

State of Florida



ORIGINAL
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-

DATE: March 15, 2007
TO: Ann Cole, Commission Clerk and Administrative Services Director
FROM: Felicia White, Staff Assistant, Division of Economic Regulation *fw*
RE: Docket No. 060253-WS - Application for Increase in Pasco/Pinellas Counties by
Utilities, Inc. of Florida

Attached is correspondence to a complaint that needs to be placed in the stated docket. Please place in the docket file for this docket.

DOCUMENT NUMBER-DATE

02780 MAR 30 05

FPSC-COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

March 29, 2007

Mr. and Mrs. Windisch
11228 Clear Oak Circle
New Port Richey, Florida 34654

RE: Docket No. 060253-WS, Application for rate increase in Pasco/Pinellas County by Utilities Inc. of Florida

Dear Mr. and Mrs. Windisch:

Thank you for your recent correspondence in which you expressed concerns regarding a rate increase requested by Utilities Inc. of Florida (Utilities Inc.) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

As you are aware, a customer meeting was held in New Port Richey on March 6, 2007. During the meeting, customers were given an opportunity to express their opinions and concerns regarding the rates and service of Utilities Inc. Customers provided verbal comments while others, like yourself, have submitted written comments. This input will be taken under advisement when staff formulates its recommendation on the proposed final rates.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

Mr. and Mrs. Windisch

Page 2

March 29, 2007

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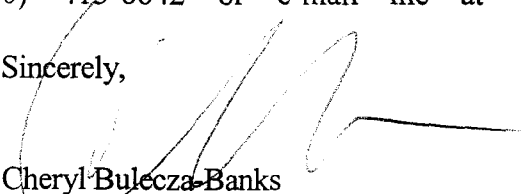
There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Utilities Inc.'s rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Utilities Inc.'s case, the staff recommendation is scheduled to be submitted on April 12, 2007 and is scheduled to be heard by the Commissioners at the April 24, 2007 Agenda Conference. Once the Commissioners vote on the staff recommendation, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,



Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Devlin, Willis, Rendell, Kaporth, Romig)
Martin S. Friedman, Esq. (Counsel for Utilities Inc. of Florida)

ORIGINAL

Application for a Rate Case in Pasco/Pinellas Counties by
Utilities, Inc. of Florida

DOCKET NO. 060253-WS

RECEIVED--FPSC

07 MAR 14 AM 9:25

COMMISSION
CLERK

Name Jayne & Paul Windisch
Address 11228 Clear Oak Circle
New Port Sidney FL 34654

If you want to let the Public Service Commission know how you feel about this case,
you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I think what we pay for water services we have now is ridiculous let alone raising it. We have not been able to drink the water and we spend many dollars buying bottle water. My husband had his kidney removed awhile ago, I don't know if it's due to the water he drank but we are not taking any chances. We are on a fixed income and with the taxes and insurance we cannot afford a hefty raise in the water. We would have to sell. We pay more for water than electric now. There are many residents putting their house on the market because of all the increases.

MP
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Paul Windisch
11228 Clear Oak Cir.
New Prt Rchy, FL 34654



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

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Tape

Fold Here

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

March 29, 2007

Mr. Angelo Zucconi
11724 Holly Ann Dr.
New Port Richey, Florida 34654

RE: Docket No. 060253-WS, Application for rate increase in Pasco/Pinellas County by Utilities Inc. of Florida

Dear Mr. Zucconi:

Thank you for your recent correspondence in which you expressed concerns regarding a rate increase requested by Utilities Inc. of Florida (Utilities Inc.) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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Mr. Angelo Zucconi

Page 2

March 29, 2007

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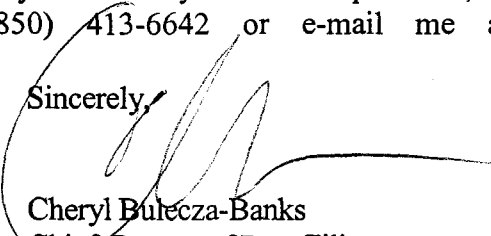
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I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,



Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Devlin, Willis, Rendell, Kaporth, Romig)
Martin S. Friedman, Esq. (Counsel for Utilities Inc. of Florida)

ORIGINAL

Application for a Rate Case in Pasco/Pinellas Counties by
Utilities, Inc. of Florida

DOCKET NO. 060253-WS

RECEIVED-PPSC

07 MAR 14 AM 9:31

COMMISSION
CLERK

Name Angelo Frank Zucconi Zucconi
Address 11724 Hally Ann Dr.
New Port Richey, Florida 34654

If you want to let the Public Service Commission know how you feel about this case,
you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We have stains over every area of the villa, Kitchen Sink
Shower doors both bathrooms

We have never drunk the water in 23 yrs that we have
been in Florida. I have a filter in garage and 2 GE
filters under kitchen sink to try and take impurities
out of water. I had one of utility inspectors visit
my villa and try to tell me how great
the water was what a joke. I would not tell
anyone moving into our complex to drink
the water. With these continued problems
with their water I believe a rate is ridiculous

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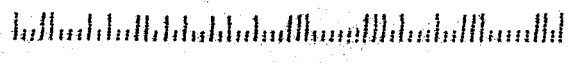
Angelo Zaccaro
11724 Holly Ann Dr.
New Port Richey, 34654

TAMPA FL 336
12 MAR 07 PM 4 L



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

32399+7013



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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

March 29, 2007

Ms. Hannaford
2536 Flintwood Drive
Holiday, Florida 34690

RE: Docket No. 060253-WS, Application for rate increase in Pasco/Pinellas County by Utilities Inc. of Florida

Dear Ms. Hannaford:

Thank you for your recent correspondence in which you expressed concerns regarding a rate increase requested by Utilities Inc. of Florida (Utilities Inc.) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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Ms. Hannaford
Page 2
March 29, 2007

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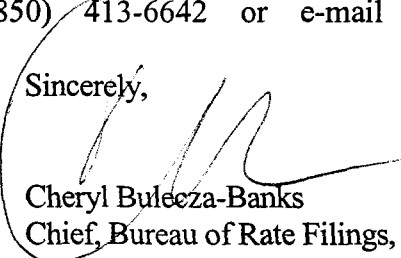
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Sincerely,



Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: **Division of the Commission Clerk and Administrative Services**
Division of Economic Regulation (Devlin, Willis, Rendell, Kaporth, Romig)
Martin S. Friedman, Esq. (Counsel for Utilities Inc. of Florida)

NOV. 2000.....\$10.98
JAN. 2006.....\$20.42
FEB. 2007.....\$23.23
REQUESTED....\$28.70

FROM \$10.98 TO \$28.70 IS AN INCREASE OF 160 % !!!

OVER THE PAST 6 YEARS, HAS YOUR INCOME INCREASED
BY 160 % ?? I THINK NOT !!
IF YOUR SOLE INCOME IS S/S , IT HAS GONE UP APPROX 24 %.

MY BILL FOR JAN. 2006 WAS.....WATER.....\$12.47 (2000 gal)
SEWER.....\$20.42
TOTAL \$32.89 (bad enough !)

PROPOSED FOR 2007 WOULD BE... WATER.....\$20.54 (2000 gal)
SEWER.....\$28.70
TOTAL \$49.24 (ridiculous !!)

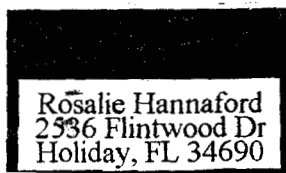
COULD SOMEBODY THERE PLEASE TAKE A SERIOUS INTEREST IN
PUTTING AN END TO THIS HIGHWAY ROBBERY?

THE WATER IS SOOOO BAD AND THEN THEY WANT TO CHARGE
US MORE FOR IT ? I CALL THAT ADDING INSULT TO INJURY.

Thank you,

R. Hannaford

ROSALIE HANNAFORD
2536 FLINTWOOD DR
HOLIDAY, FL 34690



ORIGINAL

DOCKET # 060253-WS

WATER / SEWER

3/11/2007

page 1 of 2

I HAVE ISSUES WITH BOTH THE CURRENT AND PROPOSED RATES.

I ALSO HAVE ISSUES WITH THE QUALITY OF THE WATER.

BASED ON A 2000 GAL USAGE OF WATER :

2005 = FLAT RATE \$8.93 + \$1.77 PER 1000 GAL = \$12.47

2007 = FLAT RATE \$14.70 + \$2.92 PER 1000 GAL = \$20.54

COMMISSION
CLERK

07 MAR 14 AM 9:28

RECEIVED-FPSC

THAT'S AN OUTRAGEOUS 65 % INCREASE !!!
ESPECIALLY OUTRAGEOUS CONSIDERING I CAN'T DRINK THE
WATER!! I WON'T EVEN BOIL IT FOR TEA OR COFFEE.
IT COSTS ME ANOTHER \$15.00 A MONTH TO BUY MY ACTUAL
DRINKING WATER.

AND WE CAN'T FORGET THE COST OF CLEANING AGENTS TO
FIGHT THE CALCIUM, LIME AND RUST DEPOSITS.
NOR CAN WE FORGET THE FAUCETS AND PIPES REPLACED DUE
TO CORROSION FROM THESE DEPOSITS.



- CMP _____
- COM _____
- CTR _____
- ECR 1
- GCL 1
- OPC _____
- RCA _____
- SCR _____
- SGA _____
- SEC _____
- OTH _____

(I THINK)THE ODOR OF THE WATER IS TELLING US OF SERIOUS
HEALTH PROBLEMS . SOMETIMES IT SMELLS LIKE CHLORINE,
SOMETIMES LIKE A GAS (MAYBE GASOLINE) AND SOMETIMES
LIKE A SEWER.

WHAT ARE THESE ODORS ??
WHAT'S CAUSING THEM ??
ARE THEY A HEALTH RISK ??

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

March 29, 2007

Ms. Gail Ellis
11452 Sinartra Court
New Port Richey, Florida 34654

RE: Docket No. 060253-WS, Application for rate increase in Pasco/Pinellas County by Utilities Inc. of Florida

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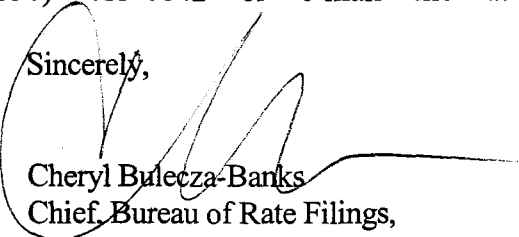
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cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Devlin, Willis, Rendell, Kaporth, Romig)
Martin S. Friedman, Esq. (Counsel for Utilities Inc. of Florida)

ORIGINAL

Utilities
CAS

OFFICE OF THE GOVERNOR
CITIZEN SERVICES

07 FEB 13 AM 10:25

Mr. Charlie Crist
Office of the Governor
The Capitol
Tallahassee, FL 32399-0001

February 10, 2007

060253-WS

Dear Mr. Crist,

I am enclosing a copy of the letter I wrote to the Florida Public Service Commission regarding Utilities Inc., request for a raise in their rates in our county. Aside from the inferior product they deliver, I am most outraged at the tremendous waste of water they egregiously dump into the streets of our community every week simply to make the water they finally do let us have somewhat more palatable. When we are limiting the amount of water we waste on our lawns (a proper decision), it astounds me that this practice is acceptable.

It is something you need to know about and if you already do, then shame on you.

Thank you,



Gail Ellis
11452 Sinatra Court
New Port Richey, Florida 34654

#633068 Ellis, gail
Recd: 2/19/2007 DEO: SKK
To: CAS-N/A-- PLEASE HANDLE
Due: 3/5/2007

RECEIVED FPSC
07 MAR 15 PM 2:48
COMMISSION
CLERK

- CMP _____
- COM _____
- CTR _____
- ECR 1
- GCL 1
- OPC _____
- RCA _____
- SCR _____
- SGA _____
- SEC _____
- OTH _____



CHARLIE CRIST
GOVERNOR

STATE OF FLORIDA

Office of the Governor

THE CAPITOL
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com

850-488-7146

850-487-0801 fax

March 7, 2007

Ms. Gail Ellis
11452 Sinatra Court
New Port Richey, Florida 34654

Dear Ms. Ellis:

Thank you for writing to Governor Charlie Crist. The Governor appreciates your concerns about Utilities, Inc. and asked me to respond on his behalf.

I see from your correspondence, you shared your concerns with the Public Service Commission. That was the appropriate thing to do. As you may know, the Public Service Commission (PSC) is an arm of the legislative branch of government and therefore, not under the administrative authority of the Governor's office.

If you have questions and want to contact the Public Service Commission directly, please call the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552.

Thank you again for contacting the Governor's office. For information about the Governor's initiatives, please visit our website at www.flgov.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Warren Davis".

Warren Davis
Office of Citizen Services

WD/cas

cc/enc: Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Director, Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Dear Sir,

I am writing to express my objection to any rate increase for Utilities Inc. in Pasco County. This company services our community in Cross Creek at Summertree in New Port Richey.

My objection is based on the quality of service and of the water we receive. First, they have failed the water standard tests for the past six quarters. The water pressure is not consistently good, and the smell and taste of the water is offensive. In addition, they waste a horrific amount of water each and every week by dumping water from the fire hydrants throughout this community of hundreds of homes. This goes on for hours and is unconscionable.

Please do not reward a company with rate increases when their product is inferior.

Thank you for your time,

Cheryl Bulecza-Banks

From: Cheryl Bulecza-Banks
Sent: Thursday, March 29, 2007 11:17 AM
To: 'pafol@earthlink.net'
Cc: 'mfriedman@rsbattorneys.com'; Marshall Willis; Kathy Kaproth; Christine Romig; Troy Rendell; Ralph Jaeger
Subject: Docket No. 060253-WS, Application for rate increase in Pasco/Pinellas County by Utilities Inc. of Florida

Dear Ms. Foley:

Thank you for your recent correspondence in which you expressed concerns regarding a rate increase requested by Utilities Inc. of Florida (Utilities Inc.) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

As you are aware, a customer meeting was held in New Port Richey on March 6, 2007. During the meeting, customers were given an opportunity to express their opinions and concerns regarding the rates and service of Utilities Inc. Customers provided verbal comments while others, like yourself, have submitted written comments. This input will be taken under advisement when staff formulates its recommendation on the proposed final rates.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various

state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Utilities Inc.'s rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Utilities Inc.'s case, the staff recommendation is scheduled to be submitted on April 12, 2007 and is scheduled to be heard by the Commissioners at the April 24, 2007 Agenda Conference. Once the Commissioners vote on the staff recommendation, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.
Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings, Surveillance, Finance and Tax

ORIGINAL

CCA Official Filing
3/15/2007 2:55 PM*****

2:55 PM*****

Timolyn Henry*****1

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, March 15, 2007 2:51 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: My contact

Please add to the docket file.

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

From: Webmaster
Sent: Thursday, March 15, 2007 11:25 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, March 15, 2007 11:24 AM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Patricia Foley
Company: n/a
Primary Phone:
Secondary Phone:
Email: pafol@earthlink.net

Response requested? No
CC Sent? No

Comments:

Re: Application of Utilities, Inc. of FL for rate increases in Pasco Cnty. Docket # 060253-WS. The reasons for requesting a much smaller increase are many, most important are: 1) Seniors' cost of living increases are NEVER as large as requested by Utilities, Inc. Our increases will leave us behind for a number of years. It will add to the reasons some people move from Florida. 2) The water is terrible! Besides the awful odor, there is a white sediment that appears in our ice, on the sink surfaces, on the heating elements of dishwashers and electric pots, etc. There is also a black substance that builds up in the sink drains. To make the water drinkable, we already have additional charges for bottled water, reverse osmosis or water softeners. 3) Why should the customer pay for water improvement? Privately owned businesses (where we have choices of companies) must pay for their improvements so as to bring in new business and keep their current customers. Please consider this rate increase very carefully and then turn it down.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____