

ORIGINAL

Dkt No. 010869--WS
East Manon Utility Co

02 JUL -5 11:10
REGULATION

June 4, 2002

Ms. Sally Moniz
Professional Accounting Specialist
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0865

Dear Sally:

Roger & I received the enclosed statement from the developer here in our subdivision of Lakeview Woods in Silver Springs, Florida.

We are concerned that the man who Herb Hein, the developer, has asked us to call if we have any problems with our water is not qualified. Tony Caracci is in his mid-70s, a retired steelworker who is friendly with the developer. The man who was taking care of the water testing is no longer doing the tests; his house is for sale and apparently he wanted to cut his ties with the developer.

The number Herb Hein has put on the statement, 625-0117, is his place of residence here in Silver Springs. However, he is only there for a very few months out of the year. His primary residence is in Michigan. We also wondered if we should have to call Aqua Pure for help would we personally have to pay the \$60 for a service call. We don't know what happened to the company that was looking after the water; apparently they quit.

We felt that the PSC should be aware of this letter as the case for an increase has not been settled at this time that we know of. If what this letter says is right we would appreciate your giving us a call. It's just hard to trust the developer as he has been untruthful (to put it kindly) on many accounts.

AUS — Thank you for any assistance you may be able to give us. We
CAF — appreciate your interest in this ongoing problem.
CMP —
COM —
CTR —
ECR —
GCL —
OPC —
MMS — Gail Tune & Roger Campbell
SEC —
OTH — Enclosure

Sincerely,
Gail Tune & Roger Campbell

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

(June 3, 2002)

NOTICE !

THE CORRECT MAILING ADDRESS FOR YOUR WATER BILLS IS AS FOLLOWS:

East Marion Sanitary Systems Inc.
17741 SE 29th Place RD.
Silver Springs, FL 34488

For Billing questions call: 625-0117

Also for question or concerns in your water service please
contact Tony Caracci at 625-1197 first.

The Number for Aqua Pure is: 625-2822 Keep in mind that each
service call Aqua Pure makes is a minimum of \$60.00 which gets
included in your rates! Please give Tony a chance to address your
concerns prior to contacting Aqua Pure!

Your Home Owners maintenance fees still get mailed to:
P.O. 36
Silver Springs, FL 34488

Thank-you
Herb

Gail Tune & Roger Campbell
1319 NE 130th Terrace
Silver Springs, FL 34488-3573



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