRPORT. I HAVE HEARD & READ THE PERTINENT POINTS OF THE MEETING. I HAVE SOME QUESTIONS PERTAINING TO THE WATER METERS AND POSSIBLE SITUATIONS THAT COULD ARISE.

A) I UNDERSTAND THERE IS A LENGTH OF TIME WE WOULD BE ON A FLAT RATE (APPROX. \$23.14 PER MONTH) ~~AND~~ BEFORE THE METERS ARE INSTALLED. MY QUESTION IS: IS THERE A PENALTY INVOLVED FOR THE OWNER IF THE METERS ARE NOT INSTALLED WHEN SCHEDULED? "DELAYS" ARE A FREQUENT PROBLEM IN THIS SITUATION.

SOMETIMES YEARS. B) IF THE SUBDIVISION IS BOUGHT BY SOMEONE OTHER THAN THE HOMEOWNERS ASSOC. OR THE STATUS STAYS "QUO". ARE THESE RATES SET OR CAN THEY BE "JUGGED" BY THE OWNER AT THE TIME THE METERS ARE INSTALLED. COMMENT: WE FAVOR METERS (ITS FAIR) AS LONG AS ITS INSTALLED IN A TIMELY FASHION & THE RATES ARE NOT USED AS

APP
CAF
CMP
COM
CTR
ECR
LEG
JPC
PAI
RGO
SEC
SER
OTH

Fold and tape - see back for address

LEVERAGE
THANK YOU
D. I. S. Tudor

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

November 2, 2000

RECEIVED-FPSC
00 NOV -1 PH 3:20
RECORDS AND
REPORTING

Mr. Fred Bowden
39418 Rockford Avenue
Zephyrhills, Florida 33540

Re: Docket No. 000467-WU - Application for Staff-Assisted Rate Case in Pasco County by Gem Estates Utilities, Inc.

Dear Mr. Bowden:

In response to your letter received by the Commission on October 23, 2000, I would like to take this opportunity to address your concerns. On October 19, 2000, the Commission's staff held a customer meeting at the Gem Estates' Clubhouse. At that meeting, it was discussed how staff initiated their preliminary recommendation for this rate case. Let me take this opportunity to briefly explain how the Florida Public Service Commission establishes rates. Pursuant to Section 367.081, Florida Statutes, the Commission shall set rates which are just, reasonable, compensatory, and are not unfairly discriminatory. In determining the revenue requirements for the water and wastewater services, the Commission employs the rate of return methodology established in Chapter 367, Florida Statutes. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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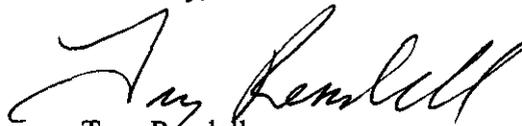
Internet E-mail: contact@psc.state.fl.us

Mr. Fred Bowden
Page 2
November 2, 2000

Further, staff is scheduled to submit a formal recommendation to the Commission on December 7, 2000, and the Commission vote on this matter is scheduled for December 19, 2000.

I hope I have responded appropriately to your concerns. If you need additional information or if I can be of any further assistance, please do not hesitate to contact me at (850) 413-6934 or Johnny Butts at (850) 413-6920.

Sincerely,

A handwritten signature in cursive script, appearing to read "Troy Rendell".

Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Willis, Butts, Ted Davis, Lingo)
Division of Legal Services (Brubaker)
Division of Records and Reporting (000467-WU)

Eck Tudor

GEM ESTATES UTILITIES, INC.

DOCKET NO. 000467-WU

RECEIVED - FPSC

00 OCT 23 AM 11:19

Name *Fred Bowden*
Address *3948 Rockford Ave*
Lephyllville IL 33540

RECORDS AND REPORTING

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 a correspondence file.

CONSUMER COMMENTS

Jackie Cahill did not spend any money until pump quit altogether. I believe that \$4,712 is in excess of money spent. Nothing was spent for 7 yrs.

- APP
- CAF
- CMP
- COM
- CTR
- ECR *Tudor*
- LEG
- OPC
- PAI
- RGO
- SEC
- SER
- OTH

RECEIVED
DIVISION OF
ECONOMIC REGULATION

00 OCT 24 AM 6:57

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION

Fold and tape - see back for address

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

November 1, 2000

Mr. Stanley Parsons
39438 Rockford Avenue
Zephyrhills, Florida 33540

Re: Docket No. 000467-WU - Application for Staff-Assisted Rate Case in Pasco County by Gem Estates Utilities, Inc.

Dear Mr. Parsons:

In response to your letter received by the Commission on October 27, 2000, I would like to take this opportunity to address your concerns. On October 19, 2000, the Commission's staff held a customer meeting at the Gem Estates' Clubhouse. At that meeting, it was discussed how staff initiated their preliminary recommendation for this rate case. Let me take this opportunity to briefly explain how the Florida Public Service Commission establishes rates. Pursuant to Section 367.081, Florida Statutes, the Commission shall set rates which are just, reasonable, compensatory, and are not unfairly discriminatory. In determining the revenue requirements for the water and wastewater services, the Commission employs the rate of return methodology established in Chapter 367, Florida Statutes. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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- ECR _____
- LEG _____
- OPC _____
- PAI _____
- RGO _____
- SEC
- SER _____
- OTH _____

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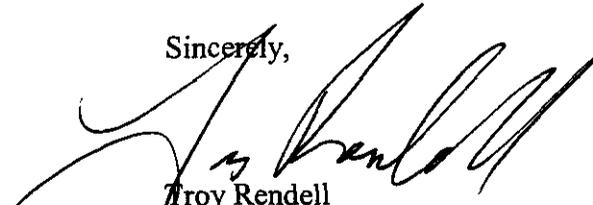
DOCUMENT NUMBER - DATE
11-01-2000
FPSC-RECORDS/REPORTING

Mr. Stanley Parsons
Page 2
November 1, 2000

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Sincerely,



Troy Rendell
Public Utilities Supervisor

TR:jb

cc: Division of Economic Regulation (Willis, Butts, Ted Davis, Lingo)
Division of Legal Services (Brubaker)
Division of Records and Reporting (000467-WU)

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FLORIDA PUBLIC SERVICE
COMMISSION

GEM ESTATES UTILITIES, INC.

DOCKET NO. 000467-WU

ECR/Tuder

RECEIVED-FPSC

00 OCT 27 AM 10: 52

00 OCT 30 PM 12: 06

DIVISION OF
ECONOMIC REGULATION

Name Stanley Parsons
Address 39438 Rockford Ave.
Zephyrhills, Fl. 33540

RECORDS AND
REPORTING

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 a correspondence file.

CONSUMER COMMENTS

I understood that the P.S.C. was a commission set up to protect the users of a utility from overcharging for their services. This report is the exact opposite.

This commission report has tried to sell us and the utility on the finer things that would be nice for the utility, if we had 2000 customers instead of 200 paying for it.

We have lived in the park 22 years without many of the amenities asked for. We all managed just fine, in fact, very, very well, until Mrs Ruth Cahill died. Since then we have had problems, because there was not anyone with any business experience to run it.

I feel that we could get by with things the way they are, plus a few necessary changes, and a reasonable rate increase NOT NEARLY 400%.

- APP _____
- CAF _____
- CMP _____
- COM _____
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- ECR
- LEG
- OPC _____
- PAI _____
- RGO _____
- SEC _____
- SER _____
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