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Donald A. Thomas, Jr.  
408 Osprey Lakes Circle  
Chuluota, FL 32766-6655  
(407) 971-8648 • [datj@icwhen.com](mailto:datj@icwhen.com)

September 19, 2004

Director  
Division of the Commission Clerk & Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0862

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RE: Section 367.071, Florida Statutes, letter postmarked August 31, 2004.

Dear Unnamed Director,

This letter is pursuant to a notice postmarked August 31, 2004. It was apparently mailed by Aqua Utilities from a Sarasota post office. The notice relates to the purchase of Chuluota water and wastewater assets by Aqua Utilities and it invites objections to the transaction to be directed to you within thirty (30) days of the date of the notice.

I hereby submit objections based on the following facts:

- 1) The notice states "hereby given on August 24, 2004", yet it is postmarked August 31, 2004. I believe that this was a deliberate delay on the part of the water company to steal 25% of the time the public was supposed to have been given to respond. If you check the numerous complaints on file in your office against Florida Water Services, you will see that they consistently ignored, were rude to or delayed addressing complaints made by Chuluota residents on an ongoing basis beginning with a pledge in 1999 to lower water rates as the community grew. That pledge was never again addressed by them.
- 2) Chuluota has anticipated the notice dated August 24, 2004 since late May and early July. Yet the water company has clearly procrastinated sending the notice hoping that the ongoing complaints against them may have died down. As it happens the notices arrive in Chuluota mailboxes while the entire town has been repeatedly bombarded by multiple, severe and direct hurricane hits. Power and telephone services in the Chuluota area were completely out during this time frame. Households were worried about saving food, finding gasoline much less when their computers would be up and running again to type objections. In fact, our telephone service was just restored a few days ago. As I speak, many homes in our area are still boarded up and trees and fences are in need of replanting and repair.  
  
I know that the water companies hope that the hurricanes have given Chuluota residents new priorities to divert their time and efforts to submit complaints against the new acquisition. There is no question because responsible companies would have sought reasonable postponement until residents have a chance to pull 30 year old trees out of what used to be their living rooms.
- 3) I have already sent multiple formal complaints against this acquisition to Ms. Beverly S. DeMelle of the Public Service Commission. I trust that she has responsively forwarded those complaints to your attention. I wish to have all complaints I have submitted to the Public Service Commission against Florida Water Services as grounds of objection as they have not yet been

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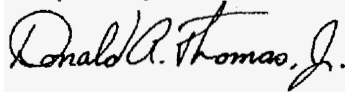
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remedied and there is no concrete evidence that they will be remedied in the best interest of Chuluota residents by the new company.

- 4) The acquisition of Chuluota water and wastewater services by Aqua Utilities should not be allowed until it has been proven that the acquisition is in the best interest of the residents that live there. There were multiple parties that showed genuine interest in the Chuluota water assets and the Public Service Commission as defined by their own mission statement owes Chuluota a review to assure the public that they will be receiving the most competitive rates for quality water and services.
- 5) Florida Water Services was granted an unfair and non-competitive rate structure in 1999 based on their presentation that the facilities in Chuluota needed severe repairs and that the infrastructure needed costly upgrades to facilitate planned growth in the area. If Florida Water Services applied those excessive funds where they should have been spent, then the need to continue charging the high rates should have ended and rates should be competitive and comparable to those charged by water companies serving the residents in adjacent communities. If Florida Water Services failed to apply the excessive rates to those agendas that granted them the right to charge them, then the company owes Chuluota residents massive rebates before being allowed to dump that problem on a new company.

All Chuluota residents deserve reasonable protections against unfair and non-competitive rates. Additionally, the Public Service Commission also owes it to Chuluota residents to not force this kind of announcement in their faces when they are still coping with the aftermath of serious hurricane problems.

Respectfully submitted,



Donald A. Thomas, Jr.  
408 Osprey Lakes Circle  
Chuluota, FL 32766-6655  
(407) 971-8648 – [datj@icwhen.com](mailto:datj@icwhen.com)

cc: Florida Water Services Corporation  
Attn: Melissa Taylor, Esquire  
PO Box 609520  
Orlando, FL 32860-9520

Aqua Utilities Florida, Inc.  
Attn: Kathy L. Pape, Esquire  
762 W Lancaster Ave  
Bryn Mawr, PA 19010-3402

Mr. Steve Reilly  
Office of Public Counsel  
111 W Madison St Rm 812  
Tallahassee, FL 32399-1400