

State of Florida



**Public Service Commission**  
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

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

**ORIGINAL**

**DATE:** November 20, 2006  
**TO:** Division of the Commission Clerk and Administrative Services  
**FROM:** <sup>BF</sup> Bart Fletcher, Professional Accountant Specialist, Division of Economic Regulation  
**RE:** Docket No. 060256-SU - Application for increase in wastewater rates in Seminole County by Alafaya Utilities, Inc.

Enclosed are copies of various correspondence from customers and representatives of the Live Oak Reserve Homeowners Association, as well as a resolution dated November 13, 2006, from the City of Oviedo. Please place the attached correspondence in the docket file for the above-referenced docket.

cc: Division of Economic Regulation (Redemann, Rendell)

- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- RCA \_\_\_\_\_
- SCR \_\_\_\_\_
- SGA \_\_\_\_\_
- SEC  \_\_\_\_\_
- OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE  
10601 NOV 20 06  
FPSC-COMMISSION CLERK

RESOLUTION NO. 1463-06

**A RESOLUTION OF THE CITY OF OVIEDO, FLORIDA, OPPOSING A FORTY FIVE (45) PERCENT RATE INCREASE FILED BY ALAFAYA UTILITIES, INC. FOR SERVICE IN SEMINOLE COUNTY, FLORIDA.**

**WHEREAS**, Alafaya Utilities, Inc. provides wastewater collection and treatment services and reclaimed water services to residential and commercial properties within the corporate limits of the City of Oviedo; and

**WHEREAS**, Alafaya Utilities, Inc. has filed an application for a rate increase before the Florida Public Service Commission as set forth in Docket No.060256-SU; and

**WHEREAS**, Alafaya Utilities, Inc. is seeking a rate increase for wastewater collection and treatment services and for reclaimed water services in the amount of forty five (45) percent; and

**WHEREAS**, the City of Oviedo is a customer of Alafaya Utilities at many of its municipal facilities; and

**WHEREAS**, several thousand City residents are also customers of Alafaya Utilities, Inc. receiving residential wastewater and reclaimed water service at their residences within the City; and

**WHEREAS**, the City Council has received numerous complaints regarding the poor quality of reclaimed water service to customers residing in the eastern most portion of the City; and

**WHEREAS**, a request for a rate increase in the amount of forty five (45) per cent is excessive in light of the poor quality services provided to City residents.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF OVIEDO, FLORIDA, AS FOLLOWS:**

**Section 1:** The City Council of the City of Oviedo hereby opposes the forty five (45) per cent rate increase request filed by Alafaya Utilities as reflected in Docket No.060256-SU.

**Section 2:** The City Clerk is hereby authorized to transmit a certified copy of this resolution to the staff of the Florida Public Service Commission at the customer meeting scheduled for Wednesday, November 15, 2006 in the Oviedo City Hall.

**PASSED AND ADOPTED this 13<sup>th</sup> day of November, A.D., 2006.**




THOMAS G. WALTERS  
MAYOR of the City of Oviedo, Florida

ATTEST:



BARBARA J. BARBOUR  
CITY CLERK



I hereby attest and certify that this is a true and correct copy of the original document, filed at City Hall, Oviedo, Florida  
Signed: 

City Clerk

Dated: 11/14/06

Live Oak Reserve HOA, Inc.  
Advisory Board meeting notes

Location: 1901 Live Oak Reserve Blvd.  
May 17, 2005

- Guest speaker present from Alafaya Utilities. Discussed lack of water pressure in Phase II & Phase III both for common areas & homeowner lots. Currently there is a 6" line which feeds off 419. There is more demand now that there are more homes in Live Oak. Alafaya Utilities did not have an answer as to when the problem will be fixed, but stated Phase IV & V are designed for bigger (8") lines. Future project includes a 20" main line feed to Live Oak Reserve. Unfortunately there is no timetable for the expansion at this time. Alafaya Utilities will research further and report to the Ad-Hoc next month.
- City News – Steve Schenck stated the City has voted to move ahead with the sexual predator ordinance disbanding all offenders from living within 2500 feet of a school, day care, or public park.
- Kevin presented a draft newsletter which will go out shortly. The Social committee will put together an article for the Community Garage Sale and pool party.
- Kevin stated the Tennis Pavilion & Sports Park repairs have been completed. Stucco poles were installed rather than the Styrofoam to help alleviate any further damage/vandalism from children.
- Three Architectural Review applications were presented to the AD-Hoc for opinion and review. The Ad-Hoc gave their advice which will be turned over to Richard Jerman for review.
- The potential installation of a brick wall to close in the currently chain-link breakaway gate was discussed. This area is in Phase II on the end of Gambel Oak Court in the Eagle's Landing subdivision. The developer stated he will not pay any portion of the proposed \$4500.00 expense and neither will the Association. A special assessment would have to be voted on in order to pass. The Ad-Hoc requested a survey be sent and allow homeowner to respond. This will be placed in the newsletter.
- Kevin advised the Board he is currently seeking bids for painting the exterior of the clubhouse. The tile project has been put on hold until after the summer.
- Nita Wittholt was present to discuss upcoming activities for the Social Committee. The Social Committee has revamped and now has elected positions and officers similar to the Ad-Hoc or Board of Directors.
- There is no update as to the milling up the road project the City is requiring Richard Jerman to perform. (underdrain installation)
- Ju-Lee Young (Landscape Comm.) stated she has some new volunteers for their committee. There are still a few outstanding items from their April Meeting which have not been completed, specifically removal of the plant material around the fountain and replacement of plant material from bougenvillas to nandina.
- Financials were distributed to the Ad-Hoc committee for their review.
- The meeting closed at 7:50pm.



Community Management Specialists, Inc.  
P.O. Box 620368  
Oviedo, Florida 32762  
ph. 407-359-7202  
ph. 866-359-7202  
fax. 407-971-1490

November 14, 2006

Alafaya Utilities  
1067 McKinnon Road  
Oviedo, FL 32765

The Live Oak Reserve Homeowners Association Board of Directors, representing the 934 lots in Live Oak Reserve, oppose any proposed rate increase from Alafaya Utilities at this time. There lack of service, professionalism and accountability have broken a trust to the people they serve in the community, and they need to fulfill the commitments they have, before applying for a rate increase.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin M. Davis", with a long horizontal line extending to the right.

Kevin M. Davis, LCAM  
Registered Agent for Live Oak Reserve HOA, Inc.

November 12, 2006

Alafaya Utilities, Inc.  
P.O. Box 160609  
Altamonte Springs, FL 32716

Cc: Director, Division of the Commission Clerk & Administrative Services, Florida  
Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850

Re: Application for increase in wastewater rates in Seminole County by Alafaya  
Utilities, Inc.

Sirs:

As a resident of Live Oak Reserve, I wish to express my dissatisfaction with the  
reclaimed water service that has been provided to me by Alafaya Utilities, and protest  
your company's proposed rate increase.

For the duration of my time as a resident of our community, your reclaimed water service  
has been inconsistently available, spare to the point of being unable to activate my  
sprinkler heads, and frequently non-existent. I have suffered the inconvenience of having  
to manually water my yard, I have had to utilize valuable drinking water to irrigate, and  
have lost areas of sod and shrubs dues to lack of water pressure into my sprinkler system.  
Not only do I object to a rate increase, but I desire a 75% rate reduction until consistent,  
adequate reclaimed water service can be provided.

Truly,

Signature	Address
<i>Chapman Halladay</i>	2820 Regal Pine Tr, Oviedo FL 32766
<i>D. Kent</i>	2820 REGAL PINE TRAIL, OVIEDO, 32766
<i>Jane Credig</i>	3470 Rambling Oaks Ln, Oviedo FL 32766
<i>Joseph W. Henry</i>	3625 Goldenwood Lane Oviedo FL 32766
<i>Philip E. Hall</i>	2600 Double Tree Pl, Oviedo FL 32766
<i>John</i>	2588 Double Tree Pl Oviedo 32766
<i>Thomas Kanavak</i>	2425 June St KCT Oviedo 32766
<i>Walter</i>	2465 Willow Pop Way, Oviedo FL 32766
<i>Marcus</i>	2251 Foliage Oak Trs, Oviedo, 32766
<i>Shelby</i>	2251 FOLIAGE OAK TRAIL OVIEDO, 32766
<i>Joseph</i>	3471 HOLLOW OAK RUN OVIEDO 32766
<i>Patricia Reynolds</i>	3485 Rambling Oaks Lane Oviedo 32766
<i>Linda</i>	3480 Rambling Oaks Ln. Oviedo 32766

November 12, 2006

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P.O. Box 160609  
Altamonte Springs, FL 32716

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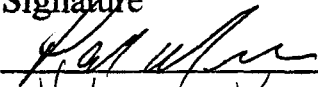
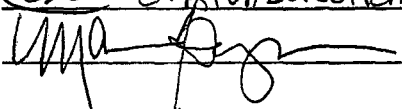
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Truly,

Signature

Address

	2250 Oak Shadow Ct
Valeri Kennedy	2260 Oak Shadow Ct.
(E) E. RIVADENEIRA	2265 OAK SHADOW CT.
	2820 Wood Hollow Ln

Mail  
Janding

November 12, 2006

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Truly,

Signature

Address

Juan Madaleno Escudero	2648 Hazel Grove Ln Oviedo FL 32766
John & Ray Jumbali	2784 Hazel Grove Lane Oviedo FL 32766
Kelly & Craig Howell	2728 Hazel Grove Ln Oviedo
[Signature]	3686 HOLLYWOOD PL OVIEDO 32766
Barry + Lisa Ryan	3638 Hollywood Pl Oviedo 32766
Patricia Howell	2760 HAZEL GROVE Oviedo 32766
[Signature]	2760 HAZEL GROVE LN Oviedo, 32766
Kalorathi Subbiah	2616 Hazel Grove Ln Oviedo, FL 32766
Frank Roman	2680 HAZEL GROVE LN Oviedo 32766
Donna M Cosio	2693 Hazel Grove Ln Oviedo 32766
Ken & Kerri Rinaldi	3647 Hollywood Pl Oviedo 32766
Marisol R. Martinez	2645 Hazel Grove Ln Oviedo 32766

Quail Landing

November 12, 2006

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Altamonte Springs, FL 32716

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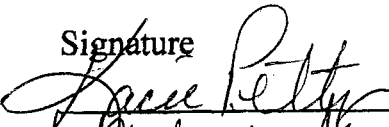
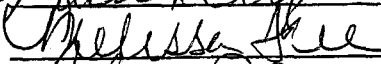
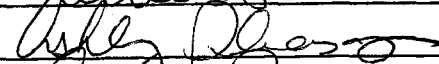
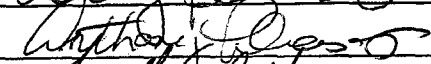
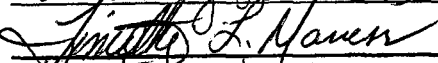
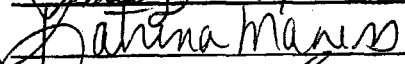
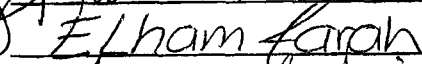
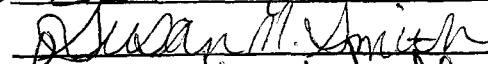


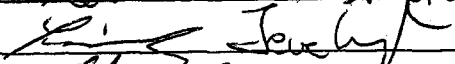
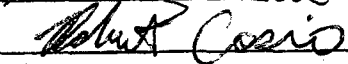
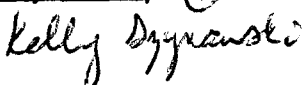
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Truly,

Signature	Address
	2704 Hazel Grove Ln
	2833 Hazel Grove Lane
	2720 Hazel Grove Ln
	2720 Hazel Grove Ln
	2817 Hazel Grove Ln
	2817 Hazel Grove Ln
(Nadia) 	2803 Hazel Grove Ln
	2912 Hazel Grove Ln
	2712 Hazel Grove Ln
	2712 Hazel Grove Ln
	2664 Hazel Grove Ln
	2693 Hazel Grove Ln.
	2654 Dovehill Way



November 12, 2006

Alafaya Utilities, Inc.  
P.O. Box 160609  
Altamonte Springs, FL 32716

Cc: Director, Division of the Commission Clerk & Administrative Services, Florida  
Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850

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Truly,

Signature

Address

<i>James Skurka</i>	JAMES SKURKA	3330 Gambel OAK
<i>Laura Skurka</i>	Laura Skurka	Oviedo FL COURT
		32766

November 12, 2006

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Truly,

Signature	Address
<i>Julie Y</i>	2310 Bur Oak Dr
<i>A J</i>	2308 Bur Oak Dr
<i>Michael Dean</i>	2240 Oak Shadow Ct
<i>Jennifer Dwy</i>	2255 Oak Shadow Ct.
<i>Mary Beth Faus</i>	3325 Gambel Oak Ct
<i>Jan</i>	2270 OAK SHADOW CT.
<i>Marcia Conroy</i>	2245 Oak Shadow Ct.
<i>[Signature]</i>	3333 Gambel Oak Ct.
<i>June L. Szezer</i>	3321 Gambel Oak Ct.
<i>Cindy Marshall</i>	3322 Gambel Oak Ct.
<i>Garner J. Luis Babaguirre</i>	3326 Gambel Oak Ct
<i>Jerry M. [Signature]</i>	3346 GAMBEL OAK CT.

November 12, 2006

Alafaya Utilities, Inc.  
P.O. Box 160609  
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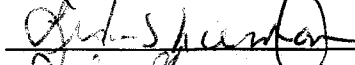



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Truly,

Signature	Address
	3401 Hollow Oak Run, Oviedo FL 32766
	2234 Foliage Oak Ter Oviedo, FL 32766
	2234 Foliage Oak Terrace Oviedo FL 32766
	3460 Hollow Oak Run, Oviedo, FL 32766
	3461 Hollow Oak Run Oviedo, FL 32766

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**Darrell & Tiffany Brodt  
3595 Goldenwood Lane  
Oviedo, FL 32766  
407-971-9462**

November 10, 2006

Alafaya Utilities, Inc.  
PO Box 160609  
Altamonte Springs, FL 32716

**Re: Unsatisfactory Service/Rate Increase**

To Whom It May Concern:

It has been brought to my attention that you have recently requested a rate increase. Please allow me to voice my outrage at the mere suggestion of your increasing my rates.

I have experienced a low water pressure problem since I moved into my current home in Phase III of Live Oak Reserve in September, 2004. At first, I was contacting the builder, thinking that it was an issue with the sprinkler system. Only when I started talking to some neighbors did I realize that I was not the only one experiencing this problem. I finally called your company after having NO WATER at all during my watering times set forth according to your guidelines. I was told that it was the fault of the people of Oviedo for over watering. As a result of my telephone call, one of your representatives came to my house on 2 different occasions to check the pressure. Unfortunately, both times he came were during the middle of the day. I'm not sure what that was supposed to prove, considering NOBODY is supposed to be watering during that time frame. If he wanted an accurate measure of pressure, your company should have sent him out during my specified water time(s). Not surprisingly, he left me notes stating that the water pressure was fine.

As a result of the low water pressure and my failure to catch the problem in enough time (as I stated above, the builder kept coming out and telling me the sprinkler system was working fine, therefore, I was seeking out other possible reasons why my grass was dying), my grass died in several areas in my backyard. I recently had to pay \$600 to replace sod. I have had to purchase a sprinkler and manually water my lawn with city water, which is more costly and extremely time-consuming.

This is an issue which demands immediate attention. Furthermore, I should be charging you for the replacement of my lawn. I strongly suggest you work at solving this problem before requesting more money from already dissatisfied customers.

Respectfully,

Tiffany Brodt

To Alafaya Utilities and the Florida Public Commission:

As a new resident of Live Oak I am unhappy to know that it is not possible for me to water my NEW lawn sufficiently due to a lack of service on your part. Now you are expecting me to pay more for less! The residents of this community haven't received what we were paying for before the increase so what are we paying more for now? My HOA dues are having to pay for new sod that was damaged due to a lack of water from your services and you want to charge us more. I would love to know your explanation on this!

Mitch Eubanks  
2300 Willow Drop Way  
Laurel Bend Village  
Live Oak Reserve



November 12, 2006

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Truly,

Signature

Address

Daniel E. Butt

3595 Goldenwood Lane

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Truly,

Signature

Address

<u>Joseph W. Henry</u>	<u>3625 Goldenwood Lane Oviedo, FL 32766</u>
<u>Brenda Henry</u>	<u>3625 Goldenwood Lane Oviedo FL 32766</u>
<u>John Gray</u>	<u>2588 Double Tree Pl Oviedo 32766</u>
<u>Daniel W.</u>	<u>2597 Doubletree Pl Oviedo FL 32766</u>
<u>Joseph McCall</u>	<u>2609 Doubletree Pl Oviedo FL 32766</u>
<u>Richard D. Boyd</u>	<u>2618 Doubletree Pl, Oviedo, FL 32766</u>
<u>W. F. Z. G.</u>	<u>2615 Doubletree Pl Oviedo - FL 32766</u>
<u>Richard D. Boyd</u>	<u>2606 Double Tree Pl Oviedo, FL 32766</u>
<u>Sandy Florence</u>	<u>2591 Double Tree Pl Oviedo, FL 32766</u>
<u>W. F. Z. G.</u>	<u>2585 Double Tree Pl Oviedo, FL 32766</u>
<u>W. F. Z. G.</u>	<u>2594 Double Tree Pl. Oviedo, FL 32766</u>
<u>T. N. C.</u>	<u>2582 Double Tree Pl. Oviedo, FL 32766</u>



Shirley J Foley 2576 Doubletree Oviedo Fl 32766  
TENDAI MAFARAKA 2564 DOUBLE TREE PL, OVIEDO, FL 32766

Jim 2552 DOUBLE TREE PL OVIEDO, FL 32766

Ruby 2531 DOUBLE TREE FH  
Michael and Leah Verne 2555 Double Tree Place Oviedo, FL 32766

Shelley 2528 Double Tree Place

Lynd 2522 Double Tree Place

John You 2504 DOUBLE TREE PLACE

Danielle De 2498 Doubletree Place

John 2486 Double Tree Place

John 2480 DOUBLE TREE PL.

Dad Remy 2474 Double Tree Pl

John 2471 Double Tree Pl

MICHAEL GUNES 2453 Double Tree Pl

Walter 2456 Double Tree Place

James 2450 Double Tree PLACE

Madeline 2465 RAINY, CT

CHRISTOPHER STEWA 2460 RAINY CT.

David 2480 Rainey Ct.

Tanora 2475 Rainey Ct.

Christopher 2475 Rainey Ct

# 34

Christopher Tersigni 2612 Double Tree Pl. Oviedo

Lisa R. Kruger 2570 Double Tree Pl. Oviedo

November 12, 2006

Alafaya Utilities, Inc.  
P.O. Box 160609  
Altamonte Springs, FL 32716

Cc: Director, Division of the Commission Clerk & Administrative Services, Florida  
Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850

**Re: Application for increase in wastewater rates in Seminole County by Alafaya Utilities, Inc.**

Sirs:



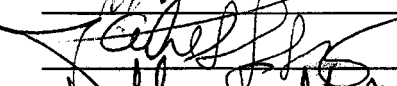

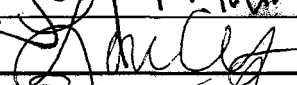
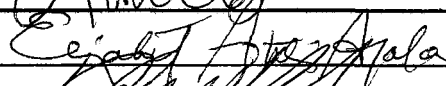
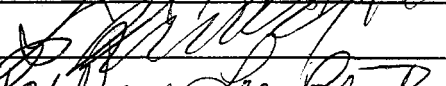
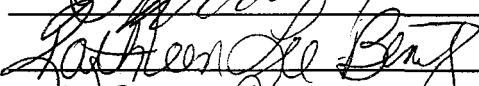
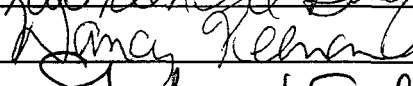
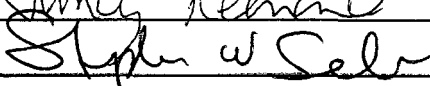
As a resident of Live Oak Reserve, I wish to express my dissatisfaction with the reclaimed water service that has been provided to me by Alafaya Utilities, and protest your company's proposed rate increase.

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Truly,

Signature

Address

	3461 Hollow Oak Run
	2255 Foliage Oak Terrace
	2245 FOILAGE OAK TERRACE
	2258 FOLIAGE OAK TERRACE
	2246 Foliage Oak Terrace
	2231 Foliage Oak Ter
	2259 Foliage Oak Ter
	2207 Foliage Oak Terrace
	2254 Foliage Oak Terrace
	3062 Woodlark Lane

November 12, 2006

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Truly,

Signature	Address
<i>Christopher Hallock</i>	2820 Regal Pine Tr. Oviedo FL 32766
<i>D. Kent</i>	2820 REGAL PINE TRAIL, OVIEDO, 32766
<i>Jane C. Pedigo</i>	3470 Rambling Oaks Ln, Oviedo FL 32766
<i>Joseph W. Henry</i>	3625 Goldenwood Lane Oviedo FL 32766
<i>Philip E. Gold</i>	2600 Double Tree Pl, Oviedo FL 32766
<i>John</i>	2588 Double Tree Pl Oviedo 32766
<i>Thomas Panarack</i>	2425 JUNE OAK CT Oviedo 32766
<i>Walter</i>	2465 Villas Prop Way, Oviedo FL 32766
<i>Mary</i>	2251 Foliage Oak Tr, Oviedo, 32766
<i>John</i>	2251 FOLIAGE OAK TRAIL OVIEDO, 32766
<i>Justine Joseph</i>	3471 HOLLOW OAK RUN OVIEDO 32766
<i>Patty Ruppberg</i>	3485 Rambling Oaks Lane Oviedo 32766
<i>Linda</i>	3480 Rambling Oaks Ln Oviedo 32766



November 12, 2006

Alafaya Utilities, Inc.  
P.O. Box 160609  
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Truly,

Signature

*Fanny Walling*

Address

2848 Hazel Grove Ln  
Oviedo, FL

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November 12, 2006

Alafaya Utilities, Inc.  
P.O. Box 160609  
Altamonte Springs, FL 32716

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Truly,

Signature

Address

Kenneth Roman  
Sandra Roman

2507 Double TREE PL.  
OUIDO, FL. 32766

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November 12, 2006

Alafaya Utilities, Inc.  
P.O. Box 160609  
Altamonte Springs, FL 32716

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Truly,

Signature

Address

Michelle Jewett 2804 Hazel Grove Lane Oviedo FL 32766  
Michelle Jewett 2804 Hazel Grove LN OV FL 32766  
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## Jane Pedigree

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**From:** "Kimball, Charles" <charles.kimball@us.army.mil>  
**To:** "Jane Pedigree" <jpedigree@cfl.rr.com>  
**Cc:** "Kimball-Contractor, Shannon" <shannon.kimball@us.army.mil>  
**Sent:** Monday, November 13, 2006 12:48 PM  
**Subject:** RE: Alafaya Utilities (UNCLASSIFIED)

Classification: **UNCLASSIFIED**

Caveats: NONE

The only nice thing I can say about Alafaya Utilities is that their reclaimed water service has been abysmal. Instead of asking for a rate increase, they should show cause as to why they should be allowed to hold this contract. Once they are able to demonstrate that they are able to provide satisfactory service to their customer base, maybe I would consider a rate increase. Until then, they should reduce our rate by 75% because of the following reasons:

- Reclaimed water pressure is woefully inadequate; there is not enough pressure to make the sprinklers fully pop out of the ground
- I have to use regular city drinking water to irrigate my yard
- I have had to replace dead grass due to lack of reclaimed water pressure

Carl Kimball  
Major, U.S. Army

2615 Doubletree Place  
Oviedo, FL 32766

---

Major Carl Kimball  
APM Training Support FCS  
(407) 243-3728  
Mobile: (321) 303-0972  
charles.kimball@us.army.mil

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**From:** Jane Pedigree [mailto:jpedigree@cfl.rr.com]  
**Sent:** Thursday, November 09, 2006 10:36  
**To:** Catherine Williams; Amy and Jack Weinacht; Anna & Richard Valdes; Sharon & Mchael Tardrew; Sally & George Tanase; Terry & Patsy Tabor; Magda & Winston Schoenfeld; Linda & Joe Salg; Bob Rieser; Michelle & Gary Preston; Richard Pedigree; Laura & Steve Moseley; Francine & Mel Meineke; Lisa & Andrew Medla; Katrina Maness; Kimberley & Charles Lu; Jean & David Levine; David & Jean Levine; Kimball, Charles; Tim & Melissa Jahren; Angela Holladay; Terry Hession; Kathy & Tom Herald; Jackie & Leon Hart; Donna & Jack Fletcher; Louis DeStefano; Susan DePasquale; Kevin Davis; Christine & Michael Dathe; Karen & Ferdie Daguinsin; Pam & Tim Colton; Stacie Brown; Rob & Jennifer Beattie; Ellen & Santo Barresi; Jerry & Nancy Ackerman  
**Cc:** Beth Woodson; Scott Suehle; Steve Schenck; Mike Robinson; Willie Nixon; Kerri Musumeci; Sheila Morens; Katrina Maness; Luann Henken; Phil Gold; Kevin Davis; Mary Burback; Denice Breen  
**Subject:** Alafaya Utilities

Willow Point Residents-

Some of your Live Oak Village Reps are going to meet with Alafaya Utilities & the Florida Public Service Commission to protest Alafaya Utilities rate hike on Wednesday.

I'd like to bring as many written complaints regarding AU's lack of reclaimed water service as possible. Can you all send me something in writing by Monday.

Maybe mention: lack of service/inconsistent service/landscape damage caused by lack of supply/inconvenience caused by having to manually water/fact that you had to use valuable & scarce drinking water to irrigate...

It can be brief ( or long if that makes you happy) - just make sure your name and address are on the email.

Thanks,

11/14/2006



## Jane Pedigree

---

**From:** "Denice Breen" <denice@cfl.rr.com>  
**To:** <jpedigree@cfl.rr.com>  
**Sent:** Monday, November 13, 2006 2:00 PM  
**Subject:** petition letter

We definitely want to add our names to the petition. Please consider printing out this letter and turning it in to Alafaya Utilities on our behalf.

Our unhappiness with Alafaya Utilities grows with each passing year. This past year, we lost over 100 shrubs due to inadequate water pressure/no water from Alafaya's reclaimed water service (or lack thereof). A representative from Alafaya Utilities had the audacity to tell us that we needed to go out and hand water the sections that weren't getting water, even after we explained to him that the watering took place after dark and there was no way to know exactly WHEN they would "run out of water" each day. Using drinking water to irrigate the lawn is a waste of valuable resources--natural and financial--and it flies in the face of the very reason we switched to reclaimed water service.

The word inconsistent comes to mind when we think of Alafaya Utilities. Sometimes there is water, sometimes there is no water. Sometimes there is adequate pressure, but in warmer weather, there is not. They have been called out to Eagle's Landing many times over the past 3 years. Promises have been made, but not kept. To think they now want to raise rates is ridiculous. We have often wondered why we were even paying at all for a service NOT PROVIDED (particulary each year in the months of April-July).

In summary, we are strongly opposed to the raising of rates by Alafaya Utilities. They are inconsistent in their service and they do not even provide service in the times when the need is strongest, saying that they have "run out of water" for those at the "end of the line." Why are they even continuing to hook up new customers in Phase III-IV of Live Oak Reserve when Phase II does not even get adequate service during hot months when water is needed most?

Sincerely,  
Eugenio and Julie De Alba  
3350 Gambel Oak Ct.  
Oviedo, FL 32766

(407) 977-2229

3780 Woodhurst Court  
Oviedo, FL 32766

November 15, 2006

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

Re: Alafaya Utilities

Dear Sir or Madam,

This letter serves as testimony to our distress and disagreement of any raising of rates by Alafaya Utilities which has proven to be inept and untrustworthy of their handling of services to our community.

As residents of Live Oak and taxpaying citizens of Oviedo we are appalled that the raising of rates is even a consideration. Alafaya Utilities has done nothing to keep their promise of providing re-claimed water service; they claim that the current plan in place cannot keep up with the demand. This statement proves their incompetence and apparent lack of planning and follow-through. The continued population growth of the City of Oviedo and its surrounding area should come as no surprise. Why didn't Alafaya Utilities plan for this five years ago? Further, the decrease in water pressure, a side effect of their poor planning, is inconvenient to the families of this area; we need to bathe our children, cook our meals and maintain our landscaping to support our property value. Our precious time must be spent hand watering our lawns. This is ridiculous considering the taxes we pay to live in an affluent area like Live Oak, an area we can afford because we work hard to earn our paychecks. Yet, our common areas, for which we pay high homeowner fees to maintain, suffer because of the water problem.

Anyone providing a service has the right to request payment for that service and certainly as the cost of living increases, payments of said services will naturally have to increase. But the service Alafaya Utilities has provided, service they have refused to talk to the resident of Live Oak about (they have been invited to homeowner meetings but fail to respond), does not warrant any kind of increase and certainly not the more than 30% increase the company is requesting. Any attempt at granting any kind of request for an increase, rather than reprimanding and investigating Alafaya Utilities, will prove that this commission does not have the well-being of the average citizens' as their top priority.

Sincerely,

James & Lisa Gendreau

**Jane Pedigree**

---

**From:** "Beth Woodson" <bwoodson@cfl.rr.com>  
**To:** "Jane Pedigree" <jpedigree@cfl.rr.com>  
**Sent:** Monday, November 13, 2006 8:31 PM  
**Subject:** Fw: Alafaya Utilities

----- Original Message -----

**From:** JTKirk  
**To:** Beth Woodson  
**Sent:** Monday, November 13, 2006 7:47 PM  
**Subject:** Fw: Alafaya Utilities

----- Original Message -----

**From:** JTKirk  
**To:** Jane Willow Point  
**Sent:** Monday, November 13, 2006 7:47 PM  
**Subject:** Alafaya Utilities

Dear Alafaya Utilities,

Alafaya Utilities. Your "proposed rate increase", in our opinion, is a joke. How in the world can you even suggest increasing our payment for services **not rendered!** We are lucky if, since we purchased our home, we have had the proper water for our sprinklers ten percent of the time (this is usually a day after it rains). Some of our sod has died, we lost 2 trees, and 21 shrubs. We have purchased extra hoses and hose sprinkler heads for our landscaping so we can use city water but the areas that need to be watered is too great. We are also not home some days during the City of Oviedo's approved watering times for city water nor Alafaya Utilities times. This has been a **great expense** using city water. It is a **great inconvenience** going outside every 20 minutes to mess with the hoses when we are trying to cook dinner and help our children with their homework. That is why we have an automatic sprinkler system but alas, **the system will not work without water.** Where is the water supposed to come from? Alafaya Utilities. I should send you a bill for all of our expenses including: city water, landscaping lost, hoses purchased and hose sprinkler heads purchased. Oh, and of course for that little extra thing called **our valuable time** doing your job. We are paying for reclaimed water that we do not receive, and for city water running out of the hose that doesn't cover all of our landscaping and sod. We are being double billed.

As of our scheduled watering day Saturday, November 11, 2006, we had hardly any water coming out of the sprinkler system. Also, there isn't any water to water in the morning, and doesn't start at 4:00 like it is supposed to. Sometimes when we do have water, it doesn't start "flowing" until 5:00pm and doesn't last very long. This means that not all of the zones are getting watered. Sometimes the timed beginning zones or middle zones will receive some water, but usually never the end zones.

What is Alafaya Utilities going to do about this? How are you going to reimburse us for our expenses and time? We have never in our lives paid a utility company for services not rendered. Until now.

Very Sincerely Yours,

Mr. Santo Barresi & Mrs. Ellen Barresi  
2740 Regal Pine Trail  
Oviedo, FL 32766  
Live Oak Reserve

11/14/2006

**Jane Pedigree**

---

**From:** "Richard Greene" <greeneteam5@yahoo.com>  
**To:** <jpedigree@cfl.rr.com>  
**Sent:** Thursday, November 09, 2006 1:36 PM  
**Subject:** Fw: Alafaya Utilities Protest

Jane,  
Please know that as a resident and home owner in Live Oak, I am very dissatisfied and want to protest the Alafaya Utilities rate hike this past Wednesday. I'd like to bring this your attention and complain about AU's 1) lack of reclaimed water service 2) service and inconsistent service of landscape damages caused by lack of water supply causing us to manually water. Fact is, they have had to use valuable & scarce drinking water to irrigate. This is unacceptable.

Please represent me as a member of the Live Oak community.  
Thank you.

Kind Regards,  
Rick Greene  
3585 Goldenwood Lane  
Oviedo, Fl. 32766

**Jane Pedigree**

---

**From:** "Meineke, Mel" <mmeineke@reunionresort.com>  
**To:** "Jane Pedigree" <jpedigree@cfl.rr.com>  
**Sent:** Thursday, November 09, 2006 1:48 PM  
**Subject:** RE: Alafaya Utilities

Jane,  
Consistent lack of service, low pressure when service is working. BIG PROBLEM

**Mel M. Meineke**  
SVP Sponsorship & Business Development

**Ginn Sports Entertainment, LLC**  
1170 Celebration Boulevard, Suite 200  
Celebration, FL 34747  
321.939.3402 office  
321.939.3410 fax  
407.744.4184 cell  
[mmeineke@ginncompany.com](mailto:mmeineke@ginncompany.com)

## Jane Pedigree

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**From:** "Ned Renz" <nrenz@englehomes.com>  
**To:** "Jane Pedigree" <jpedigree@cfl.rr.com>  
**Cc:** <Rabidgolf@aol.com>  
**Sent:** Thursday, November 09, 2006 2:09 PM  
**Subject:** RE: Alafaya Utilities

It would seem appropriate to ensure that your customers' service (as paid for by me and many others in Live Oak Estates) needs were being met **before** any request for a rate hike would be requested, let alone granted. Last spring ('06) I thought my lawn and landscaping was not getting water because my irrigation was damaged or just plain dead. I called a reputable company to check the system and learned that when I watered my yard at 4 – 6 AM there was not nearly enough water pressure coming from the reclaimed water to adequately do the job. Of course, by that time I had problems with the St. Augustine being infested with chinch bugs due to the grass not having the vitality needed to flourish. The same spots after being treated for the bugs, were susceptible to weeds of all kinds and we have a magnolia tree that is about 25' tall that suffers from dehydration and even with a hose dripping on it 24/7 and food of different kinds still hasn't returned to the vitality it showed last winter.

We have had to buy hoses and sprinklers and drag them around our yard during the dry spring and during the summer when there were at times weeks between significant rainfall events. We have obviously had to use water from the city meter, at a high cost to us especially when you include the sewer charge. We had to water at times others were not and as a result of watering at 9 – 11PM we have battled mold in our lawn too. I feel that Alafaya Utilities has taken our money for the re-claimed water (that isn't available in sufficient quantities even now) that we could have used to pay our potable water bill and **we have not heard any mention of refund, only a rate hike**. Why do we need to pay more for service we aren't getting?

Ned W. Renz  
2840 Regal Pine Trail  
Oviedo, Florida 32766  
Willow Point Village at Live Oak Reserve

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**From:** Jane Pedigree [mailto:jpedigree@cfl.rr.com]  
**Sent:** Thursday, November 09, 2006 10:36 AM  
**To:** Catherine Williams; Amy and Jack Weinacht; Anna & Richard Valdes; Sharon & Mchael Tardrew; Sally & George Tanase; Terry & Patsy Tabor; Magda & Winston Schoenfeld; Linda & Joe Salg; Robert Rieser; Michelle & Gary Preston; Richard Pedigree; Laura & Steve Moseley; Francine & Mel Meineke; Lisa & Andrew Medla; Katrina Maness; Kimberley & Charles Lu; Jean & David Levine; David & Jean Levine; Kimball, Charles; Tim & Melissa Jahren; Angela Holladay; Terry Hession; Kathy & Tom Herald; Jackie & Leon Hart; Donna & Jack Fletcher; Louis DeStefano; Susan DePasquale; Kevin Davis; Christine & Michael Dathe; Karen & Ferdie Daguinsin; Pam & Tim Colton; Stacie Brown; Rob & Jennifer Beattie; Ellen & Santo Barresi; Jerry & Nancy Ackerman  
**Cc:** Beth Woodson; Scott Suehle; Steve Schenck; Mike Robinson; Willie Nixon; Kerri Musumeci; Sheila Morens; Katrina Maness; Luann Henken; Phil Gold; Kevin Davis; Mary Burback; Denice Breen  
**Subject:** Alafaya Utilities

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I'd like to bring as many written complaints regarding AU's lack of reclaimed water service as possible. Can you all send me something in writing by Monday.

Maybe mention: lack of service/inconsistent service/landscape damage caused by lack of supply/inconvenience caused by having to manually water/fact that you had to use valuable & scarce drinking water to irrigate...

It can be brief ( or long if that makes you happy) - just make sure your name and address are on the email.

Thanks,

*Jane*

JANE PEDIGREE, P.A.

REALTOR®, GRI

#1 Agent Coldwell Banker Winter Springs

**Direct: 407-782-9598**

jpedigree@cfl.rr.com

Toll Free: 800-998-8882, ext. 122

11/13/2006

**Jane Pedigree**

---

**From:** "Madelyn Escudero" <maddie1026@hotmail.com>  
**To:** <jpedigree@cfl.rr.com>  
**Cc:** "Denice Breen" <denice@cfl.rr.com>  
**Sent:** Friday, November 10, 2006 10:13 PM  
**Subject:** FW: Alafaya Utilities Protest

**From:** Jerry Hutcheson [mailto:hutch52@bellsouth.net]  
**Sent:** Friday, November 10, 2006 6:12 PM  
**To:** maddie1026@hotmail.com  
**Subject:** Re: Alafaya Utilities Protest

To Alafaya Utilities:

I have been a resident in Live Oak Reserve, Quail Landing since March of 2005. We were one of the first residents in this section. Almost from the beginning the reclaimed water service has been poor. We are asked to follow responsible water usage such as water after hours, limit to two waterings per week, etc. I have followed all of the recommendations to the letter. I have also encouraged my neighbors who were new homeowners to change their respective sprinkler timers from the initial 7 day a week schedule to the same as myself.

None of this seems to help. We have gone from bad to worse. We seemed to have poor water volume and pressure regardless of what time it is or what the weather happens to be. I have called Alafaya Utilities on several occasions. They told me that they would be adding new lines that was in July of 2005. There still is no reliable irrigation water.

I however have consistently and on time paid my reclaimed water bill without receiving any service. This alone is very unfair. I have had to spend hundreds of dollars on expensive and scarce potable water, and I have had to replace most of the plants in my \$3500 landscape package. Now I understand you would like to increase the rates.

I would like to ask what you are increasing the rates on? A service that does not exist? I believe the residents in this neighborhood are owed a refund for the last 18 months of poor to nonexistent service.

Sincerely,

Jerry Hutcheson  
2887 Hazel Grove Lane  
Oviedo, FL 32766  
(407)366-4079

**Jane Pedigree**

---

**From:** "Anthony Lorenzo" <alorenzo1@cfl.rr.com>  
**To:** <jpedigree@cfl.rr.com>  
**Sent:** Saturday, November 11, 2006 10:00 AM  
**Subject:** Alafaya Utilities rate hike

As a resident of Live Oak phase III I would like to voice my objections to the rate proposed in your next meeting. The poor service in regards to reclaimed water service does not merit a rate increase.

Anthony Lorenzo

2245 Foilage Oak Terrace  
Oviedo Florida 33766

11/13/2006



**Jane Pedigree**

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**From:** "JERRY ARNOLD" <edandjerrywertz@att.net>  
**To:** <jpedigree@cfl.rr.com>  
**Sent:** Saturday, November 11, 2006 1:20 PM  
**Subject:** Rate increase for Alafaya Utilities Inc.

11/12/2006

AD-HOC REPRESENTATIVE: Jane Pedigree

Dear Jane,

I understand that you along with other Live Oak Reserve representatives will be meeting with Alafaya Utilities Inc., and the Florida Public Service Commission, regarding Alafaya Utilities' rate increase. I would like to register a complaint to the Florida Public Service Commission regarding the lack of service received since I became a resident in November of 2004. I have struggled with poor water pressure, or no water for watering our lawn, on an ongoing basis. Alafaya Utilities shuts off reclaimed water between the hours of 10:00 AM to 4:00 PM. By trial and error, I find a time on my assigned watering days, when there is sufficient water pressure for watering, **and so do many other people, there goes the water pressure.** The search is on again for another watering time. We cannot stay awake each week to watch our sprinklers late at night or in the wee hours of the morning, to be sure our lawns are properly watered. I must constantly be on guard to be sure my lawn gets watered. **Sometimes, the water is cut off before or after the curfew period stated above, is that because there is no reclaimed water available?** I have dealt with dead patches of grass and lost flowers and shrubs due to unavailability of water from Alafaya Utilities Inc..

I have been forced to water from drinking water many times just to keep my grass and shrubs alive. I believe, correct me if I am wrong, that every resident is charged a sewer charge on all drinking water. If the afore going is true, each time we are forced to water from our drinking water, Alafaya Utilities is charging us for water they are not treating, how fair is that? **Florida does not have an abundance of drinking water, I believe we are all aware of how precious all water is.**

**It is my firm belief that no company should be rewarded with a rate increase, when they fail to provide the service they hold under contract, and are charging their customers for. I further believe that any company that cannot provide proper service to their current charged accounts should not be allowed to add any new service areas, until they prove they can provide for existing accounts on an ongoing basis.**

Yours truly,

Geraldine Arnold-Wertz  
2618 Double Tree Place  
Oviedo, FL 32766

11/13/2006

**Jane Pedigree**

**From:** "Madelyn Escudero" <maddie1026@hotmail.com>  
**To:** "Denice Breen" <denice@cfl.rr.com>  
**Cc:** <jpedigree@cfl.rr.com>  
**Sent:** Saturday, November 11, 2006 5:18 PM  
**Subject:** FW: FW: Alafaya Utilities Protest

---

**From:** Harry Vora [mailto:harry.vora@gmail.com]  
**Sent:** Saturday, November 11, 2006 4:48 PM  
**To:** maddie1026@hotmail.com  
**Subject:** Re: FW: Alafaya Utilities Protest

To: Alafaya Utilities,

We have a lot of problems with Alafaya Utilities with the water pressure. Many times we did not get enough water pressure when we were watering the lawn. As a result some of the plants were damaged and lawn was very dry. We had to manually water the lawn.

The rate hike is not justified when the service is substandard.

Harry and Varsha Vora  
 2645 Dovehill Way, Oviedo

On 11/9/06, **Madelyn Escudero** <maddie1026@hotmail.com> wrote:

Please read the following in reference to Alafaya Utilities..

Maddie

---

**From:** Denice Breen [mailto:denice@cfl.rr.com]  
**Sent:** Thursday, November 09, 2006 12:30 PM  
**To:** canavantjr@aol.com; edtopoleski@bellsouth.net; fdi32765@aol.com; gardeningfanatic@cfl.rr.com; gjdealba@yahoo.com; GMARKTHOMPSONESQ@aol.com; j\_driskel@earthlink.net; jimskurka@aol.com; 'Kennedy'; kmason1668@aol.com; lauriekurk@aol.com; marciaconroy@hotmail.com; paul.mason@uap.com; salgado@bellsouth.net; wn4839@aol.com; 'Deluca'; aarango@cfl.rr.com; alorenzo1@cfl.rr.com; anippolito@earthlink.net; asemmel@cfl.rr.com; asgranados@hotmail.com; benitez8780@bellsouth.net; binna19@cfl.rr.com; bkerkmann1@bellsouth.net; bpesicek@earthlink.net; caamanofamily@bellsouth.net; carolpope@cfl.rr.com; ccymerman@cfl.rr.com; chia-hung@cfl.rr.com; christydemarzo@cfl.rr.com; cmdonalds@earthlink.net; dapbird7@aol.com; dbenes2003@yahoo.com; dee\_cal@msn.com; denice@cfl.rr.com; dfisher1982@cfl.rr.com; ehyourrd@bellsouth.net; ejparrish@aol.com; gcox13@cfl.rr.com; gcrawford6@cfl.rr.com; ignac49@aol.com; jashuman@earthlink.net; jjosie6@cfl.rr.com; jjwagner@cfl.rr.com; jmack7@cfl.rr.com; jvpigmon1@bellsouth.net; kelley@bookhart.com; kimberlyandrob@hotmail.com; kristen@tv52.org; laworderacademy@aol.com; leifval@yahoo.com; lizlaz1317@yahoo.com; mcasa9600@yahoo.com; meg67@cfl.rr.com; mjsos3@bellsouth.net; mjvysalazar@bellsouth.net; moss134@bellsouth.net; myyas63@gmail.com; raoulalvarez@aol.com; rbertoncini@earthlink.net; rbuch@cfl.rr.com; rmmeadows03@yahoo.com; stevemichelle@earthlink.net; tdrake7819@aol.com; thefiveohrs@bellsouth.net; tstubblefield@bellsouth.net; wfalge@aol.com; wgaudell@hotmail.com; cboddiford@cfl.rr.com; clarissamtg@cfl.rr.com; elsieann@cfl.rr.com; fbruno14@cfl.rr.com; 'Frank Curcio'; newvisionflooring@msn.com; philclarke@cfl.rr.com; 'Schwinden'; sprojahn@nalco.com; tolant@earthlink.net; 'Amy Olliver'; 'Barbara Gross'; 'Beth Woodson'; 'Jodi Stella'; 'Katrina Maness'; 'Maddie

**Jane Pedigree**

---

**From:** "Madelyn Escudero" <maddie1026@hotmail.com>  
**To:** <jpedigree@cfl.rr.com>  
**Cc:** "Denice Breen" <denice@cfl.rr.com>  
**Sent:** Saturday, November 11, 2006 9:58 PM  
**Subject:** FW: FW: Alafaya Utilities Protest

---

**From:** Jeandres7@aol.com [mailto:Jeandres7@aol.com]  
**Sent:** Saturday, November 11, 2006 8:59 AM  
**To:** maddie1026@hotmail.com  
**Subject:** Re: FW: Alafaya Utilities Protest

Maddie,

Thanks for forwarding this e-mail to me. I have recently have change my front yard sod last week. I am still having problems with water pressure in the morning. It is recommended that you water newly installed St. Augustine sod early in the morning to prevent fungal problems and I am having to either water in the afternoon or manually have to water my grass in the morning. I had bad case dried, droguht out grass due to the lack of water pressure over the summer and weeds tokk over my front yard. This does not make sense to hike up our prices if we are not even getting the service we deserve.

My information is as follows

John Eric Andres  
3686 Hollywood Place  
Oviedo, Florida 32766  
(407) 366-3296 Home  
(407) 925-1190 Cell

Thanks,  
Eric

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Version: 7.1.409 / Virus Database: 268.14.2/528 - Release Date: 11/10/2006

**Jane Pedigree**

**From:** "Travis" <ttroup@cfl.rr.com>  
**To:** <maddie1026@hotmail.com>; <jpedigree@cfl.rr.com>; <denice@cfl.rr.com>  
**Cc:** ""Travis"" <ttroup@cfl.rr.com>  
**Sent:** Sunday, November 12, 2006 1:59 AM  
**Subject:** RE: Alafaya Utilities Protest

Dear Florida Public Service Commission,

This letter is to make it known the poor service that Alafaya Utilities has provided and the expense it has caused me. Due to lack of water pressure in the reclaimed irrigation system, it has not been possible to adequately water my lawn. Only the areas closest to the sprinkler heads receive adequate water year round. I've had a tree die from lack of water. I've also had a brown lawn at various times especially during the dry spring months. I've also witnessed two trees die in my neighbor's yard from lack of water. And, another neighbor has had to replace sections of lawn with new sod only to see the new sod dry up and die. I've made some attempts to irrigate with city water, but it is hard to keep up with it due to the time, effort, and money that costs me. When I use city water to water my yard, I not only have to pay for the city water, but I have to pay Alafaya Utilities even more because of the sewer service that I pay to them. So, by them providing inadequate reclaimed water service, they actually make more money by increased revenue from sewer service.

I've called Alafaya Utilities a couple of times to request that the problem be fixed and that I not be charged for reclaimed water when I'm not receiving the service properly. Their response was that I should only water two days a week and that they were asking all other customers to do the same, and that that would solve the problem. The only thing that solved the problem, at times, was rain.

I've been very dissatisfied with the service of Alafaya Utilities and find it preposterous that they are trying to raise rates on a service that they are not able to provide. Please take this letter as a formal vote against Alafaya Utilities being allowed to raise rates.

Thank you very much,  
 Travis C. Troup

2792 Hazel Grove Lane  
 Oviedo, FL 32766  
 407-365-5071

---

**From:** Madelyn Escudero [mailto:maddie1026@hotmail.com]  
**Sent:** Thursday, November 09, 2006 2:13 PM  
**To:** Bill Johnson; Chundi Zhang; 'Cindy ZKhiani'; 'Emilie Marvin'; 'Michelle Humphrey'; Raj Subbiah; Robert Cosio; Robin Giannelli; Rochelle Hanson; Roman Yvonne O31; Ruth Perkowski; Ryan Vescio; stacey vescio; Steve Brooks; tammy walling; thomas and Michelle canto; Tim and Katrina Maness; Todd and Rachel Vanhoozier; Todd Manship; Tracy Johnson; Travis Troup; Trevor and Melissa Baltz; Varsha Vora; 'Vasu and Devi Mody'; Wanda Keller; Wayne Walling; Yvonne and Frank; Yvonne V. Julks  
**Subject:** FW: Alafaya Utilities Protest

Please read the following in reference to Alafaya Utilities.

Maddie

---

**From:** Denice Breen [mailto:denice@cfl.rr.com]  
**Sent:** Thursday, November 09, 2006 12:30 PM  
**To:** canavantjr@aol.com; edtopoleski@bellsouth.net; fdi32765@aol.com; gardeningfanatic@cfl.rr.com; gjdealba@yahoo.com; 3MARKTHOMPSONESQ@aol.com; j\_driskel@earthlink.net; jimskurka@aol.com; 'Kennedy'; kmason1668@aol.com; auriekurk@aol.com; marciaconroy@hotmail.com; paul.mason@uap.com; salgado@bellsouth.net; wn4839@aol.com; 'Deluca'; arango@cfl.rr.com; alorenzo1@cfl.rr.com; anippolito@earthlink.net; asemmel@cfl.rr.com; asgranados@hotmail.com; zenitez8780@bellsouth.net; binna19@cfl.rr.com; bkerkmann1@bellsouth.net; bpesicek@earthlink.net; aamanofamily@bellsouth.net; carolpope@cfl.rr.com; ccymerman@cfl.rr.com; chia-hung@cfl.rr.com; christydemarzo@cfl.rr.com; amdonalds@earthlink.net; dapbird7@aol.com; dbenes2003@yahoo.com; dee\_cal@msn.com; denice@cfl.rr.com; ffisher1982@cfl.rr.com; ehyourrd@bellsouth.net; ejparish@aol.com; gcox13@cfl.rr.com; gcrawford6@cfl.rr.com; gnac49@aol.com; jashuman@earthlink.net; jjosie6@cfl.rr.com; jjwagner@cfl.rr.com; jmack7@cfl.rr.com; vpigmon1@bellsouth.net; kelley@bookhart.com; kimberlyandrob@hotmail.com; kristen@tv52.org; laworderacademy@aol.com; eifval@yahoo.com; lizlaz1317@yahoo.com; mcasa9600@yahoo.com; meg67@cfl.rr.com; mjsos3@bellsouth.net; njvsalazar@bellsouth.net; moss134@bellsouth.net; mvyas63@gmail.com; raoulalvarez@aol.com; rbertoncini@earthlink.net;

11/13/2006

rbuch@cfl.rr.com; mmeadows03@yahoo.com; stevemichelle@earthlink.net; tdrake7819@aol.com; thefivefohrs@bellsouth.net; tubblefield@bellsouth.net; wfalge@aol.com; wgaudell@hotmail.com; cboddiford@cfl.rr.com; clarissamtg@cfl.rr.com; elsieann@cfl.rr.com; fbruno14@cfl.rr.com; 'Frank Curcio'; newvisionflooring@msn.com; philclarke@cfl.rr.com; 'Schwinden'; sprojahn@nalco.com; tolant@earthlink.net; 'Amy Olliver'; 'Barbara Gross'; 'Beth Woodson'; 'Jodi Stella'; 'Katrina Maness'; 'Maddie Escudero'; 'Melissa Baltz'; 'Nancy Ackerman'; 'Sally Tanase'; 'Sheila Morens'; 'Sue Billman'; 'Susie Smith'; 'Vicki Middleton'

**Subject: Alafaya Utilities Protest**

Live Oak Residents-

Some of your Live Oak Village Reps are going to meet with Alafaya Utilities & the Florida Public Service Commission to protest Alafaya Utilities rate hike on Wednesday.

I'd like to bring as many written complaints regarding AU's lack of reclaimed water service as possible. Can you all send me something in writing by Monday.

Maybe mention: lack of service/inconsistent service/landscape damage caused by lack of supply/inconvenience caused by having to manually water/fact that you had to use valuable & scarce drinking water to irrigate...

It can be brief ( or long if that makes you happy) - just make sure your name and address are on the email.

Thanks,

*Jane*

JANE PEDIGREE, P.A.

REALTOR®, GRI

*#1 Agent Coldwell Banker Winter Springs*

**Direct: 407-782-9598**

pedigree@cfl.rr.com

Toll Free: 800-998-8882, ext. 122

Fax: 407-366-4620

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Checked by AVG Free Edition.

Version: 7.1.409 / Virus Database: 268.14.0/525 - Release Date: 11/9/2006

**Jane Pedigree**

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**From:** "Patti & Ed Howell" <howell.patti@gmail.com>  
**To:** <jpedigree@cfl.rr.com>  
**Sent:** Sunday, November 12, 2006 8:16 PM  
**Subject:** Alafaya Utilities Rate Increase

Jane,

We live in the Quail Landing Subdivision of Live Oak Reserve. We moved in just over one year ago. The irrigation water that we've been paying Alafaya Utilities to supply has not been provided on a consistant basis.

During the dry season earlier this year, Alafaya Utilities was not able to provide over 30 PSI in the irrigation system. At these reduced pressures, the sprinkler systems barely had any water coming out of them if the heads popped up at all. We had to use drinking water, garden hoses and sprinklers to keep our lawns and gardens from drying up and dying.

We are suppose to water on Thursdays and Sundays. That schedule also gets changed occasionally because of lack of available water. We would gladly water our lawn and garden twice a week on the scheduled days if we could just receive the water we are paying for from Alafaya Utilities.

We know that the best time to water is early in the morning around daybreak. Unfortunately, there is no pressure to speak of at this time. We are forced to water late in the afternoon because that is the only time we receive sufficeint pressure to operate the system.

Alafaya Utilities' customer 'service' is non-existant. During the dry seaon when we could not get any irrigation water, we'd call and their response was that they did not know of any problems. When the homeowners requested their presences at one of our meetings to answer questions, they decided not to show up.

The thought of granting Alafaya Utilities a rate increase makes us bristle. They apparently have more nerve than they have water. If we had the ability to choose a supplier for this service like we do for cable, phone or internet service, Alafaya Utilities would most likely be out of business altogether.

Please make sure that their rate increase approval is made as difficult to receive as their service and product.

Thank You

Patti and Ed Howell  
2760 Hazel Grove Lane

P.S. I (Ed) plan to be in attandance at Wednesday's meeting as well.

**Jane Pedigree**

---

**From:** "yvonne" <yroman@cfl.rr.com>  
**To:** <jpedigree@cfl.rr.com>  
**Sent:** Sunday, November 12, 2006 10:37 PM  
**Subject:** Alafaya Utilities Protest

Attention: Alafaya Utilities & the Florida Public Service Commission

To whom it may concern:

This letter is to state our concerns regarding the lack of water being supplied by Alafaya Utilities. The lack of water/service has not only negatively impacted our landscape, but the entire neighborhood. Additionally, the inconvenience of having to irrigate manually is truly unacceptable and more costly. It should be noted that due to the lack of service several of our plants and trees have died. And on top of all of this, Alafaya Utilities has raised our rates and demonstrated very little concern/regard to the situation.

Alafaya Utilities should explain why a 'Dual Check Repl Fee' is charged every month, when we only have one meter.

Sincerely,  
Frank & Yvonne Roman  
2680 Hazel Grove Lane  
Oviedo, FL 32766

11/13/2006

Escudero'; 'Melissa Baltz'; 'Nancy Ackerman'; 'Sally Tanase'; 'Sheila Morens'; 'Sue Billman'; 'Susie Smith'; 'Vicki Middleton'

**Subject:** Alafaya Utilities Protest

Live Oak Residents-

Some of your Live Oak Village Reps are going to meet with Alafaya Utilities & the Florida Public Service Commission to protest Alafaya Utilities rate hike on Wednesday.

I'd like to bring as many written complaints regarding AU's lack of reclaimed water service as possible. Can you all send me something in writing by Monday.

Maybe mention: lack of service/inconsistent service/landscape damage caused by lack of supply/inconvenience caused by having to manually water/fact that you had to use valuable & scarce drinking water to irrigate...

It can be brief ( or long if that makes you happy) - just make sure your name and address are on the email.

Thanks,

*Jane*

JANE PEDIGREE , P.A.

REALTOR®, GRI

*#1 Agent Coldwell Banker Winter Springs*

**Direct: 407-782-9598**

[jp pedigree@cfl.rr.com](mailto:jp pedigree@cfl.rr.com)

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Fax: 407-366-4620

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11/13/2006



Community Management Specialists, Inc.  
 P.O. Box 620368  
 Oviedo, Florida 32762  
 ph. 407-359-7202  
 ph. 866-359-7202  
 fax. 407-971-1490

Alafaya Utilities, Inc.  
 Post Office Box 160609  
 Altamonte Springs, FL 32716

St. Johns Water District Headquarters  
 4049 Reid Street  
 Palatka, FL 32177

Florida Department of Environmental Protection Agency  
 2600 Blair Stone Road  
 MS 3500  
 Tallahassee, FL 32399

To Whom It May Concern,

I have the pleasure of representing the Live Oak Reserve Homeowners Association, Inc. located in Oviedo, Florida, which currently houses 700+ families. Over the past twelve (12) months, the residents in Live Oak Reserve have experienced severe problems with the reclaimed water system in the community. The lack of pressure, inadequate supply, and lack of solutions by Alafaya Utilities, Inc. have caused a significant amount of damage to plant material and sod throughout the community. In the Association's common area alone, preliminary estimates have shown in excess of 750 pallets of sod which need replacement.

The Community's Advisory Board of Directors has invited Alafaya Utilities, Inc. to our monthly meetings to explain the situation and give them a chance to explain what solutions they are working on but have failed to offer any reasonable conclusions. With an additional 270 homes still to complete and build, the problem will only get worse.

In April 2006, Alafaya Utilities was again invited to attend the Live Oak Reserve annual general membership meeting. Over 200 homes were represented at this meeting eager to hear from Alafaya Utilities, Inc. personnel; however, even after confirming they would be present, no representative showed up!

Live Oak Reserve Homeowners Association, Inc. and its members have reached a peak of frustration. We have been forced to seek other alternatives to find answers to the reclaimed water issues within our community; therefore we are turning to you, the State of Florida DEP & St. John's Water District Headquarters, for assistance.

We request immediate response from your department and look forward to hearing from you.

Warm regards,

Kevin M. Davis, Registered Agent/LCAM  
 Live Oak Reserve Homeowners Association, Inc.

By signing this document, I hereby acknowledge I am a Live Oak Reserve homeowner and agree the above stated is true and correct.

Name: \_\_\_\_\_ Signature \_\_\_\_\_

Property Address: \_\_\_\_\_

(P.T)

NOV 9, 2006

MARCY & JOHN KOHK  
2816 HAZEL GROVE LN  
DUNEDIN, FL 32764

To Alafaya Utilities,

I AM WRITING THIS LETTER TO  
LET YOU KNOW MY STRONG IRRITATION  
FOR YOUR RECLAIMED WATER AS  
IT AFFECTS ME AND MY PROPERTY.

FIRST OF ALL IT WON'T WORK TO  
FULL CAPACITY MOST OF THE TIME.

SOME TIMES ITS SO BAD IT JUST  
GURGLES AND THE SPRINKLER HEADS  
DON'T COME OUT AT ALL OR JUST  
ENOUGH TO SPRAY A LITTLE BUT  
NOT WHERE THE WATER NEEDS TO GO

(9)

(P.2)

BECAUSE of this, we have  
Lost parts of our LAWN, and  
some LANDSCAPING AS WELL. I  
have TRIED to hand water, BUT  
I have A VERY oversized Lot and  
ITS HARD to water everything AND  
VERY expensive too. In Addition we  
are still PAYING YOU (ALAFAYA UTILITY)  
for A RECLAIMED WATER SERVICE THAT IS  
not being provided ~~to us~~ AT ANY  
STANDARD of BEING enough WATER to  
Keep things going. I noticed the price  
went up too for ~~us~~ a service that is  
not BETTER. PLEASE FIX IT!!  
THANKS Mary Zolix

**Jane Pedigree**

---

**From:** "Denice Breen" <denice@cfl.rr.com>  
**To:** <jpedigree@cfl.rr.com>  
**Sent:** Friday, November 10, 2006 9:10 AM  
**Subject:** letter for Alafaya Utilities Protest

I am very disappointed in the reclaimed water provided by Alafaya Utilities. During the most necessary times of watering (summer months) the pressure is always off. I was told to change to reclaimed water so that I can water more often and not be charged anything other than a set fee. Instead I have dead lawn and no water. If Alafaya Utilities plans on raising rates maybe they should look at the service they are providing and realize that we are currently overpaying for this misrepresented service.

Craig Hechler  
3481 Hollow Oak Run  
Oviedo, Fl 32766

8

11/10/2006

**Jane Pedigree**

---

**From:** "Denice Breen" <denice@cfl.rr.com>  
**To:** <jpedigree@cfl.rr.com>  
**Sent:** Friday, November 10, 2006 6:57 AM  
**Subject:** Alafaya Utilities Protest..Resident Letter

Alafaya Utilities Protest

The lawn service guy that is changing out my shrubs in the front of my home at 3441 Hollow Oak Run just informed me today that it looks like my grass is dying. I know when we get the lawn treated the grass has to be watered at least 24 hours afterwards and it looks like that may not be happening even though we have the sprinklers set. If the water is scarce it will kill the grass.

Thomas and Debra Drake  
3441 Hollow Oak Run  
Oviedo FL 32766

7

**Jane Pedigree**

---

**From:** "Denice Breen" <denice@cfl.rr.com>  
**To:** <jpedigree@cfl.rr.com>  
**Sent:** Thursday, November 09, 2006 10:49 PM  
**Subject:** FW: Alafaya Utilities Protest Letter from Magnolia Glen Resident

**From:** Diane Benes [mailto:dbenes2003@yahoo.com]  
**Sent:** Thursday, November 09, 2006 9:05 PM  
**To:** Denice Breen  
**Subject:** Alafaya Utilities Protest Letter

Diane Benes  
2290 Foliage Oak Terrace  
Oviedo, FL 32766

Live Oak Reserve - Magnolia Glen  
November 9, 2006

To whom it may concern,

I am a resident in Live Oak Reserve in Oviedo and it as come to my attention that there will be a meeting with Alafaya Utilities & the Florida Public Service Commission in which Live Oak representatives will be attending to protest the Alafaya Utilities rate hike. I am taking this opportunity to write this complaint letter to bring to your attention my disgust to the lack of service, the feedback that has been given to all of our issues, and no positive resolutions in effect.

In the summer months when the lawns needed water, we had lack of supply. We ran out of water! The landscaping started to become dry & die. We live in a community where residents want to keep it nice and we pay enough HOA dues to make sure it's kept nice. How can Alafaya Utilities recommend for users to switch to reclaim supply when they can't even resolve our problems? We abide by the water restrictions and it still didn't help us. It worked & then it didn't. I was paying for service that didn't work. And still no resolution!

I did not expect when I bought a house with an irrigation system that I would have the need to go buy sprinkler heads to attach to hoses to water my lawn. It was very inconvenient for me to manually water the lawn. That then started giving us city water pressure problems. At that time I had just laid new sod and I had to stand out there to manually water it to make sure it takes.

At this time, we still have water pressure issues with the reclaim water. If your sprinklers go on later in the evenings, the pressure is less and then it gives my sprinkler system problems when the system shuts down. My main sprinkler valves don't shut down properly. When there is enough water pressure, the system shuts down without an issue. I always need to be concerned when the system goes on due to the water pressure.

With all the residents concerns and problems, I think it's unfair for Alafaya Utilites to impose a rate hike on us. Why should we pay when we are not getting the service and satisfaction that we require.

I am looking forward to receiving a positive outcome to our concerns and problems in the near future.

Thank you for your time in this matter.

Sincerely

Diane Benes

6

Oct. 16, 2006

Dave Darling  
2525 Double Tree Place  
Oviedo, FL 32766  
407-227-7187  
Docket No. 060256-SU

Dear Sir or Madam:

I am writing to protest the rate increase that Alafaya Utilities is seeking in Seminole County.

First, all of the increases they are asking for are *outrageous*. For instance, raising the gallon charge per thousand from \$2.23 to \$3.23 amounts to a 45 percent increase. And the meter size increase from \$16.69 to \$24.19 amounts to 45 percent increase.

Seeing as most people in this market are living on either a fixed income or are getting by on 3 percent annual raises, this increase is *way* out of line with reality.

In addition, the utility is seeking an increase in the monthly flat rate for irrigation water from \$6.93 to \$10.04, again a 45 percent increase! And what's most infuriating about this request is that homes in my community (Phase 3 of Live Oak Reserve) already are receiving poor reclaimed-water service. While everyone else in our subdivision has plenty of power whenever they water, we never have enough to complete even one full cycle.

The problem is, Alafaya Utilities did not run adequate piping to the back of our subdivision, where Phase 3 is located, and hence, the irrigation amounts to a trickle at times. We have been complaining about this issue for two years, yet Alafaya Utilities' answer is always the same: "It's not raining enough," or "People are watering too often."

Well, I am here to tell you this is an insulting response; and it's quite clear customer service has been mandated by management to provide this response. We water no more than twice a week year-round --- and this problem exists all the time. We've given up trying to water during normal hours (early evening or early morning) because we can't get even enough pressure to get through a single zone at times.

Surely we would acknowledge the problem is more prevalent during the dry, hot months, but for someone to constantly tell us that we are causing the problem is an insult to our intelligence. We were told two years ago that the problem is the pipes, yet nothing has been done and now the company refuses to even acknowledge the issue.

If local governments can live with 3 percent increases in the proceeds that they receive from home assessments, and the average worker can live with a 3 percent salary increase, then why does a monopolistic utility deserve *15 times* that amount?

5



Even your interim rate increases of approximately 22 percent are way out of line. And I would assert that if this monopoly needs this much of a rate increase, that it must be making *a lot* of bad business decisions, particularly when you consider the incredible amount of growth that has taken place in this area. Has anyone taken a look at that? How can a company try to justify a rate increase when it should be making money head over foot, given the growth in Seminole County during the past three years?! All I can assume from this is that the company must be *poorly* managed. But the residents should not be the ones forced to foot its bills. That's Alafaya Utilities' and the city of Oviedo's problem. Perhaps an investigation is needed here.

In sum, not only is an across-the-board increase of 45 percent ludicrous, but when you also take into account that we aren't even getting the irrigation service that we are paying for, you must consider the proposed increase to be inappropriate.

Thank you,  
Dave Darling

**Jane Pedigree**

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**From:** "Dorcas Sierra" <dorcas@cfl.rr.com>  
**To:** <jpedigree@cfl.rr.com>  
**Sent:** Thursday, November 09, 2006 4:20 PM  
**Subject:** Fw: Alafaya Utilities Protest

**Original Message -----****From:** Madelyn Escudero

**To:** Alan Cooke ; Ann and Jeff Huie ; Anthony and Ashley Pleasants ; Aubrey Jewett ; Barry and Lisa Ryan ; basil geeta singh ; Beth and Jerry Hutcheson ; Beverly and Jim Peery ; 'Bill Johnson' ; Cecilia and Raj Larsson Vaidyanathan ; char fred ; Charles Julks ; connie and alfredo guardado ; Curtis Johnson ; Deborah Shafran ; Debra Cole and Bill Flowers ; Donald and Lisa Champagne ; Donald Champagne ; Donna and John Pellegrino ; Donna Cosio ; Dorcas Sierra ; 'Ed and Laura Lyons' ; Edwin Belisle ; Elizabeth Herrera ; Elizabeth Herrera's Job ; ellen niewold ; 'Emily' ; Eric Andres / Randi-Ann ; Eric Shafran ; felicia Trimboli ; Francis Mentlick ; Gerry Giannelli ; Greg and Vicki Seavers ; Harry Vora ; heather hopkins ; Jamie and Susie Smith ; Janet and Bob Malanga ; Janice and Julio Esquivel ; Janice Esquivel ; Jeff and Kelly Szymanski ; Jennifer Hughes ; Jim and Lenora Ridgard ; Jim Gendreau ; John and Marcy Kohrs ; Jose and Adelaide Ayala ; juan escudero

**Sent:** Thursday, November 09, 2006 2:12 PM**Subject:** FW: Alafaya Utilities Protest

Please read the following in reference to Alafaya Utilities..

I am a resident of Live Oak who has had poor service from Alafaya Utilities. My reclaim water has been inconsistent and because of this I have incurred damage to my landscaping. When I do have service, many times there is not enough pressure to reach every area. I hope Alafaya Utilities addresses and corrects this problem as soon as possible. Thank you, Dorcas Sierra

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④

**Jane Pedigree**

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**From:** "Herald, Tom" <tom.herald@lmco.com>  
**To:** "Jane Pedigree" <jpedigree@cfl.rr.com>  
**Sent:** Thursday, November 09, 2006 1:29 PM  
**Subject:** Reclaimed Water

Ms. Pedigree,

Regarding Reclaimed Water within the Willow Point community during the last quarter of 2005 and through the first 3 quarters of 2006.

This is my first experience with an installed sprinkler system. In general, I love the idea of it, and the ability to pre-program times; however I have not been able to enjoy these features of our home due to two concerns that I would like to see rectified by the Reclaimed Water Provider:

1. **Water pressure.** There is not have enough water pressure to water the complete lawn. When there is sufficient pressure, the sprinkler system is perfect. Since the pressure is always low, many spots in the yard receive no water. The water provider seems to blame the builder, and visa versa. My monthly payments go to the water provider, therefore, I expect proper pressure provided by the water provider, period. If there is a problem with the builder, then the water provider should "make it right" for the consumers. Normal laws of a good service business should apply.

If my electricity came to the house at 80 volts verses 120 volts, I would feel the same way. The electricity provider should "make it right" to the house.

2. **Timing of good pressure.** Apparently other neighborhoods, and the watering of the main Live Oak Reserve Blvd seems to have good pressure. I can only speak for Willow Point, but each time I try to water (I have tried many different times), it is rare that the whole yard (6 zones, at 20 minutes per zone = 2 hours to water) has sufficient pressure. Since we are rationed to only 2 days per week, and restricted from 10am - 4pm, it is difficult to ever find sufficient timing for the watering (when it will not cause mold growth for example). Instead of a "programmed" worry-free sprinkler operation, I find myself fretting over "Did the lawn get enough water today, and needing to augment with tap water?" This is intolerable.

Respectfully, Tom and Kathy

Tom and Kathy Herald

3460 Ravencreek Lane

Oviedo, FL 32766-7043

③

11/10/2006

**Jane Pedigree**

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**From:** "David Levine" <dlevine3@cfl.rr.com>  
**To:** "Jane Pedigree" <jpedigree@cfl.rr.com>  
**Sent:** Friday, November 10, 2006 6:56 PM  
**Subject:** Re: Alafaya Utilities

My complaints with/ the Utility are well documented. I had a return call yesterday from a manager outlining upcoming projects they are working on to try and correct the problem. I don't buy it. I have been here just over 1 year and I don't think the system has functioned properly more then a dozen times. I spent a substantial amount last spring trying to improve the landscaping and had to water by hand. If I missed watering some of the new plantings suffered. I lost hundreds of dollars in new sod and shrubs. I have made numerous calls to the builder and the Utility Co. and get excuses and finger pointing. I'm pretty disheartened. We will be on vacation next week but will try to make the meetings.

Dave and Jean Levine  
2696 Rustic Oak PL

2

11/12/2006

**Jane Pedigree**

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**From:** "Robert Rieser" <rrieser@englehomes.com>  
**To:** "Jane Pedigree" <jpedigree@cfl.rr.com>  
**Sent:** Saturday, November 11, 2006 6:02 PM  
**Subject:** RE: Alafaya Utilities

Jane,

I would personally like to attend the up coming meeting, but do to another commitment I will not be able to attend. But feel free to use any of the following information to best serve the residents of Willow Point and Live Oak Reserve.

Over the past 12 months I have sent numerous request in the form of letters and phone calls to Alafaya Utilities regarding water pressure for irrigation in the neighborhood of Willow Point, Live Oak Reserve, Oviedo Florida.

My home is located in the further most rear location of the community and once water has been used by residents living closer to the main values, there is no water pressure for irrigation for my lawn, landscaping etc..... I have been forced to use my house drinkable water system to water my lawn and landscaping which has caused increased water bills to the City of Oviedo which in turn Alafaya Utilities charges for increased sewer usage.

As well, I have followed up with letters to the Public Service Commission in Tallahassee about these same issues, of no water pressure for irrigation service through Alafaya Utilities. And along with the complaints to both Alafaya Utilities and PSC. requesting to hear a reason of why and how a Utility Company can request rate increases for services they have continually failed to provide.

As well, on my most recent billing from Alafaya Utilities, the bill shows the requested rate increase for irrigation. I was under the understanding this increase had to be approved first, before Alafaya Utilities could start charging the higher premium. What is this all about????? Although this cost in minimal individually, if all residents are paying the same unapproved cost, someone is making a lot of money.

Jane! Thank you for taking an active and positive role in being the spokesperson for our community. I understand this can be a very time consuming position and wanted to let you know your efforts are greatly appreciated.

Sincerely,

Robert Rieser  
2885 Split Oak Court  
Oviedo, Fl 32766  
407 977 7776

①

11/12/2006

11-12-2006

From Julia Young  
2310 Bur Oak CT  
Oviedo, FL 32766

407-971-1877  
Live Oak Reserve

To Florida Public Service Commission:

This letter is in response to Alafaya Utilities request for a rate increase pertaining to reclaimed water. I am a resident of Live Oak Reserve subdivision, Phase II, Oviedo FL. We have lived in our home since August 2003. One of the deciding factors for us in purchasing this home, was the eventual availability of reclaimed water. We hooked up as soon as it was possible. As with any new system, there were bugs to work out. At that point, our villages main concern was a "banging" in the pipes. After a MULTITUDE of calls, most of us were without the banging. A few continued to have to deal with the banging for many more months and some very nasty responses from Alafaya Utilities.

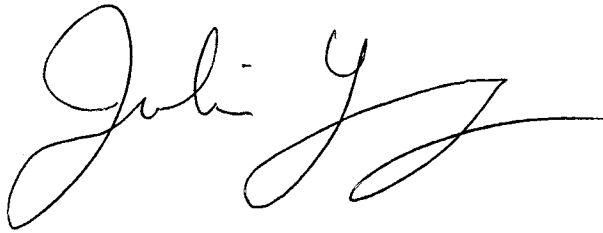
Early in 2005, it became apparent there was not enough water pressure for the houses on reclaimed. Those people who ran their irrigation at night, couldn't understand why their grass was dying. It also began to effect the irrigation in Live Oak Reserve. I was the Landscape Committee Chairperson at that time. A spokesperson from Alafaya Utilities was invited to come to our subdivisions ADHOC meeting to answer questions. One of the first things he said was how all previous complaints had been addressed. I knew this not to be true because of my neighbors. He then continued to explain how the sizing of the pipes along Highway 419 wasn't adequate but that things would improve when the "loop" was completed and another pipe installed. This is in reference to the last phase of Live Oak Reserve currently under construction. He promised us if we could just hold out, the worst was over, and everything would be "fixed" and "functional" by April 2006. I asked at this meeting, where the accountability was. Why was Alafaya Utilities continuing to hook up new households to reclaimed water, when they didn't have enough water for those currently on reclaimed water? My question was never answered.

Early 2005 was nothing compared to early 2006. Those of us on reclaimed water watched as more and more of our yards and landscape died. On a good day, we might have minimal pressure, not enough to reach the furthest most points of the sprinkler zones, for just a few hours. On a bad day, there was no water, period. Most of us got out the hose end sprinklers and irrigated with precious drinking water. We also got very good at watching the neighbors, when someone got pressure, we turned on the irrigation. Soon Alafaya Utilities asked us to irrigate on two specific days each week. Most of us would have loved to have complied with this. Two days per week is an adequate amount of water for our lawns. It quickly became apparent, however, that this was not going to work. I have lost count of how many days we have had no water on the two days each week Alafaya Utilities asked us to water. The water was also purposefully turned off by

Alafaya Utilities during early morning, late afternoon and entire weekends. This has made fixing faulty irrigation only possible at night. Live Oak Reserve's turf and landscape suffered as well. So once again, Alafaya Utilities was asked to come and answer questions this time to the Live Oak Reserve's annual meeting. After saying that someone would be there, no one showed up. By this time, most residents were personally calling Alafaya Utilities to ask about solutions. As a whole, we were told, it would be "fixed" and "functional" by April 2007. On an individual basis, I was told, "if I didn't like it, I could switch back to city water."

Much like everyone else, I am dismayed by what the lack of water has done to my grass and landscape, and how we tend to do things based on when we "might" get to irrigate. I am also not pleased to reward Alafaya Utilities with increased rates. But by far, my largest concern is the lack of accountability and poor customer service.

I ask that you please consider holding Alafaya Utilities accountable for providing the current customers with reclaimed water, before allowing them to hook up any additional houses to their extremely problematic service.

A handwritten signature in black ink, appearing to read "Juli Y." with a long horizontal flourish extending to the right.

May 1, 2006

The City Council of the City of Oviedo, Florida, met in a regular session on Monday, May 1, 2006, Oviedo City Hall, 400 Alexandria Boulevard, with the following present: Council members Dominic Persampiere, James Greer, Steve Henken, Regina Bereswill, and Mayor Walters, City Manager Gerald Seeber, City Clerk Barbara Barbour, City Attorney William Colbert, Assistant City Manager Bob Bentkofsky, Fire Chief Lars White, Police Chief Chuck Drago, Public Information Officer Susan Vernon-Devlin, Information Technology Director Rob Beach, Development Services Director Bryan Cobb, Public Works Director Tony Segreto, and Recreation and Parks Director Dru Boulware.

Chairman Persampiere called the meeting to order at 6:30pm.

Senior Minister Dan Holland, Metro Church of Christ, provided the invocation.

#### **CEREMONIAL ITEMS/PRESENTATIONS**

**Proclamation for National Emergency Medical Services Week.** Mayor Walters read a proclamation designating May 14 through 20, 2006 as National Emergency Medical Services Week.

**Presentation of Mosquito Control Program by County Staff.** Ms. Kim Ornberg of Seminole County Department of Public Works, made a brief presentation on a joint City/County Advisory Committee mosquito control recommendation report. **A motion to endorse the program and send a letter signed by the Mayor to the County was made by Council member Bereswill; seconded by Council member Greer. Motion carried unanimously.**

**Chairman Persampiere asked to move Discussion Item 15, Alafaya Utilities: Reclaimed Water Supply Problems to Presentations. So moved by Mayor Walters; seconded by Council member Bereswill. Motion carried unanimously.**

**Alafaya Utilities: Reclaimed Water Supply Problems.** City Manager Gerald Seeber provided background.

Chairman Persampiere opened public comments.

Mr. Stephen Schenck, 3567 Wading Heron Terrace, addressed Council regarding the lack of water, except during the rainy season. He addressed a letter sent to Alafaya Utilities by the Department of Environmental Protection and asked Council to see if it has been addressed.

Chairman Persampiere addressed the fact that this was not a City owned facility.

Hearing no one else wishing to speak, public comments were closed.

Mr. Patrick Flynn advised Council that Alafaya Utilities has approximately 1,000 customers and that they provide water based on daily basis. He provided information on the demand and the irrigation schedule provided to their customers. Council asked about an additional storage tank and what Alafaya Utilities was doing to alleviate the water shortage problem. Mr. Flynn stated that when the City of Oviedo line was in place, there would be more water available and they were working on construction of an additional storage tank.

Nancy Christman, St. Johns River Water Management District, addressed Council and provided information on irrigation needs and water consumption. She explained that the District was not limiting the use of reclaimed water to two days a week.



### **COUNCIL BUSINESS**

**A motion to approve the minutes of the regular session of April 17, 2006 was made by Council member Bereswill; seconded by Council member Henken. Motion carried unanimously.**

### **PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA**

Chairman Persampiere opened public comments. Hearing no one wishing to speak, public comments were closed.

### **CONSENT AGENDA**

**A motion to approve the consent agenda as presented was made by Council member Bereswill; seconded by Council member Henken. Chairman Persampiere asked to pull item 7 and 8 and make them item 15. Motioner and seconder agreed. Motion carried unanimously.**

**Resolution No. 1303-06, authorizing a General Election - September 5, 2006.**

**Resolution No. 1304-06, interlocal agreement with Seminole County Sheriff's Office for Fiber Optics.**

**Moved to Discussion. Resolution No. 1305-06, change order no. 3, Construction Engineering and Inspection Services for the Franklin and Division Street Roadway Project.**

**Moved to Discussion. Resolution No. 1307-06, Change Order No. 7: Construction Costs for the Franklin and Division Street Roadway Project.**

### **PUBLIC HEARINGS**

**Ordinance No. 1347, annexation of approximately zero point one two (0.12) acres into the City of Oviedo. (2<sup>nd</sup> Reading and Adoption) City Manager Gerald Seeber provided background.**

**A motion to read Ordinance No. 1347 by title only was made by Council member Bereswill; seconded by Council member Henken. Motion carried unanimously. Attorney read ordinance by title only.**

Chairman Persampiere opened public comments. Hearing no one wishing to speak, public comments were closed.

**A motion to adopt Ordinance No. 1347 was made by Council member Bereswill; seconded by Council member Henken. Motion carried unanimously.**

**Ordinance No. 1348, amending the City's 2010 Future Land Use Map to change the future land use designation of approximately .12 acres from Seminole County Office (OFF) to City of Oviedo Downtown Mixed Use (DMU). (2<sup>nd</sup> Reading and Adoption) City Manager Gerald Seeber provided background.**

**A motion to read Ordinance No. 1348 by title only was made by Council member Bereswill; seconded by Council member Henken. Motion carried unanimously. Attorney read ordinance by title only.**

Chairman Persampiere opened public comments. Hearing no one wishing to speak, public comments were closed.

**A motion to adopt Ordinance No. 1348 was made by Council member Bereswill; seconded by Council member Henken. Motion carried unanimously.**

Mr. Stephen Schenck, 3567 Wading Heron Terrace, addressed Council regarding reclaimed water and the water pressure in Live Oak. He asked for Council's assistance to oversee this issue. He also addressed power to this area and the loss of power twice already this year. He asked Council to have Florida Power & Light come before them and explain what they have done. Council discussed having a work session or staff investigate what is being done by Alafaya Utilities with regards to water pressure and having Florida Power make a presentation on the upgrades that have been made. Council agreed to have Mr. Seeber provide information and then they would decide whether they be asked to provide a higher quality service.

Hearing no one else wishing to speak, public comments were closed.

### CONSENT AGENDA

**A motion to approve the consent agenda was made by Council member Russell; seconded by Council member Bereswill. Motion carried unanimously.**

**Resolution No. 1099-05, Red Bug Lake Road Pedestrian Bridge for the Cross Seminole Trail.**

**Resolution No. 1112-05, approving Harlan Hanson, Inc to provide project management services for the new Downtown and Division Street Extension.**

**Resolution No. 1113-05 accepting dedicated improvements for Heatherbrooke Estates and authorizing commencement of two year maintenance period.**

**Resolution No. 1120-05, Urban and Community Forestry Grant Memorandum of Agreement.**

**Resolution No. 1123-05, change order for fill dirt for Shane Kelly Park.**

### PUBLIC HEARINGS

**Resolution No. 1117-05, final plat for Biltmore Townhomes. City Manager Gerald Seeber provided background. Applicant, Mr. Max Sabeti, Metropolis Homes, 128 East Colonial Drive, Orlando, addressed Council on the project.**

Chairman Persampiere opened public comments.

Mr. Jim Bailey, 3 W. Village Drive, President of Whispering Oaks Homeowners' Association, addressed Council stating that Whispering Oaks did not support adoption of the resolution and final plat for Biltmore Townhomes. He asked for changes to the elevation, changes of landscape, and changes of height of the concrete block wall.

Ms. Linda Vail, 10 Village Drive, addressed Council regarding the elevation of the Townhomes, the buffer and the swale. She advised that the six foot privacy wall only provides three foot of privacy. She asked Council to not approve the plan as it stands. She also addressed the placement of the gate and asked that it be relocated to behind the tennis court.

Mr. Gary Scarboro, 21 E. Village Drive, addressed Council regarding the trees that were removed from the plat. He addressed the transition between the properties and asked Council to postpone or deny the resolution.

Ms. Kathy Darby, 19 E Village Drive, addressed the buffer area and the height of the wall. She asked that Council delay approval of this resolution until agreement could be reached.

Ms. Katie Glenn, 9 Village Drive, addressed concerns regarding the privacy issue.

**JUNE 6, 2005**

The City Council of the City of Oviedo, Florida, met in a regular session on Monday, June 6, 2005, Oviedo City Hall, 400 Alexandria Boulevard, with the following present: Council members Dominic Persampiere, Todd Russell, Regina Bereswill, and Jim Greer, Mayor Tom Walters, City Manager Gerald Seeber, City Clerk Barbara Barbour, City Attorney William Colbert, Assistant City Manager Bob Bentkofsky, Development Services Director Bryan Cobb, Finance Director Cynthia Lindsay, Information Technology Director Rob Beach, Fire Chief Lars White, Police Chief Chuck Drago, and Public Works Director Vincent Akhimie.

Chairman Persampiere called the meeting to order at 7:00pm.

Senior Minister Dan Holland, Metro Church of Christ, provided the invocation.

**PUBLIC HEARINGS**

**Ordinance No. 1310**, residency rules for convicted sexual offenders. City Manager Gerald Seeber provided background. **A motion to read Ordinance No. 1310 by title only was made by Council member Greer; seconded by Council member Bereswill. Motion carried unanimously.** Attorney read ordinance by title only.

Chairman Persampiere opened public comments.

Representative Sandy Adams commended Council and spoke in support of the Ordinance.

Mr. Martin Lopez, Legislative Assistant to Representative Bob Allen, addressed Council on behalf of Representative Allen and expressed support for this Ordinance.

Mr. Steve Henken, 1602 Bay Club Road, applauded Council and spoke in support of the Ordinance.

Mr. Richard Wangenheim, Vice President of Twin Rivers Homeowners' Association, addressed Council and spoke in support of this Ordinance.

Mr. Stephen Schenck, 3567 Wading Heron Terrace, applauded the efforts of Council and spoke in favor of the Ordinance. He asked questions regarding the Ordinance and that measures be taken to make sure it can be enforced.

Ms. Debra Carter, 4715 Kissimmee Park Road, St. Cloud, Florida, advised Council that she was a member of the Jessica Lundsford Foundation and was in attendance to obtain information on how to go about getting ordinances passed state wide.

Chairman Persampiere acknowledged Seminole County Commissioner Bob Dallari and Vice Mayor Mike McLain from Lake Mary who were also present in the audience.

Hearing no one else wishing to speak, public comments were closed.

Councilmember Greer provided comments and asked Council to consider going back to the original ordinance containing the 2,500 feet because the City is only 15 miles wide. Mayor

Walters provided a copy of a letter from Congressman Tom Feeney supporting Council's efforts and the Ordinance. **A motion to approve Ordinance No. 1310 with the modification of removing the 2 mile provision relating to public schools was made by Council member Greer; seconded by Council member Bereswill.** Mr. Colbert asked if it was Council member Greer's intention that the 2 mile distance be reduced to 2,500 feet to be consistent with the rest of the ordinance. **Motion and seconder agreed that it was.** Mr. Colbert stated he believed it was legally appropriate, it was a defensible ordinance, that the courts will recognize it, and it was consistent with a ruling in Iowa by the Eighth Circuit Court of appeals which is a Federal Court.

**Vote Called**

**Mayor Walters - aye**

**Council member Russell - aye**

**Council member Bereswill - aye**

**Council member Greer - aye**

**Chairman Persampiere -aye**

**Carried**

Chairman Persampiere called a recess at 7:30pm for Council to sign Ordinance No. 1310.

The meeting reconvened at 8:00pm.

### **CEREMONIAL ITEMS**

Mayor Walters presented Ordinance No. 1310 to Councilman Greer and to Police Chief Drago.

### **PRESENTATIONS**

Students from Carillon Elementary Odyssey of the Mind advised Council that at the world competition they placed sixth. They competed against 52 teams including teams from Japan, Thailand, and Singapore. They also received the Owner Award which is awarded to teams who express outstanding creativity at the state competition.

Fire Chief Lars White and Mayor Walters recognized Philip Graziani on his promotion to Lieutenant.

### **COUNCIL BUSINESS**

**A motion to approve the minutes of the Regular Meeting of May 16, 2005, Special Meeting of May 23, 2005 and Work Session of May 23, 2005 was made by Council member Russell; seconded by Council member Bereswill. Motion carried unanimously.**

### **PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA**

Chairman Persampiere opened public comments.

Ms. Lisa Giltner, 1785 Willingham Road, addressed Council on the Winter Miles Horse Park and extended an invitation to Council to attend their general membership meeting on June 22, 2005.

Ms. Megan Sladek, 1017 Willa Lake Circle, addressed Council regarding an email she sent to Council this week and the Comprehensive Plan regarding historical buildings. She asked Council to set a date for a work shop to address preserving historical buildings in Oviedo.

2600 Double Tree Place  
Oviedo, FL 32766-7074  
November 15, 2006

Florida Public Service Commissioners  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Alafaya Utilities Inc. Docket No. 060256-SU

To: Lisa Polak Edgar, Matthew M. Carter II, J. Terry Deason, Isilio Arriaga, & Katrina J. Tew

Alafaya Utilities Inc. should be denied the desired rate increase especially for reclaimed water. They have consistently provided no service at times last year and provided false information about improvements over the past year.

The Residential Availability Fee should be dropped totally. One should never have to pay for non-use. The Flat rate should be reduced by 75% to pay for the residential costs incurred by this company's incompetence and general corporate bureaucracy.

Twice I have written letters to the Public Service Commission case 696850W and 717621W. The first time I had to contact Alafaya Utilities and this past time I have yet to hear anything to date.

At times we have no water pressure, causing lawns to die and get infested with cinch bugs. It has cost the Live Oak Reserve Association and personal home owners money and frustration.

Many homeowners including myself are now faced with getting rid of the cinch bugs resulting from damaged and weak lawns and then replacing the affected lawn. This is a time consuming expensive task.

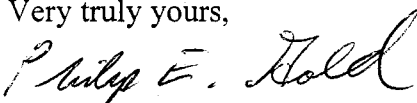
Just as expensive is the floral that died because we did not know it wasn't getting watered. If one sets their timer to be on in the early morning, they may not know that there is no water. Watering at night attracts bugs and may influence the growth of fungus.

It is difficult to do system repairs during daylight hours. The systems are turned off during the day except Wednesday. Who has Wednesday off? Many people work long shifts with varying days off. The system should be available 24 hours a day – seven days a week. The system is only being abused because of the lack of water in the system. The honor system would work if there was enough water. Ten percent of our water is going to the local golf course, but they provide little waste water.

They told us over a year ago a new pipe line would be installed by this summer along Rt. 419 to supplement the current piping, but this year they knew nothing about it when we first contacted them. This was a corporate deception to appease us last year.

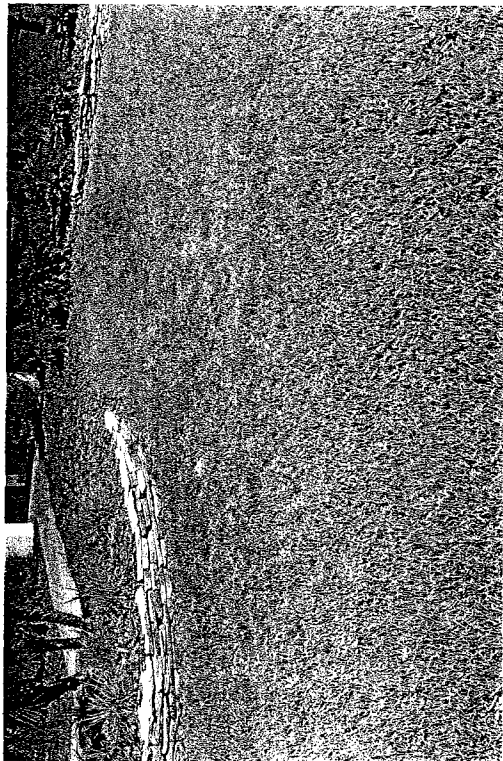
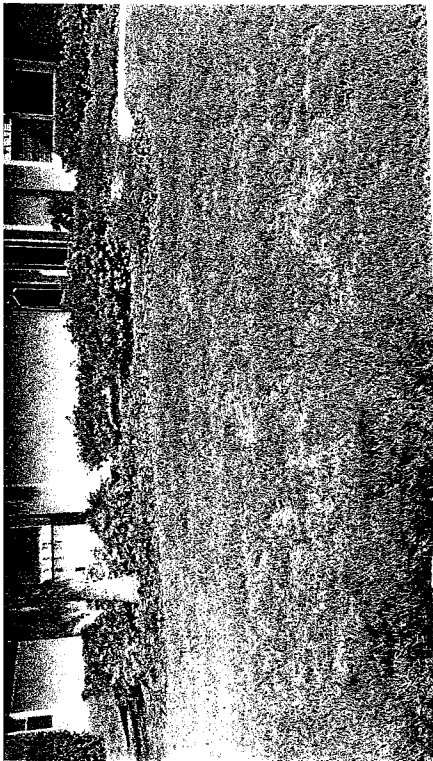
We have been paying for a service we are not getting.

Very truly yours,



Philip E. Gold

*NOTE: ALAFAYA HAS BEEN MANUALLY SENDING PERSONNEL INTO THE FIELD TO TURN THE WATER ON AND OFF. THEY ARE USING*



**Damaged Lawns  
in Cedar Glen on  
Double Tree Place**

**11/12/2006**

