

STATE OF FLORIDA

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GENERAL COUNSEL
(850) 413-6199

Public Service Commission

March 26, 2002

James Loboazo, Jr., Esquire
329 South Commerce Avenue
Sebring, Florida 33870-3607

Re: Docket No. 990374-WS - Application for certificates to operate a water and wastewater utility in Highlands County by The Woodlands of Lake Placid, L.P., and for deletion of portion of wastewater territory in Certificate No. 361-S held by Highlands Utilities Corporation.

Dear Mr. Loboazo:

On March 20, 2002, a letter from your client, Mr. Robert Easom, (attached) was received by the Commission. He questions the practice of being billed in advance for service and being billed for meters that are not used. I also spoke with Mr. Easom on March 21, 2002, and I assured Mr. Easom that his concerns would be addressed in the staff assisted rate case, Docket No. 020010-WS. Once a base facility gallonage charge is established for the utility then the customers will be billed for the prior month's service based on the consumption that occurred in that month.

Please inform Mr. Easom that the staff on the docket are currently auditing the utility's books and records and a staff engineer is conducting a field investigation. In addition, staff will conduct a customer meeting currently scheduled for July 15, 2002, in the utility's service area. If he has any additional concerns he may contact the analyst, Ms. Sally Moniz at (850) 413-6926 or the attorney, Ms. Katherine Echternacht at (850) 413-6218.

Sincerely,

Jason K. Fudge
Jason K. Fudge
Senior Attorney

AUS _____
CAF _____
CMP _____ JKF
COM _____ Enclosure
CTR _____
ECR _____
GCL _____
OPC _____
MMS _____
SEC _____
DTH _____

cc: Without enclosure: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Moniz)
Office of the General Counsel Counsel (Echternacht)

DOCUMENT NUMBER-DATE
03413 MAR 25 02
FPSC-COMMISSION CLERK

03-15-02

RECEIVED-FPSC

02 MAR 20 AM 10:33

COMMISSION
CLERK

Blanca S. Bayo , Director
Division The Commission Clerk
and Administrative Svcs.
Tallahassee, Fl. 323-0850

Docket No. 990374-WS
Order No. PSC-02-0250

CCA note: Letter will be
filed in 020010-WS (SARC)
based on Jason Fudge's
conversation with Mr. Eason.

kf/3-21-02

Dear Sir:

After reading the computer information regarding Camp Florida Resort, there are several things we do not understand. Apparently, you do not know the owner of Woodlands like we do. It appears also that you have accumulated most of your information from the Owner or his representative of Woodlands in your investigation of what is going on here.

Our question is:

Why does he bill us for our water in advance and be able to charge us a late fee (if we are late) on water & waste water on what we haven't used yet? If it is because he is charging a "flat rate", we don't understand why he installed and billed for meters "JUNE 2000".

Meter Installation	\$174.15
Labor	10.00
Seven Bathhouses	<u>5.38</u>
Total	\$189.53

Enclosed is a bill Woodlands sent us in March for water we would use in March. They just happened to send us two bills that month. We don't believe they intended for us to pay it twice.


To this date, he has never used these meters, yet he charged 165 home-owners \$189.53 (that is 165 X 189.53 = \$31,272.45). Also, he owns 232 lots here where water is available for which he rents most of his lots and does not have them metered.

Where is there fairness and justice here? This is just an example of some of the things this man has done to exploit the Senior Citizens here. We just don't understand how you can let him get away with many of the things you have allowed and excused, according to this computer information of Docket 990374-WS

Thank you for your attention and consideration.

Sincerely Submitted,


Robert J. Eason


Edra J. Eason
(Home Owners E44)
6 Hidden Harbor Lane
Lake Placid, Fl. 33852
863-6-0183

Please excuse the slappiness of this letter.
The "o" and the "9" on my processor does
not print.

EFE

Deliver payment to:

The Woodlands
1525 US 27 South
Lake Placid, FL 33852
863 699-1936

UNITED STATES POSTAGE
5882 900.210 MAR 02 02
5315 MAILED FROM 25000 98972

W & S CFR

Previous Balance: 0.00
35.00

Billed: 03/01 After 03/20 pay 40.00

35.00 is due on or before 03/20

Billed: 03/01 Total New Charges: 35.00
35.00 is due on or before 03/20

Invoice # 020337 Acct# E44
Acct# E44 After 03/20 pay 40.00
Svc: 03/01 to 03/31
You paid \$35.00 on 02/19
Our mailing address is changing to:
100 Shoreline Drive, Lake Placid, FL 33852

Invoice # 020337 Acct# E44
Svc Addr: 6 Hidden Harbor Lane

Robert Easom
6 Hidden Harbor Lane
Lake Placid FL 33852

