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DEC 31 AM 9:22  
COMMISSION CLERK

Director, Division of the Commission Clerk and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Dear Sirs:

I am writing to object to the application for original certificate filed by The Colinas Group dated 12/3/2003. This document was enclosed with my water bill which was not postmarked until 12/15/03, 12 days after the filing. I understand that the Colinas Group – Receivers is requesting the right to operate and provide service to the Lazy S utility area as described in the application.

I am against the approval of the application for original certification for the following reason: they have not followed through on commitments made to residents of the service area described in the application.

On March 18, 2003 The Colinas Group – Receivers held a meeting with residents of the service area in question at Hope Baptist Church, 504 Plateau Ave, Lakeland. It is my opinion that the Colinas Group have not lived up to the obligations that they established at that meeting. At that time, they agreed to:

- a. Find and repair water leaks
- b. Install meters at residences that did not have meters
- c. Shut off water for non payment of water bills
- d. Shut down feeder lines that have no homes attached to them
- e. Have another meeting to inform residents of progress toward the above stated objectives. As of 12/22/03, no such meeting has been held.

In an addendum to the application, The Colinas Group – Receivers stated that “on an average over the last seven months, the volume of water passing through the city’s meter equates to 510 gallons per day in each home”. They claim this is three times what the usage should be. They also state that it may be necessary to raise monthly user fees to cover the additional water use. However, a water leak in the main line in the right of way in front of 1424 Faye Ave was reported to the receivers in September 2003. They responded by sending someone out to repair the leak. At that time, a repair crew located the leak and dug a hole which was left open. At the end of October 2003 the hole was still open and it was possible to see water still leaking from the as yet un-repaired line. This does not sound like a business that is “taking every precaution” to avoid raising user fees. If the concern is the usage of three times what the normal daily usage should be, leaks like this and others like it should not be permitted to remain un-repaired.

By not installing meters at each customer’s location, The Colinas Group has no way to determine each individual customer’s water use or determine the presence of leaks in the distribution system. Until there are meters to account for water use by all residents, and charge accordingly, there is no way to establish the source of the apparently high water use. Currently I am paying a flat monthly rate for water although a meter is attached to my service line, even though I am part time resident. To my knowledge the meter has never been read.

The Colinas Group – Receivers should be required to follow through on the obligations outlined above that were agreed to before being granted the application for original certificate. If these procedures are followed, then those that use the water would be paying for the water instead of increasing charges to everyone whether they use the water or not.

Sincerely,

*Roger E Snyder*

Roger E. Snyder  
cc: Colinas Group – Receivers  
City of Lakeland

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*Handwritten initials*

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