

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE J. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED-FPSC
11 FEB 18 AM 8:11

Public Service Commission

COMMISSION
CLERK
060246-WS

February 17, 2011

Mr. Jerry Kane
Nalcrest Foundation, Inc.
P.O. Box 6359
Nalcrest, FL 33856

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 09098-07
DISTRIBUTION: _____

Re: Complaint No. 0992753W

Dear Mr. Kane:

Thank you for your letter in which you expressed your concerns about the location of Gold Coast Utility Corp.'s (GCUC or Utility) master meter for the Nalcrest subdivision. It appears that the master meter has been placed on or very near the property line of the Nalcrest subdivision, and in accordance with Rule 25-30.230(1), Florida Administrative Code (F.A.C.), staff believes that the master meter is situated in the correct location. Rules 25-30.210(7) and 25-30.225(5), F.A.C., acknowledge that the utility's responsibility ends at the meter, recognizing that all of the lines behind the meter serve only one customer, which in this case is the Nalcrest subdivision. Otherwise, the costs of maintaining the lines in the Nalcrest subdivision would be improperly spread over all of GCUC's customers.

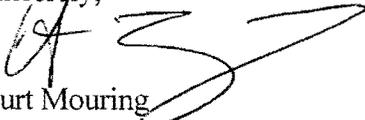
Staff has received conflicting information about whether a meeting had taken place in which information about the responsibility of maintaining the lines within the Nalcrest subdivision was discussed. However, Order No. PSC-07-0609-PAA-WS, issued July 30, 2007, in Docket No. 060246-WS, established rates for an 8" meter to serve the Nalcrest subdivision (see page 24 of the Order). With the addition of this meter, as stated above, the Utility's responsibility ends at the meter. As such, the responsibility of maintaining the distribution lines behind the meter are borne by the customer. If you wish to use the existing meters put in place by the prior owner of the Utility, you may contact the Utility and try to reach an agreement.

In your letter, you also stated that you would like to request a hearing in order to resolve your issues with respect to this matter. The proposed agency action Order No. PSC-07-0609-PAA-WS, approving an increase in water and wastewater rates in Polk County by GCUC, was issued on July 30, 2007. Thereafter, any person whose substantial interests were affected by this Order could have filed a petition for a formal proceeding within twenty days of the issuance of this Order. No such objection was filed and this Order became final on August 20, 2007. Thus, the time period allotted for substantially affected individuals to request a formal administrative hearing has passed.

Jerry Kane
Page 2
February 17, 2011

If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at cmouring@psc.state.fl.us.

Sincerely,



Curt Mouring
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher)
Office of the General Counsel (Klancke)
Office of Commission Clerk
Division of Service, Safety & Consumer Assistance (Hicks)

To: Commissioners
State of Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED-FPSC
08 JUL 21 AM 8:59

REGISTRATION CENTER
08 JUL 21 AM 7:42

COMMISSION
CLERK

Dear Commissioners,

Attached please find a petition from residents of Walden Shores, a 55+ retirement community in Lake Wales, Florida. This petition is presented to the Commission to voice our concerns and dismay at the recent decision by the Florida Utility Commission to allow Gold Coast Utilities to raise their water and sewer rates by nearly 300%.

You will find that many of the petitioners have enclosed copies of their water and sewer bills to demonstrate how the increase has affected them. Using my own case, for example, I received a bill from Gold Coast Utilities for \$49.58 for 23,390 gallons of water (mostly irrigation). After the increase I received a bill for \$50.21 for 1670 gallons of water. Under the new rules and rates, if you leave for the summer and do not use any water or sewer at all, your bill will be approximately \$40.00.

Most people in this community are retired. Most people in this community are on a fixed income. Most people have made the choice to stop watering their lawns, washing their cars, and to stop other non-essential uses of water to try and keep the costs down. These are the people who can least afford to absorb a rate increase like this.

We feel that an increase is necessary from time to time. However we cannot understand why this utility should be allowed such an extravagant increase when our service has not been improved in any way.

We are not the only community affected by this rate increase. The villages of Walden Shores, Nalcrest, Lake Shore, Grenada, and Village Green make up the entire total of this utilities area of service. Each and every one of these villages are 55+ communities just like ours with an overwhelming number of retired and fixed income residents.

We ask that this issue be revisited by the Commission. We seek relief from this incredible and unwarranted rate increase.

Thank you very much,



David J. Fehser,
President, Walden Shores Homeowner's Association
10705 Lowell Drive
Lake Wales, FL 33898
Phone: (863) 696-0490

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 09098-07
DISTRIBUTION: *ECR/ACL*

Cc: Office of the Governor, State of Florida
Office of the Attorney General, State of Florida

Contact and Submission Information

FIRST NAME: WAYNE

LAST NAME: ALLS

STREET ADDRESS: 2214 WALDEN AVE DR

CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898

TELEPHONE NUMBER: (813) 696 7819 EMAIL ADDRESS: _____

YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 161

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

SENIOR CITIZENS DO NOT NEED ADDITIONAL
COST, WHEN ON FIXED INCOME.
FLORIDA SHOULD TRY TO GET SENIOR
CITIZENS TO COME TO FLORIDA, NOT
MAKE IT DIFFICULT TO JUSTIFY
COMING HERE.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Wayne Alls

DATE: 1-15-07

Contact and Submission Information

FIRST NAME: PAUL N - BARBARAL.
LAST NAME: ADDRESS
STREET ADDRESS: 2404 HOLMES DRIVE
CITY: LAKE WALES STATE: FLA. FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-1563 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 170

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

Our water bill when we moved in a couple of years ago was about \$27.00 per month. We could afford this. Then it went up triple and this we can't afford. Have to shut our special water off. Using less water in the house. This bill each month is really putting us in the hole and we really can't understand your bills going up 300% which is unacceptable and outrageous.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Barbara L and Paul N. Address

DATE: 1-28-08

GOLD COAST UTILITY CORP. LAKELAND FL 338
 P.O. BOX 9076
 LAKESHORE, FL 33854

31 JUL 2007 PM 2 L

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	174910	170930	3,980	7.82
Sewage				18.32
Sales Tax				0.78

6896
 \$26.92
 8-5-07

ACCOUNT 170 7/31/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
7	31	1	26.92

35+6641



GOLD COAST UTILITY CORP. LAKELAND FL 338
 P.O. BOX 9076
 LAKESHORE, FL 33854

28 AUG 2007 PM 1 T

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	194970	174910	20,060	24.69
Sewage				18.32
Sales Tax				2.47

ck 6952
 8-25-07
 \$45.48

ACCOUNT 170 8/28/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
8	28	1	45.48

35+6641



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	222730	216870	5,860	30.25
Sewage				44.93
Sales Tax				3.03

13. -
2.87 Per [unclear]
cb # 7086
\$78.21
11-6-07

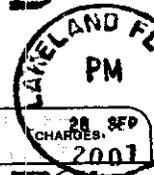
ACCOUNT 170 10/31/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
10	31		1	78.21



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854

696-0504
863-



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	216870	194970	21,900	26.75
Sewage				18.32
Late Charge				5.00
Sales Tax				2.68
Past Due				45.48

10-2-07
cb # 7015
52.75

ACCOUNT 170 9/27/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
9	27		1	98.23



LEE BELKNAP
 2323 THOREAU DR
 LAKE WALES FL 33898

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	991130	984750	6,380	9.87
Sewage				18.32
Sales Tax				0.94

*Pd. 10/5/07
 ck # 1102*

ACCOUNT 78 9/27/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
9	27		1	28.63



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	998770	991130	7,640	35.25
Sewage				51.32
Sales Tax				3.53

*Pd 11/8/07
 ck # 1118*

ACCOUNT 78 10/31/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
10	31		1	90.10



Contact and Submission Information

FIRST NAME: LARRY E. BEVINGTON
LAST NAME: BEVINGTON
STREET ADDRESS: 10708 Lowell Dr
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-3161 EMAIL ADDRESS: Ebevington@hotmail.com
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 137

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

Increase percentage too great for a one-time increase
Also this money is being used for Capital Expense
improvements.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE: Larry E Bevington

DATE: 1-15-08

Contact and Submission Information

FIRST NAME: Barbara
LAST NAME: Braun
STREET ADDRESS: 2413 Alcott Dr.
CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863)696-3457 EMAIL ADDRESS: Braun.Yee@AUG.com
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 174

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

Bill has double -

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE Barbara Braun

DATE: 1/13/08

OAST UTILITY CORP.
 BOX 9076
 SHORE, FL 33854

31 DEC 2007 PM. 1 T

COPIES
NO. 1

METER READING		USED	CHARGES
PRESENT	PREVIOUS		
286030	277670	8,360	37.27
			53.90
			5.00
			3.73

GOLD COAST UTILITY CORP.		DUE DATE
CUSTOMER ROUTE	ACCOUNT	1715/08
1	174	
NET AMOUNT TO BE PAID		
99.90		

MAIL THIS STUB WITH YOUR PAYMENT

ACCOUNT 174 12/29/07

BARBARA BRAUN
 2413 ALCOTT DR.
 LAKE WALES FL 33898

READ DAY	CLASS	NET AMOUNT TO BE PAID
28	1	99.90



D COAST UTILITY CORP.
 BOX 9076
 SHORE, FL 33854



METER READING		USED	CHARGES
PRESENT	PREVIOUS		
273400	269960	3,440	23.45
			36.24
			5.00
			2.35

GOLD COAST UTILITY CORP.		DUE DATE
CUSTOMER ROUTE	ACCOUNT	11/15/07
1	174	
NET AMOUNT TO BE PAID		
67.04		

MAIL THIS STUB WITH YOUR PAYMENT

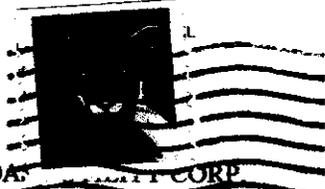
ACCOUNT 174 10/31/07

BARBARA BRAUN
 2413 ALCOTT DR.
 LAKE WALES FL 33898

METER READ DAY	CLASS	NET AMOUNT TO BE PAID
31	1	67.04



LD COAST UTILITY CORP.
 BOX 9076
 SHORE, FL 33854



METER READING		USED	CHARGES
PRESENT	PREVIOUS		
269960	264960	5,000	17.82
			18.32
			5.00
			0.78
			40.03

GOLD COAST UTILITY CORP.		DUE DATE
CUSTOMER ROUTE	ACCOUNT	10/15/07
1	174	
NET AMOUNT TO BE PAID		
71.95		

MAIL THIS STUB WITH YOUR PAYMENT

3192

Contact and Submission Information

FIRST NAME: EDWARD ~~BURKE~~

LAST NAME: BURKE

STREET ADDRESS: 2503 ALCOTT DR.

CITY: LAKE WALS STATE: FL FLORIDA ZIP CODE: 33898

TELEPHONE NUMBER: (863) 696-2353 EMAIL ADDRESS: edster277@msn.com

YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 14

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

we believe the rate increase for us, on fixed incomes,
to about 300% increase in our water bill is
exorbitant. Can something be done to decrease this
rate raise to alleviate the strain on our budgets?

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE: Edward Burke

DATE: 1-14-08

Contact and Submission Information

FIRST NAME: James & Justine
LAST NAME: Carlisle
STREET ADDRESS: 2505 Alcott Drive
CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (813) 369-3787 EMAIL ADDRESS: N/A
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 140

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

We are concerned about the change in our water/sewage bill beginning in Oct 2007. In addition to being charged more than 100% than we had been in the past we were also assessed as having used 4,210 gallons of water, an amount considerably higher than the average use we experienced of 3,411 per month for the period Nov '06 - Nov '07. The explanation offered by the representative of the utility company that we may have had a leak or that we need to conserve water defies logic. Unless the leak repaired itself or a conservation effort was initiated without our knowledge the

over

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: [Signature]

DATE: 01/15/08

Can't find page 1.

only coherent explanation is that the utility company erred in the manner used to assess our water/sewage use. Although the only reasonable explanation, this has been bluntly denied by the representative of the utility company, without any explanation - reasonable or otherwise.

IT is requested that the utility company clearly and coherently explain how its RATES increased more than 100%. IT is also requested how water usage for a single month could increase dramatically for a single month and then return to the amount previously used.

Contact and Submission Information

FIRST NAME: William
LAST NAME: CONNOLLY
STREET ADDRESS: 2205 WALDEN POND DR
CITY: LAKE WALES STATE: FLA FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (201) 960-4077 EMAIL ADDRESS: w.connolly@yahoo.com
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: # 144

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

Enclosed please find copies of billing prior to
rate increase and the most recent bill —

Usage of 2230 Gallons \$ 26.92

Usage of 1280 Gallons 47.61

How is it possible to explain a usage of 55%
less usage — results in an increase of almost
90% increase in cost — and the resulting effect
it has on older citizens with fixed incomes — is
this justifiable?

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SIGNATURE: William A. Connolly

DATE: 2-20-08

GOLD COAST UTILITY CORP. LAKELAND FL 338
 P.O. BOX 9076
 LAKESHORE, FL 33854

01 MAY 2007 PM 1 T



GOLD COAST UTILITY CORP.

	42780	40550	2,230	
Water				7.82
Sewage				18.32
Sales Tax				0.78

1 144 5/15/07

26.92

ACCOUNT 144 4/30/07

WILLIAM CONNOLLY
 190 WYCKOFF AVE.
 RAMSEY NJ 07446

4	30	1	26.92
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6+2283



GOLD COAST UTILITY CORP. LAKELAND FL 338
 P.O. BOX 9076
 LAKESHORE, FL 33854

31 JAN 2008 PM 2 T

SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	47590	46310	1,280	17.38
Sewage				28.49
Sales Tax				1.74

ACCOUNT 144 1/31/08

1	31	1	47.61
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6+2284



Contact and Submission Information

FIRST NAME: Royal
LAST NAME: Cox
STREET ADDRESS: 3042 Walden Shore
CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863)696-4352 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 127

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

increased is to much.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Royal Cox

DATE: 1-14-08

Contact and Submission Information

FIRST NAME: William H. + CATHERINE C.

LAST NAME: COX

STREET ADDRESS: 2325 THOREAU DRIVE

CITY: LAKE WALES STATE: FL. FLORIDA ZIP CODE: 33898

TELEPHONE NUMBER: (863) 696-4836 EMAIL ADDRESS: _____

YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 123

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

EXCESSIVE increase in rate for water + sewage

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: William H. Cox Catherine C. Cox

DATE: January 14, 2008

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1020300	1015390	4,910	27.58
Sewage				41.52
Sales Tax				2.76

CUSTOMER		DUE DATE
ROUTE 1	ACCOUNT 123	11/15/07
NET AMOUNT TO BE PAID		
71.86		

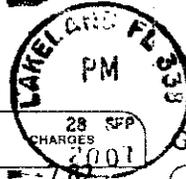
ACCOUNT 123 10/31/07

WILLIAM COX
 2325 THOREAU DR.
 LAKE WALES FL 33898

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
10	31		1	71.86



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1015390	1011160	4,230	18.32
Sewage				0.78
Sales Tax				0.78

CUSTOMER		DUE DATE
ROUTE 1	ACCOUNT 123	10/15/07
NET AMOUNT TO BE PAID		
26.92		

ACCOUNT 123 9/27/07

WILLIAM COX
 2325 THOREAU DR.
 LAKE WALES FL 33898

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
9	27		1	26.92



Contact and Submission Information

FIRST NAME: RALPH
LAST NAME: CRAFT
STREET ADDRESS: 2207 THOREAU DRIVE
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-7120 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 65

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

*How do you justify increasing your
rates by about 50%?*

Have you given your employees a raise?

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Lois Craft (POA)

DATE: 1/14/08

Contact and Submission Information

FIRST NAME: BECKY
LAST NAME: CURRAN
STREET ADDRESS: 2208 THOREAU DR.
CITY: LAKE WALES STATE: FL. FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: () _____ EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: _____

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

For those of us who are on fixed incomes, this water raise is unacceptable. Some increase is expected but most of us saw almost a double bill, compared to our past bills. Do we give up food, medicines or other necessities to pay our sewer and water bills ???

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Becky Curran

DATE: Jan. 14, 2008

Contact and Submission Information

FIRST NAME: FRED & DIANE
LAST NAME: DECKER
STREET ADDRESS: 3018 WALDEN SHORES BLVD.
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-0294 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 128

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

Excessive Rate Charges! Our bills have increased over 3 times what they used to be. We are on fixed incomes and cannot afford these outrageous charges. Attached are 2 bills before increase & 2 bills after increase.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: Diane Decker - Fred Decker

DATE: 1-14-08

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854

LAKELAND FL 33854 GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



28 AUG 2007 PM 2:1

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1863200	1835040	28,160	33.76
Sewage				18.32
Sales Tax				3.38

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1898220	1885020	13,200	50.87
Sewage				59.79
Sales Tax				5.09

*Pa. 215.33
 8-31-07
 55.46*

*Pa. 11-7-07
 115.75
 2207*

ACCOUNT 128 8/28/07

ACCOUNT 128 10/31/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
8	28		1	55.46

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
10	31		1	115.75

5+7633



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



GOLD COAST UTILITY CORP. LAKELAND FL 33854
 P.O. BOX 9076
 LAKESHORE, FL 33854

30 NOV 2007 PM 1:1

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1885020	1863200	21,820	26.06
Sewage				18.32
Sales Tax				2.67

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1915110	1898220	16,890	61.24
Sewage				59.79
Sales Tax				6.12

*Pa. 10-4-07
 47.65
 2180*

*Pa. 127.15
 12-10-07
 2226*

ACCOUNT 128 9/27/07

ACCOUNT 128 11/30/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
9	27		1	47.65

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
11	30		1	127.15

5+7633



Contact and Submission Information

FIRST NAME: Bill
LAST NAME: Depp
STREET ADDRESS: 2502 Holmes Drive
CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (615)516-9707 EMAIL ADDRESS: b.depp@gmail.com
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 145

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

The increase is extreme! Ours tripled
for 300 more gallons. We are on a fixed
income and this is unreasonable —
for everyone!
We have no additional service yet the
charge tripled. Please reconsider.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE: William P. Depp

DATE: 1-17-08

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	761270	751650	9,620	40.81
Sewage				58.43
Sales Tax				4.08

CUSTOMER		DUE DATE
ROUTE 1	ACCOUNT 145	11/15/07
NET AMOUNT TO BE PAID		
103.32		

MAIL THIS STUB WITH YOUR PAYMENT

pd 11/9/07 #2307

ACCOUNT 145 10/31/07

WILLIAM DEPP
 1512 BRENTWOOD PT
 FRANKLIN TN 37067

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
10	31	1	103.32



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER HEADING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	751650	742350	9,300	12.64
Sewage				18.32
Sales Tax				1.26

CUSTOMER		DUE DATE
ROUTE 1	ACCOUNT 145	10/15/07
NET AMOUNT TO BE PAID		
32.22		

MAIL THIS STUB WITH YOUR PAYMENT

pd 10/15/07 #2299

ACCOUNT 145 9/27/07

WILLIAM DEPP
 1512 BRENTWOOD PT
 FRANKLIN TN 37067

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
9	27	1	32.22



Contact and Submission Information

FIRST NAME: GARY R.
LAST NAME: DIEHR
STREET ADDRESS: 2707 HOLMES DR.
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696 3896 EMAIL ADDRESS: OLDMAN579@VERIZON.NET
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 178

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

THE RECENT RATE INCREASE IS "OBSCENE"
COMPARE LAST YEARS BILL OF MAY 30TH 2007
USING 5,930 UNITS FOR \$28.07 WITH THE CURRENT
DEC. 31ST, 2007 BILL USING 13,704 UNITS FOR \$48.20.
WITH YOUR NEW RATES I USED 1/4 THE AMOUNT
OF WATER ~~AND~~ PAID ABOUT 75% MORE.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO THAT'S NEXT !!

SINGATURE: Gary R Diehr

DATE: 1/16/2008

GOLD COAST UTILITY CORP. LAKELAND FL 338
 P.O. BOX 9076
 LAKESHORE, FL 33854

30 MAY 2007 PM 2 T

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	112550	106620	5,930	8.86
Sewage				18.32
Sales Tax				0.89
Credit				(117.62)

USED
5930 UNITS
28.07

ACCOUNT 178 5/30/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
5	30		1	(89.55)

2+2505



↑
 MAY 30TH BILL 2007
 5930 UNITS
\$ 28.07 COST

DEC 31, 2007

1370 UNITS

\$ 48.20 COST

4 TIMES THE UNITS
 FOR \$2000 LESS COST

GOLD COAST UTILITY CORP. LAKELAND FL 338
 P.O. BOX 9076
 LAKESHORE, FL 33854

31 DEC 2007 PM 1 L

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	118460	117090	1,370	17.63
Sewage				28.81
Sales Tax				1.76

pd
 CHECK # 4056
 1/3/08
USED
1370 UNITS
\$ 48.20

ACCOUNT 178 12/29/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
12	28		1	48.20



GOLD COAST UTILITY CORP. LAKELAND FL 338
 P.O. BOX 9076
 LAKESHORE, FL 33854

28 AUG 2007 PM 2 T

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	112560	112550	10	7.82
Sewage				18.32
Sales Tax				0.78
Credit				(35.71)

CHANGE ADDRESS

BASIC BILL ON VACATION
 UNITS
10 USED
\$ 26.92

ACCOUNT 178 8/28/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
8	28		1	(8.79)

2+2505



Contact and Submission Information

FIRST NAME: MARIO

LAST NAME: DUCAFO

STREET ADDRESS: 2310 Holmes Drive

CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898

TELEPHONE NUMBER: (863) 696 4803 EMAIL ADDRESS: _____

PLEASE ENTER INFORMATION ABOUT THE ADDRESS SERVICED SAME AS ABOVE

PLEASE ENTER SERVICE ACCOUNT NAME: _____

SERVICE ACCOUNT NUMBER: _____

STREET ADDRESS WHERE SERVICE IS PROVIDED: _____

CITY: _____ STATE: _____ FLORIDA ZIP CODE: _____

COMPLAINT DETAILS

This increase is unreasonable and is causing a hardship to many residents.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: *Mario D. D. D.*

Contact and Submission Information

FIRST NAME: DIANE DUFOR

LAST NAME: DUFOR

STREET ADDRESS: 2207 WALDEN POND DR.

CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898

TELEPHONE NUMBER: (813) 696-1979 EMAIL ADDRESS: _____

PLEASE ENTER INFORMATION ABOUT THE ADDRESS SERVICED SAME AS ABOVE

PLEASE ENTER SERVICE ACCOUNT NAME: _____

SERVICE ACCOUNT NUMBER: _____

STREET ADDRESS WHERE SERVICE IS PROVIDED: _____

CITY: _____ STATE: _____ FLORIDA ZIP CODE: _____

COMPLAINT DETAILS

I UNDERSTAND things go up, but triple. In our community we are all on a fixed income. I think the sewerage is high. No one can afford to water grass.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: Diane E. Dufour

Contact and Submission Information

FIRST NAME: DAVID
LAST NAME: FEHSER
STREET ADDRESS: 10705 Lowell Drive
CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (813) 696-0490 EMAIL ADDRESS: fdjames@verizon.net
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: _____

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

It seems a bit extreme to allow water use rates to increase by 300%. It seems severe that a company that has only returned clients be allowed to raise their rates by 300%. If I go back with and not use any water for a month, my water bill will be twice what it was before the increase - this is unacceptable.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: David J. Fehser

DATE: 1/14/08

Note the Water Usage

UTILITY CORP. LAKELAND FL 338

L 33854

01 MAY 2007 PM 2 T

METER READING		USED	CHARGES
PREVIOUS	CURRENT		
40	459850	23,390	28.42
			18.32
			2.84



CUSTOMER ROUTE	ACCOUNT	DUE DATE
1	164	5/15/07
NET AMOUNT TO BE PAID		
49.58		

MAIL THIS STUB WITH YOUR PAYMENT

Pd PC 5/3/07

DAVID FEHSER
10705 LOWELL DR
LAKE WALES FL 33898

ACCOUNT 164 4/30/07

NET AMOUNT TO BE PAID
49.58

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	524530	507810	19,720	24.31
Sewage				18.32
Sales Tax				2.43
Credit				(1.00)

CUSTOMER ROUTE		ACCOUNT	DUE DATE
1		164	7/15/07
NET AMOUNT TO BE PAID			
44.06			

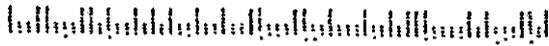
MAIL THIS STUB WITH YOUR PAYMENT

Pd PC 6/29/07

ACCOUNT 164 6/28/07

DAVID FEHSER
10705 LOWELL DR
LAKE WALES FL 33898

METER READ MONTH	DAY	CLASS	NET AMOUNT TO BE PAID
6	28	1	44.06



UTILITY CORP.

L 33854

METER READING		USED	CHARGES
PREVIOUS	CURRENT		
5	599100	1,700	18.56
			29.99
			1.86

CUSTOMER ROUTE		ACCOUNT	DUE DATE
1		164	3/15/08
NET AMOUNT TO BE PAID			
50.41			

MAIL THIS STUB WITH YOUR PAYMENT

Pd PC 3/1/08

ACCOUNT 164 2/28/08

DAVID FEHSER
10705 LOWELL DR
LAKE WALES FL 33898

NET AMOUNT TO BE PAID
50.41

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	599100	597430	1,670	18.47
Sewage				29.89
Sales Tax				1.85

CUSTOMER ROUTE		ACCOUNT	DUE DATE
1		164	2/15/08
NET AMOUNT TO BE PAID			
50.21			

MAIL THIS STUB WITH YOUR PAYMENT

Pd PC 2/2/08

ACCOUNT 164 1/31/08

DAVID FEHSER
10705 LOWELL DR
LAKE WALES FL 33898

METER READ MONTH	DAY	CLASS	NET AMOUNT TO BE PAID
1	31	1	50.21



0017



Contact and Submission Information



Barbara Forte
2405 Alcott Dr.
Lake Wales, FL 33898

FIRST NAME: _____

LAST NAME: _____

STREET ADDRESS: _____

CITY: _____ STATE: _____ FLORIDA ZIP CODE: _____

TELEPHONE NUMBER: (863) 696-4716 EMAIL ADDRESS: none

YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 84

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

upon buying at Walden Shores 8 months ago
my water bill was about \$26.00 monthly
now gone up to almost \$60.00 monthly
In new Jersey I owned a 2 story condo
townhouse and only paid \$90.00 every
3 months

People living on pensions, really can't
afford a high water bill, like this
every month. "Thanks"

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Barbara Forte

DATE: March 15, 2008

Contact and Submission Information

FIRST NAME: Elouise
LAST NAME: GARDNER
STREET ADDRESS: 3030 Walden Shores Blvd.
CITY: Lake Wales, (063) STATE: Fla. FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (696) 2519 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 129

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

Our rates have tripled since Dec. 2007.
This excessive rate increase has
created a hardship on me as I am a
senior on a fixed income. This
is outrageous!

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE: Elouise Gardner

DATE: 1-18-08

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	2754030	2703720	50,310	155.15
Sewage				59.79
Sales Tax				15.52

Keep

ACCOUNT 129 10/31/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
10	31	1	230.46



GOLD COAST UTILITY CORP. LAKELAND FL 33888
 P.O. BOX 9076
 LAKESHORE, FL 33854
 31 DEC 2007 PM 2 L

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	2793980	2776700	17,280	62.34
Sewage				59.79
Sales Tax				6.23

GOLD COAST UTILITY CORP. LAKELAND FL 33888
 P.O. BOX 9076
 LAKESHORE, FL 33854

30 NOV 2007 PM 1 L

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	2776700	2754030	22,670	77.48
Sewage				59.79
Sales Tax				7.75

ACCOUNT 129 12/29/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
12	28	1	128.36

447633



ACCOUNT 129 11/30/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
11	30	1	145.02

447633



Contact and Submission Information

FIRST NAME: Floyd

LAST NAME: Glass

STREET ADDRESS: 10701 Lowell DR

CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898

TELEPHONE NUMBER: (863) 696-4496 EMAIL ADDRESS: FRAN Glass@krizon.net

YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: #130

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

CK # 2456
6410

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

It is a too high of a raise for any company to have. In fact thought Peace River Electric was high, but when water bill is higher than electric, that is bad, a lot of people are living on fixed income, and cannot afford to use much water.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Floyd Glass

DATE: Jan. 23, 2008

2460
 FLOYD GLASS
 FRANCES GLASS
 10701 LOWELL DR. LOT 118
 LAKE WALES, FL 33899-4638

Date 11-12-07

Pay to the order of Gold Coast Utility \$ 119.03

One hundred and nineteen 03/100 Dollars

Bank of America

ACH NWT 080100077
 Memo #130

Frances Glass

Ref. No.: Amount: 119.03

2460
 FLOYD GLASS
 FRANCES GLASS
 10701 LOWELL DR. LOT 118
 LAKE WALES, FL 33899-4638

Date 8/21/07

Pay to the order of Gold Coast Utility \$ 37.75

Thirty seven 75/100 Dollars

Bank of America #130

ACH NWT 080100077
 Memo 75. Late fee?

Frances Glass

Ref. No.: Amount: 37.75

out of town 12/201-01-03-08

2460
 FLOYD GLASS
 FRANCES GLASS
 10701 LOWELL DR. LOT 118
 LAKE WALES, FL 33899-4638

Date JAN 10, 2008

Pay to the order of Gold Coast Utility Corp \$ 47.80

Forty seven 80/100 Dollars

Bank of America

ACH NWT 080100077
 Memo Real 12/28 #130

Frances Glass

Contact and Submission Information

FIRST NAME: Gary + Ellen
LAST NAME: Hurlbutt
STREET ADDRESS: 2315 Thoreau Drive
CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-2452 EMAIL ADDRESS: —
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 74

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

large increase in cost -
bill increased dramatically for months we were not
even here.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE: Ellen M Hurlbutt

DATE: 1/23/08

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1107450	1104110	3,340	7.82
Sewage				18.32
Sales Tax				0.78

GOLD COAST UTILITY CORP. LAKE LAND FL 338
 P.O. BOX 9076
 LAKESHORE, FL 33854

30 NOV 2007 PM 1 T

SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1134110	1123630	10,480	43.23
Sewage				59.79
Sales Tax				4.32

ACCOUNT 74 8/28/07

METER READ	MONTH	DAY	SLAB	NET AMOUNT TO BE PAID
8	28	1		26.92

pd 9/7/07 # 1417

ACCOUNT 74-- 11/30/07

METER READ	MONTH	DAY	SLAB	NET AMOUNT TO BE PAID
11	30	1		107.34

pd 12/10/07 # 1495

1+3670

*Gary L. Ellen Hurlbutt
 2315 Thoreau Drive
 Lake Wales, Florida 33898*

Contact and Submission Information

FIRST NAME: _____

LAST NAME: _____

STREET ADDRESS: _____

Mrs Rita S Hashman
3010 Walden Shores Blvd
Lake Wales FL 33898-7633

CITY: _____

STATE: _____

FLORIDA ZIP CODE: _____

TELEPHONE NUMBER: (863) 696-2119 EMAIL ADDRESS: _____

YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 133

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

The cost of our water is way to high - It is making me pay over the amount I can afford - please remind this extra amount -

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: _____

Mrs. Rita S. Hashman

DATE: _____

1-14-08

LD COAST UTILITY CORP.
 P.O. BOX 9076
 KESHORE, FL 33854

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1840850	1819570	21,280	73.58
Sewage				59.79
Sales Tax				7.36

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1853220	1840850	12,370	48.54
Sewage				59.79
Sales Tax				4.85

*Paid 12-03-07
 Ck # 2003*

*Paid 1-03-08
 Ck # 2042*

ACCOUNT 133 11/30/07

ACCOUNT 133 12/29/07

METER READ MONTH	DAY	CLASS	NET AMOUNT TO BE PAID
11	30	1	140.73

METER READ MONTH	DAY	CLASS	NET AMOUNT TO BE PAID
12	28	1	113.18



LD COAST UTILITY CORP.
 P.O. BOX 9076
 KESHORE, FL 33854

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



28 AUG 2007 PM 2 L

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1790620	1771230	28,390	31.23
Sewage				18.32
Sales Tax				3.40

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	1771230	1745330	25,900	31.23
Sewage				18.32
Sales Tax				3.12

*Paid 10-01-07
 Ck # 1821*

*Ck # 1772
 Paid 8/30/07*

ACCOUNT 133 9/27/07

ACCOUNT 133 8/28/07

METER READ MONTH	DAY	CLASS	NET AMOUNT TO BE PAID
9	27	1	55.74

METER READ MONTH	DAY	CLASS	NET AMOUNT TO BE PAID
8	28	1	52.07



Contact and Submission Information

FIRST NAME: Janet + Lester
LAST NAME: Hockenberry
STREET ADDRESS: 2206 Walden Pond Dr.
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-2637 EMAIL ADDRESS: Disney1320@AOL.com
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 116

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

My water + sewerage went up three hundred percent.
My bill went from \$37.00 to \$103.00. We are on a
fixed income. We now collect water when we
shower. We use the water to flush. We no longer
water our lawns. We use sanitizer instead of
washing our hands. We flush less often. I think
300% is too much.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Janet Hockenberry

DATE: 1/14/07

Hockewberry

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	496970	493670	3,300	7.82
Sewage				18.32
Sales Tax				0.78

2152 10/8

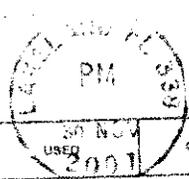
ACCOUNT 116 9/27/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
9	27	1	26.92



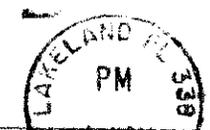
Hockenberry

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USE	CHARGES
	PRESENT	PREVIOUS		
Water	513590	509540	4050	25.16
Sewage				38.43
Sales Tax				2.52

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854



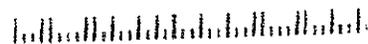
TYPE OF SERVICE	METER READING		USE	CHARGES
	PRESENT	PREVIOUS		
Water	509540	496970	12570	49.10
Sewage				59.79
Sales Tax				4.91

2164

ACCOUNT 116 11/30/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
11	30	1	66.11

8+6683 R017



960504
11/21

11/12
#2159
+ 5.00
ACCOUNT 116 10/31/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
10	31	1	113.80



Contact and Submission Information

FIRST NAME: DAVID L. & PATRICIA A
LAST NAME: HOUTS
STREET ADDRESS: 2808 HOLMES DR.
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-4141 EMAIL ADDRESS: YELLOWBULL@MSN.COM
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: #156

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

MY BILL BEFORE RATE INCREASE ^{SEPT. 07} FOR 14,810 GAL WAS \$39.01
MY BILL AFTER RATE INCREASE ^{DEC. 07} FOR 13,089 GAL. WAS \$115.37
THIS EQUALS A 320% INCREASE. YOU THE GOVERNMENT
NOR THE PRIVATE SECTOR IS ALLOWED THESE TYPES OF
INCREASES.
THIS IS A 55+ COMMUNITY WITH SOME WIDOWS ON A FIXED
S.S. INCOME.
HOW CAN YOU JUSTIFY THIS? PERHAPS THE NEWS MEDIA NEEDS
TO BE NOTIFIED!!!

David L. Houts

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SIGNATURE: *David L. Houts*

DATE: 1/15/08

Contact and Submission Information

FIRST NAME: Roger W.
LAST NAME: JOHNSON
STREET ADDRESS: 2605 ALCOTT DR.
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (813) 696-7407 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 171

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

This letter is to inform you of the excessive rate increase of water usage by Gold Coast Utility. On October of 2007 we were given a 100% increase. We are a senior community with fixed income and no company in this economy should be granted a 100% increase. My water usage ~~increased~~ for the months remained about the same yet the cost doubled from \$26.92 per month to \$54.00 plus. I believe Polk County commissioners made a big mistake by granting this increase.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Roger W. Johnson

DATE: JAN 15, 2008

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	78550	75900	2,650	21.23
Sewage				33.40
Sales Tax				2.12

ACCOUNT 171 10/31/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
10	31	1	56.75



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	80830	78550	2,280	20.19
Sewage				32.08
Sales Tax				2.02

ACCOUNT 171 11/30/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
11	30	1	54.29



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854

28 AUG 2007 PM 2



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	75900	74210	1,690	18.32
Sewage				18.32
Sales Tax				0.78

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	74210	72060	2,150	7.82
Sewage				18.32
Sales Tax				0.78

ACCOUNT 171 9/27/07

ACCOUNT 171 8/28/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
9	27	1	26.92

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
8	28	1	26.92



Contact and Submission Information

FIRST NAME: DENIS
LAST NAME: LADDUSIRE
STREET ADDRESS: 2328 THOREAU
CITY: Lake Wales STATE: FL. FLORIDA ZIP CODE: 33898-6681
TELEPHONE NUMBER: (715) 499-3177 EMAIL ADDRESS:
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 81

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

1-07- \$32.03 10-07 \$40.28
2-07 \$40.00 11-07 \$131.70
3-07 \$40.00 12-07 \$187.28
4-07 \$41.91 1-08- 40.11
5-07 \$40.54
6-07 \$38.75
7-07 \$37.42
8-07 \$38.45
9-07 \$37.19

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: Denis A Laddusire

DATE: 1-23-08

Contact and Submission Information

FIRST NAME: RICHARD J. LAMBASE
LAST NAME: LAMBASE
STREET ADDRESS: 2501 ACCOTT DR
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33858
TELEPHONE NUMBER: 889 964401 EMAIL ADDRESS: LAMBASE@AOL.COM
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: _____

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: Richard J. Lambase

DATE: _____

Contact and Submission Information

FIRST NAME: Philip + GAY
LAST NAME: LANDOU
STREET ADDRESS: 10209 Lowell Dr
CITY: LAKEWALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (813) 996-1235 EMAIL ADDRESS: LANDOUne@verizon.net
YOUR GOLD COAST UTILITY ACCOUNT NUMBER:

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

Bill Has Tripled. We were NOT even home
for the month of Oct I believe THAT THE
Bill for NOVEMBER WAS WAY OUT OF WACK.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE: Philip Gordon Gay Landou

DATE: 02-05-08

Contact and Submission Information

FIRST NAME: WAYNE
LAST NAME: LA VANCHY
STREET ADDRESS: 2327 THOREAU DRIVE
CITY: LAKE WALES STATE: FL. FLORIDA ZIP CODE: 33898-6682
TELEPHONE NUMBER: (636) 233-4458 EMAIL ADDRESS: NONE
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 79

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

THE INCREASED WATER AND SEWER RATES ARE MORE THAN THE FLORIDA PUBLIC SERVICE COMMISSION APPROVED. THE COMMISSION APPROVED A RATE FOR WATER OF 74.13% INCREASE. THAT INCREASE TIMES THE OLD RATE OF \$1.03 PER 1000 GALLONS, PLUS THE OLD RATE OF \$1.03 PER 1000 IS \$1.79 PER 1000 GALLONS NOT \$2.81 PER 1000 GALLONS. ALSO IN THE OLD BASE RATE \$7.12, THE FIRST 5000 GALLONS OF WATER WERE INCLUDED. THERE IS NO MENTION IF THE COMMISSION DROPPED THE FIRST 5000 GALLONS FROM THE ^{NEW} BASE RATE. IF THE FIRST 5000 GALLONS OF WATER WAS NOT DROPPED, THEN GOLD COAST UTILITY CORP. IS CHARGING ME TWICE AS MUCH (SEE OTHER SIDE)

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Wayne La Vanchy

DATE: Jan 14, 2008

CONTINUED FROM FRONT PAGE

for the first 5,000 gallons of water. In regards to the WASTE WATER RATES, Gold Coast Utility Corp. states on their LETTER HEAD, that the rates prior to filing were 0.00 per 1000 gallons with a 10,000 gallon cap. This is no doubt an error in printing. However, if it is correct, then \$3.59 per 1000 gallons is in error, as 1.8304 times 0.00 is still 0.00. If however, they deliberately left the rate of old service at zero. What was the old rate? And does that rate times 1.8304 equal \$3.59. Since they are overcharging me on the potable water, I strongly suspect they are overcharging me on the WASTEWATER RATES.

Thank you for your consideration in this matter, as almost everyone in this SENIOR CITIZEN PARK is on a fixed income and does not need to be cheated by Gold Coast Utility Corp. a privately held corporation.

Respectfully,
Wayne J. Salasch, AGE 70 yrs

Contact and Submission Information

FIRST NAME: Harlan & Coleen
LAST NAME: Moen
STREET ADDRESS: 2217 Walden Pond Dr
CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-2340 EMAIL ADDRESS: grandmacoleen@msn.com
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: _____

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

Too Expensive for what we use.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE: Harlan & Moen - Coleen A. Moen

DATE: 1-14-08

Contact and Submission Information

FIRST NAME: DOROTHY
LAST NAME: NELSON
STREET ADDRESS: 2216 WALDEN POND DR
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-1429 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: _____

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

I feel the amount you charging is
much to high for water and sewage.
most of the people who live here are
on a fixed income and retired.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE: Dorothy J. Nelson

DATE: 1-14-08

Contact and Submission Information

FIRST NAME: RONALD

LAST NAME: OLDSEN

STREET ADDRESS: 2211 THOREAU

CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898

TELEPHONE NUMBER: (863) 696-4374 EMAIL ADDRESS: rolsen@verizon.net

YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: _____

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

I PURCHASED THIS PROPERTY LESS THAN 1 YEAR
AGO AND YOUR WATER/SEWER INCREASE HAS NOW
MORE THAN DOUBLED MY UTILITY BUDGET. MY INCOME
HAS NOT CHANGED.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE: R. O. O. O.

DATE: 14 JAN. 08

Contact and Submission Information

FIRST NAME: Ruthann
LAST NAME: Oldsen
STREET ADDRESS: 2408 Alcott
CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: 863-6961849 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: _____

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

The rate could have been increased
gradually over a few years. We
are here 6 mos. & we do not
pay 1/2 this rate in Louisiana.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE: Ruthann Oldsen

DATE: 1/14/08

Contact and Submission Information

FIRST NAME: JAMES
LAST NAME: PACE
STREET ADDRESS: 2313 THOREAU DR.
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-1025 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 142

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

We are being charged more for our water & sewage by Gold Coast Utility Corp. than was approved by the Public Service Commission. I would appreciate it if this matter could be looked into. We are all senior citizens on a fixed income and this is a hardship to many of us. Also it is unlawful & borders on fraud!

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: James E. Pace

DATE: 1-14-08

Contact and Submission Information

FIRST NAME: Bill & JOAN
LAST NAME: POrch
STREET ADDRESS: 2319 THOREAU DR
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-1962 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 61

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

THE INCREASE IN THIS BILL IS UNFAIR.
EVERYTHING IS GOING UP BUT THIS IS MORE
THAN DOUBLE FOR THE SAME NUMBER OF
GALLONS. LIKE I WROTE IN AN EARLIER
LETTER I CANNOT AFFORD TO PAY THIS AND
EAT. LET ALONE BUY MEDICINE. I AM A
CANCER PATIENT SO MY BILLS ARE HIGH.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SINGATURE: Bill Porch

DATE: 1-14-08

Bill Porch
 2319 THOREAU DR
 LAKE WALES FL 33898

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	654440	650630	3,810	24.49
Sewage				37.57
Sales Tax				2.45

ACCOUNT 61 10/31/07

METER READ MONTH	METER READ DAY	METER READ CLASS	NET AMOUNT TO BE PAID
10	31	1	64.51



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	650630	647410	3,220	7.82
Sewage				18.32
Sales Tax				0.78

ACCOUNT 61 9/27/07

METER READ MONTH	METER READ DAY	METER READ CLASS	NET AMOUNT TO BE PAID
9	27	1	26.92



Contact and Submission Information

FIRST NAME: Julia

LAST NAME: Richards

STREET ADDRESS: 10702 Lowey DR.

CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898

TELEPHONE NUMBER: 863 696 1574 EMAIL ADDRESS: crackaway@baremc.net

PLEASE ENTER INFORMATION ABOUT THE ADDRESS SERVICED SAME AS ABOVE

PLEASE ENTER SERVICE ACCOUNT NAME: Ron Richards

SERVICE ACCOUNT NUMBER: _____

STREET ADDRESS WHERE SERVICE IS PROVIDED: 10702 Lowell DR.

CITY: L Wales STATE: FL FLORIDA ZIP CODE: 33598

COMPLAINT DETAILS

Unhappy about triple rate increase!

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Miss

Contact and Submission Information

FIRST NAME: VIOLET
LAST NAME: SHEPPARD
STREET ADDRESS: 2326 THOREAU DR
CITY: LAKE WALES STATE: FLA FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696 1090 EMAIL ADDRESS: -
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 80

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

- TOO LARGE OF AN INCREASE
- THIS AREA IS A PREDOMINANTLY AREA FOR SENIORS ON A FIXED INCOME.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: V. S. Sheppard

DATE: Feb / 08

Contact and Submission Information

FIRST NAME: JAMES
LAST NAME: SANNER
STREET ADDRESS: 2209 WALDEN POND DR.
CITY: LORAIN STATE: Oh. FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (813) 696-7098 EMAIL ADDRESS: JKS2209@yahoo.com
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 65

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

Rate increase is excessive and completely unnecessary to secure the profitability of the privately held company.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: James Sanner

DATE: 01/14/08

Contact and Submission Information

FIRST NAME: NANCY
LAST NAME: SPINDLER
STREET ADDRESS: 2504 HOLMES DR
CITY: LK WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: 863 696 4009 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: _____

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Nancy Spindler

DATE: 1/14/08

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854



Water	266710	262660	4,050	25.16
Sewage				38.43
Sales Tax				2.52

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854



Water	262660	258480	4,180	18.32
Sewage				0.78
Sales Tax				

ACCOUNT 157 10/31/07

10 31 1 66.11



ACCOUNT 157 9/27/07

9 27 1 26.92



Contact and Submission Information

FIRST NAME: John + Gail
LAST NAME: Stegman
STREET ADDRESS: 3034 Walden Shores Blvd.
CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (813) 696-0001 EMAIL ADDRESS:
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 131

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

The water company (Gold Coast) is charging us \$59.79 for sewage rate as a maximum charge. They are charging us sewage rate to water our lawns. The old rate was \$18.32. The rate now is outrageous. We are senior citizens and are on a fixed income.

Thank you, Gail Stegman & John H Stegman

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: Gail Stegman & John H Stegman
DATE: 1-14-08

GOLD COAST UTILITY CORP. LAKELAND FL 33854
 P.O. BOX 9076
 LAKESHORE, FL 33854

30 MAR 2007 PM 2

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	2408250	2376340	31,910	37.96
Sewage				18.32
Sales Tax				3.80

paid 6-3-07

ACCOUNT 131 5/30/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
5	30	1		60.08

58+7633



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	2435740	2408250	27,490	33.01
Sewage				18.32
Sales Tax				3.30

ACCOUNT 131 6/28/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
6	28	1		54.63



Gail E. Stegman
 3034 Walden Shores Blvd.
 Lake Wales, FL 33898-7633

GOLD COAST UTILITY CORP. LAKELAND FL 33854
 P.O. BOX 9076
 LAKESHORE, FL 33854

31 JUL 2007 PM 2 T

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	2469590	2435740	33,850	40.13
Sewage				18.32
Sales Tax				4.01

paid 7-1-07

ACCOUNT 131 7/31/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
7	31	1		62.46

58+7633



GOLD COAST UTILITY CORP. LAKELAND FL 33854
 P.O. BOX 9076
 LAKESHORE, FL 33854

28 AUG 2007 PM 2 T

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	2502450	2469590	32,860	39.02
Sewage				18.32
Sales Tax				3.90
Credit				(2.00)

9-1-07
paid 52.37 10-1-07

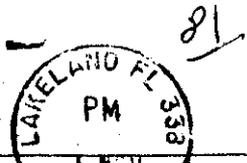
ACCOUNT 131 8/28/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
8	28	1		59.24

58+7633



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	2561090	2528100	32,990	106.48
Sewage				59.79
Sales Tax				10.65

ACCOUNT 131 10/31/07

METER READ		CLASS	NET AMOUNT TO BE PAID
MONTH	DAY		
10	31	1	176.92



GOLD COAST UTILITY CORP. LAKELAND FL 338
 P.O. BOX 9076
 LAKESHORE, FL 33854

30 NOV 2007 PM 1 L

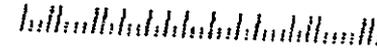
TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	2578540	2561090	17,450	62.81
Sewage				59.79
Sales Tax				6.28

11-30-07 128.88

ACCOUNT 131 11/30/07

METER READ		CLASS	NET AMOUNT TO BE PAID
MONTH	DAY		
11	30	1	128.88

447833



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854 LAKELAND FL 338

31 DEC 2007 PM 2 T

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	2590390	2578540	11,850	47.08
Sewage				59.79
Sales Tax				4.71

Paid 1-3-07

ACCOUNT 131 12/29/07

METER READ		CLASS	NET AMOUNT TO BE PAID
MONTH	DAY		
12	28	1	111.58

447833



Contact and Submission Information

FIRST NAME: HERBERT
LAST NAME: STELLEFSON
STREET ADDRESS: 2317 THOREAU DRIVE
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: 863 696-0487 EMAIL ADDRESS: N/A
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 122

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

Bills during our seasonal absence were always \$26.92 a month. Then November's bill was \$39.05. We were still up north quite an increase for not being here using facilities \$12.13 more a month to be exact. All in all in comparison with a year ago bills, each month are considerably higher.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: Herbert Stellefson
DATE: 2-13 08

Contact and Submission Information

FIRST NAME: RUDY
LAST NAME: TAMER
STREET ADDRESS: 3026 WALDEN SHORES BLVD.
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898-7633
TELEPHONE NUMBER: (863) 696-3801 EMAIL ADDRESS: Rantam@yahoo.com
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 152

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

Our Water & Sewer rates have tripled since the new rate. This water resource belong to all Floridians. Yet this is like paying another electric bill. This Utility Corp is charging us \$160.00 per month flat sewer charge whether we use any water or not. They now make money whether we use water or not. Our water bills now run from \$106. to \$143 per month. I don't see how senior housing can pay these high rates. This new owner of the Utility is trying to raise his profit so he can sell it again for a high profit. Copies of bills attached!

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: Rudy J Tamer
DATE: 9-14-08

Before Rate Increase!

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854

28 AUG 2007 PM 1 L

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	922940	906940	22,180	27.06
Sewage				18.32
Sales Tax				2.71

pd
9-4-07
ck# 1680

ACCOUNT 152 8/28/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
	28		48.09

38+7633

4+2330 R014

Before Rate Inc.

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854

31 JUL 2007 PM R 1 T

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	922940	906940	16,000	20.14
Sewage				18.32
Sales Tax				2.01

pd
8-3-07
ck# 1666

ACCOUNT 152 7/31/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
7	31	1	40.47

New Rate!!

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	990140	968470	21,670	74.67
Sewage				59.79
Sales Tax				7.47

pd
11-2-07
ck# 1714

ACCOUNT 152 10/31/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
10	31	1	141.93

4+2330 R014

Before Rate Inc.

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854

2000 less



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	968470	945120	23,350	28.37
Sewage				18.32
Sales Tax				2.84

pd
10-1-07
ck# 1697

ACCOUNT 152 9/27/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
9	27	1	49.53

4+2330 R014

Used less Water 3 times the Bill!!

Contact and Submission Information

FIRST NAME: JANICE

LAST NAME: TAYLOR

STREET ADDRESS: 2326 THOREAU DR.

CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898

TELEPHONE NUMBER: (863) 696-1090 EMAIL ADDRESS: _____

YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: _____

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

Water Bills were increased in a very high percent ratio!

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: Jamie B. Taylor

DATE: 1-14-08

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	181150	175210	5,940	18.32
Sewage				0.89
Sales Tax				0.89

*CK# 356
10/10/07*

ACCOUNT 141 9/27/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
9	27	1	28.08



GOLD COAST UTILITY CORP. LAKELAND FL 3368
 P.O. BOX 9076
 LAKESHORE, FL 33854

31 DEC 2007 PM 2 L

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	191270	189500	1,770	18.75
Sewage				30.24
Sales Tax				1.88

*CK# 375
11/13/08*

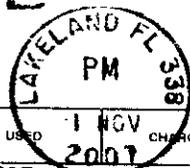
ACCOUNT 141 12/29/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
12	28	1	50.87

516.772



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	187630	181150	6,480	31.99
Sewage				47.15
Sales Tax				3.20

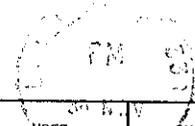
*CK# 365
11/12/2007*

ACCOUNT 141 10/31/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
10	31	1	82.34



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	189500	187630	1,870	19.03
Sewage				30.60
Sales Tax				1.90

*CK# 369
12/10/07*

ACCOUNT 141 11/30/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
11	30	1	51.53



Contact and Submission Information

FIRST NAME: C. THEISEN CHARLES
LAST NAME: THEISEN
STREET ADDRESS: 2208 WALDEN POND DR
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33895
TELEPHONE NUMBER: (863) 696-1611 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: _____

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

LOWER THE RATES - CAN'T AFFORD THE
PRESENT RATES

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Charles J Theisen

DATE: 1/14/06

Contact and Submission Information

FIRST NAME: Thomas + Linda
LAST NAME: Toombs
STREET ADDRESS: 2308 Holmes Dr.
CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-2788 EMAIL ADDRESS: TWToombs@Verizon.Net
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 167

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

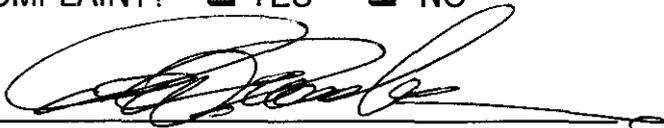
P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

sewage rate is based on total gallons used,
even though a significant portion is used for
irrigation + never enters sewage.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SIGNATURE: 

DATE: 1/14/08

Contact and Submission Information

FIRST NAME: BOBBY TRIVETT
LAST NAME: TRIVETT
STREET ADDRESS: 10707 LOWELL DR
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: 863 696 2012 EMAIL ADDRESS: rdact@aol.com
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 163

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

Our water & sewer charges have tripled and are too high. You have given no consideration to retired people on fixed incomes.

As an example - my meter was read on Aug 28 & we used 5290 gal which cost \$27.27. When it was read on Nov 30, we used 5190 gal & the cost was \$73.72. That is almost triple for 100 gal less usage.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Bobby J Trivett

DATE: 1/14/08

GOLD COAST UTILITY CORP. LAKELAND FL 338
 P.O. BOX 9076
 LAKESHORE, FL 33854

28 AUG 2007 PM 1 L

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	300820	295530	5,290	8.14
Sewage				18.32
Sales Tax				0.81

#4084
 9/12/04

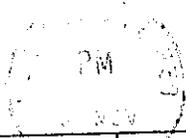
ACCOUNT 163 8/28/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
8	28		1	27.27

43231



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	313650	308460	5,190	28.36
Sewage				42.52
Sales Tax				2.84

#9209
 12/17/07

ACCOUNT 163 11/30/07

METER READ			CLASS	NET AMOUNT TO BE PAID
MONTH	DAY			
11	30		1	73.72



Contact and Submission Information

FIRST NAME: Mrs Russell Turner
LAST NAME: _____
STREET ADDRESS: 2306 Holmes Drive
CITY: Lake Wales STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-3994 EMAIL ADDRESS: _____
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 135

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

Single member household with weekly sprinkler
System 1 day - 10 minutes May '05 - Oct '05 \$20.39
Gold Coast Utility

<u>1-4-06</u>	<u>11-4-06</u>	<u>20.53</u>
<u>12-9</u>	<u>9-4-07</u>	<u>26.92</u>
<u>11-12-07</u>		<u>60.22</u>
<u>12-6-07</u>	<u>No sprinkler</u>	<u>58.09</u>
<u>1-3-08</u>	<u>11 1</u>	<u>42.40</u>

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Claribel Turner

DATE: 1-14-08

Contact and Submission Information

FIRST NAME: RALPH / JEAN
LAST NAME: WAGONER
STREET ADDRESS: 2409 ALCOTT DR.
CITY: LAKEWALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (863) 696-4747 EMAIL ADDRESS: JGWagoner@gmail.com
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 159

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:
Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DETAILS

USED LESS GALLONS : BILL ALMOST TRIPLED!

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY ABOUT THIS COMPLAINT? YES NO

SINGATURE: Jean Wagoner
DATE: 01 / 14 / 08

Contact and Submission Information

FIRST NAME: RALPH / JEAN
 LAST NAME: WAGONER
 STREET ADDRESS: 2409 ALCOTT DR.
 CITY: LAKEWALES STATE: FL FLORIDA ZIP CODE: 33898
 TELEPHONE NUMBER: (863) 696-4747 EMAIL ADDRESS: JGWagoner@gmail.com
 YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 159

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation
P.O. Box 9076
Lakeshore, FL 33854

COMPLAINT DET.

USEX LESS GALLONS GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854

696-0564

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854

696-0504



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	223870	219390	4,480	7.82
Sewage				18.32
Sales Tax				0.70

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	227930	223870	4,060	25.19
Sewage				38.47
Sales Tax				2.52

128 10/02/07

OK Sundrust 11/06/07

ACCOUNT 159 9/27/07

ACCOUNT 159 10/31/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
10	27	1	26.92

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
10	31	1	66.18

/ICE COMMIS

NO

SINGATURE: Jean Wagoner

DATE: 01 / 14 / 08

Contact and Submission Information

FIRST NAME: JOSEPH R. & PATRICIA L
LAST NAME: UBIL
STREET ADDRESS: 2811 ALCOTT DR
CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
TELEPHONE NUMBER: (813) 696 1746 EMAIL ADDRESS: PATTIJOE99@YAHOO.COM.
YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: 158

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation

P.O. Box 9076

Lakeshore, FL 33854

COMPLAINT DETAILS

MY BILL INCREASED OVER 300% SEPT-07 (SEE ATTACHED.)
MY INCOME INCREASED BY 2.3% ! I WORKED MANY
YEARS IN AEROSPACE AND WITH GOV. AGENCIES. AND
NO WAY COULD WE GET AN INCREASE OF THIS
MAGNITUDE IT IS OBSCENE ! HOW CAN YOU
JUSTIFY WHAT YOU APPROVED ?

AS I RECALL THE OLD OWNERS WERE DOING
OK. WE HAVE NOT NOTICED ANY IMPROVEMENTS
IN EQUIP. OR SERVICE TO WARRANT THIS INCREASE.

HAVE YOU CONTACTED THE PUBLIC SERVICE COMMISSION PREVIOUSLY
ABOUT THIS COMPLAINT? YES NO

SIGNATURE: Joseph R Ubil

DATE: 1-15-08

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESNT	PREVIOUS		
Water	432100	416900	15,200	19.24
Sewage				18.32
Sales Tax				1.92
Credit				(22.16)
TOTAL				39.48

GOLD COAST UTILITY CORP.

CUSTOMER ROUTE	1	158	DUE DATE	10/15/07
NET AMOUNT TO BE PAID		17.32		

MAIL THIS STUB WITH YOUR PAYMENT

863 686-0504
DAVE

ACCOUNT 158 9/27/07

JOE UBIL
 2811 ALCOTT DR
 LAKE WALES FL 33898

MONTH	DAY	YEAR	NET AMOUNT TO BE PAID
9	27	1	17.32



GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESNT	PREVIOUS		
Water	445560	432100	13,460	51.60
Sewage				59.79
Sales Tax				5.16
Credit				(5.52)
<i>37.00</i>				

GOLD COAST UTILITY CORP.

CUSTOMER ROUTE	1	158	DUE DATE	11/15/07
NET AMOUNT TO BE PAID		111.03		

MAIL THIS STUB WITH YOUR PAYMENT

ACCOUNT 158 10/31/07

JOE UBIL
 2811 ALCOTT DR
 LAKE WALES FL 33898

MONTH	DAY	YEAR	NET AMOUNT TO BE PAID
10	31	1	111.03



Contact and Submission Information

FIRST NAME: DONALD
 LAST NAME: ZIELINSKI
 STREET ADDRESS: 2412 ALCOTT DR
 CITY: LAKE WALES STATE: FL FLORIDA ZIP CODE: 33898
 TELEPHONE NUMBER: (863) 696-3160 EMAIL ADDRESS: DEZ44@NETZERO.NET
 YOUR GOLDCOAST UTILITY ACCOUNT NUMBER: _____

Utility Service Supplied To The Above Address: Yes No

Complaint is about the new water and sewage rates charged by:

Gold Coast Utility Corporation
 P.O. Box 9076
 Lakeshore, FL 33854

COMPLAINT DETAILS

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854

SOUTH BEND INLAND
 05 OCT 2007 2 21 PM

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	789320	787190	2,130	7.82
Sewage				18.32
Sales Tax				0.78
Credit				(59.24)

26.92
 TOTAL

ACCOUNT 86 9/27/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
9	27	1	(32.32)

GOLD COAST UTILITY CORP.
 P.O. BOX 9076
 LAKESHORE, FL 33854

LAKELAND FL 338
 PM
 1 NOV 2007

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	793860	789320	4,540	26.54
Sewage				40.19
Sales Tax				2.65
Credit				(32.32)

ACCOUNT 86 10/31/07

METER READ			NET AMOUNT TO BE PAID
MONTH	DAY	CLASS	
10	31	1	37.06

+ 32.32 CREDIT

\$69.38 TOTAL

SIGNATURE: Donald E. Zielinski

DATE: 1-14-08

The first bill I received after the price increase was \$69.(nearly triple) Since then I did not water my lawn or wash my truck. I urinated several times before flushing, usually when it started to stink. When cleaning my dentures I caught the water and saved it in a bucket. Also when running water to get it hot for the shower I saved it in the same bucket. When rinsing bottles and cans prior to putting them in the recycling bin I poured the water in the bucket. I then used that water to refill the toilet tank after flushing.

I have adjusted toilet valve floats to minimum level and have put a brick in the tank to further displace water. The shower head in my shower has a shutoff on it. I get wet, shut off the water, soap down and then turn it back on to rinse off.

After these "radical" practices my next bill was still \$49. I reduced my water usage from 4540 to 1510. This 66% reduction was rewarded with a 34% reduction in my bill. This does not give a person incentive to cut usage when the savings are not proportionate.

GOLD COAST UTILITY CORP.
P.O. BOX 9076
LAKESHORE, FL 33854



Donald E Zielinski
2412 Alcott Dr
Lake Wales FL 33898

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	793860	789320	4,540	26.54
Sewage				40.19
Sales Tax				2.65
Credit				(32.32)

863-696-3160

ACCOUNT 86 10/31/07

METER READ			NET AMOUNT	
MONTH	DAY	CLASS	TO BE PAID	
10	31	1	37.00	
			+ 32.32 CREDIT	
			<u>\$69.38</u> TOTAL	

GOLD COAST UTILITY CORP. LAKELAND FL 338
P.O. BOX 9076
LAKESHORE, FL 33854

30 NOV 2007 PM 1 T

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	795370	793860	1,510	18.02
Sewage				29.31
Sales Tax				1.80

ACCOUNT 86 11/30/07

METER READ			NET AMOUNT	
MONTH	DAY	CLASS	TO BE PAID	
11	30	1	49.13	

The first bill I received after the price increase was \$69.(nearly triple) Since then I did not water my lawn or wash my truck. I urinated several times before flushing, usually when it started to stink. When cleaning my dentures I caught the water and saved it in a bucket. Also when running water to get it hot for the shower I saved it in the same bucket. When rinsing bottles and cans prior to putting them in the recycling bin I poured the water in the bucket. I then used that water to refill the toilet tank after flushing.

I have adjusted toilet valve floats to minimum level and have put a brick in the tank to further displace water. The shower head in my shower has a shutoff on it. I get wet, shut off the water, soap down and then turn it back on to rinse off.

After these "radical" practices my next bill was still \$49. I reduced my water usage from 4540 to 1510. This 66% reduction was rewarded with a 34% reduction in my bill. This does not give a person incentive to cut usage when the savings are not proportionate.

Donald E Zielinski
2412 Alcott Dr
Lake Wales FL 33898

863-696-3160

CONSUMER**Matilda Sanders**

From: Rhonda Hicks
Sent: Monday, January 14, 2008 2:10 PM
To: Matilda Sanders
Cc: Angie Calhoun
Subject: RE: E-Form Other Complaint TRACKING NUMBER: 12056

DOCUMENT NO. DATE

09098-07 10/04/07
FPSC - COMMISSION CLERK

Copy to GCL/ ECR

For the docket file 060246

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

From: Consumer Contact
Sent: Monday, January 14, 2008 2:03 PM
To: Rhonda Hicks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 12056

Not sure what to do with this one, docket 060246.

Angie

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, January 14, 2008 1:38 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 12056

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: joe ubil
Telephone: 863-696-1746
Email:
Address: 2811 alcott dr. lake wales 33898

BUSINESS INFORMATION

Business Account Name: joe ubil
Account Number: 158
Address: 2811 alcott dr. lake wales Florida 33898

COMPLAINT INFORMATION

Complaint: Other Complaint against Gold Coast Utility Corp.

Details:

excess water & wast rate increase the last co. was doing well at the rate thay had . I rec.d only 2.3% incress on my s/s This meeting was held when all of us were out of the state. All i can see is they are using our money for captal assets?

****CLK OFFICIAL DOCUMENT...****

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>09098-07</u>		
DISTRIBUTION: <u>GCL/ECR</u>		

Kimberley Pena

From: Kimberley Pena
Sent: Wednesday, December 12, 2007 8:33 AM
To: Rhonda Hicks
Cc: Katherine Fleming; Cheryl Bulecza-Banks; Gerald Edwards
Subject: FW: Protest to docket 060246-ws

*via e-mail
KMP*

Attachments: E-Form Other Complaint TRACKING NUMBER: 11750; E-Form Improper Billing TRACKING NUMBER: 11748



E-Form Other
Complaint TRACKING

E-Form
Improper Billing TRA

We will include in the Consumer correspondence file of Docket 060246 and send a copy to staff.

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

From: Rhonda Hicks
Sent: Tuesday, December 11, 2007 11:29 AM
To: Kimberley Pena
Subject: FW: Protest to docket 060246-ws

Who receives these?

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

From: Angie Calhoun
Sent: Tuesday, December 11, 2007 8:43 AM
To: Rhonda Hicks
Subject: FW: Protest to docket 060246-ws

Rhonda,

We would not normally file complaints regarding rates. Ruth suggested that we forward these two to CLK to add to the docket. Please advise.

Angie

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

From: Katherine Fleming
Sent: Tuesday, December 11, 2007 8:36 AM
To: Cheryl Bulecza-Banks; Matilda Sanders; Troy Rendell
Cc: Marshall Willis; Angie Calhoun
Subject: RE: Protest to docket 060246-ws

Yes, I agree that these are just complaints. The protest ended on August 20, 2007 and a consummating order was issued on August 24, 2007. We should treat these as complaints and not protests.

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

From: Cheryl Bulecza-Banks

****CLK OFFICIAL DOCUMENT...****

Sent: Tuesday, December 11, 2007 7:33 AM
To: Matilda Sanders; Troy Rendell; Katherine Fleming
Cc: Marshall Willis
Subject: FW: Protest to docket 060246-ws

These are just complaints regarding Gold Coast's rate increase.

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

From: Angie Calhoun
Sent: Monday, December 10, 2007 10:18 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: Protest to docket 060246-ws

These appear to be protests to Gold Coast Utility Corp rate increase docket 060246-ws

****CLK OFFICIAL DOCUMENT...**b>**

Kimberley Pena

From: Consumer Contact
Sent: Saturday, December 08, 2007 12:06 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 11750

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: ELOISE PEGGY GARDNER
Telephone: 8636962519
Email: NONE
Address: 3030 WALDEN SHORES BLVD LAKE WALES 33898

BUSINESS INFORMATION

Business Account Name: ELOISE PEGGY GARDNER Account Number: 129
Address: 3030 WALDEN SHORES BLVD LAKE WALES Florida 33898

COMPLAINT INFORMATION

Complaint: Other Complaint against Gold Coast Utility Corp.

Details:

I FEEL THEY ARE OVER CHARGING FOR WATER AND WASTEWATER. I AM ON A FIXED INCOME AND THIS HAS HIT ME HARD.

****CLK OFFICIAL DOCUMENT...****

Kimberley Pena

From: Consumer Contact
Sent: Friday, December 07, 2007 9:54 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 11748

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: JOHN STEGMAN
Telephone: 8636960001
Email: gailzie41@verizon.net
Address: 3034 walden shores blvd. lake wales FLORIDA

BUSINESS INFORMATION

Business Account Name: JOHN STEGMAN GAIL STEGMAN Account Number: 131
Address: 3034 walden shores blvd. lake wales Florida FLORIDA

COMPLAINT INFORMATION

Complaint: Improper Billing against Gold Coast Utility Corp.

Details:

I THINK THEY ARE OVER CHARGING FOR WATER AND SEWAGE USEAGE. I KNOW EVERYTHING IS GOING UP BUT I THINK THEY WENT OVERBOARD ON THEIR CHARGES. WE ARE ON A FIXED INCOME JUST LIKE EVERYONE IN OUR PARK. WE WERE NOT PREPARED FOR SUCH A DRASTIC CHANGE. THANK YOU FOR YOUR TIME IN THIS MATTER.
JOHN AND GAIL STEGMAN

****CLK OFFICIAL DOCUMENT...**b>**

Matilda Sanders

From: Angie Calhoun
Sent: Monday, December 10, 2007 10:18 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: Protest to docket 060246-ws

Attachments: E-Form Improper Billing TRACKING NUMBER: 11748; E-Form Other Complaint TRACKING NUMBER: 11750



E-Form E-Form Other
per Billing TRANplaint TRACKI

These appear to be protests to Gold Coast Utility Corp rate increase
docket 060246-ws

Matilda Sanders

060246-WS

From: Consumer Contact
Sent: Saturday, December 08, 2007 12:06 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 11750

PSC, CLK - CORRESPONDENCE					
Administrative	<input type="checkbox"/>	Parties	<input type="checkbox"/>	Consumer	<input checked="" type="checkbox"/>
DOCUMENT NO. 09098-07					
DISTRIBUTION: BCL, ECR					

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: ELOISE PEGGY GARDNER
Telephone: 8636962519
Email: NONE
Address: 3030 WALDEN SHORES BLVD LAKE WALES 33898

BUSINESS INFORMATION

Business Account Name: ELOISE PEGGY GARDNER Account Number: 129
Address: 3030 WALDEN SHORES BLVD LAKE WALES Florida 33898

COMPLAINT INFORMATION

Complaint: Other Complaint against Gold Coast Utility Corp.
Details:
I FEEL THEY ARE OVER CHARGING FOR WATER AND WASTEWATER. I AM ON A FIXED INCOME AND THIS HAS HIT ME HARD.

Matilda Sanders

From: Angie Calhoun
Sent: Monday, December 10, 2007 10:18 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: Protest to docket 060246-ws

Attachments: E-Form Improper Billing TRACKING NUMBER: 11748; E-Form Other Complaint TRACKING NUMBER: 11750



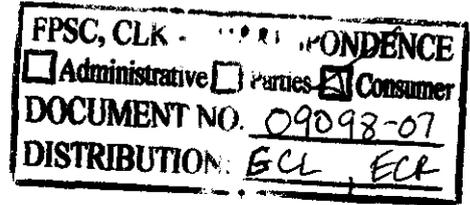
E-Form E-Form Other
per Billing TRANplaint TRACKI
docket 060246-ws

These appear to be protests to Gold Coast Utility Corp rate increase

Matilda Sanders

060246-WS

From: Consumer Contact
Sent: Friday, December 07, 2007 9:54 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 11748



Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: JOHN STEGMAN
Telephone: 8636960001
Email: gailzie41@verizon.net
Address: 3034 walden shores blvd. lake wales FLORIDA

BUSINESS INFORMATION

Business Account Name: JOHN STEGMAN GAIL STEGMAN Account Number: 131
Address: 3034 walden shores blvd. lake wales Florida FLORIDA

COMPLAINT INFORMATION

Complaint: Improper Billing against Gold Coast Utility Corp.

Details:

I THINK THEY ARE OVER CHARGING FOR WATER AND SEWAGE USEAGE. I KNOW EVERYTHING IS GOING UP BUT I THINK THEY WENT OVERBOARD ON THEIR CHARGES. WE ARE ON A FIXED INCOME JUST LIKE EVERYONE IN OUR PARK. WE WERE NOT PREPARED FOR SUCH A DRASTIC CHANGE. THANK YOU FOR YOUR TIME IN THIS MATTER.

JOHN AND GAIL STEGMAN

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
J. TERRY DEASON
ISILIO ARRIAGA
MATTHEW M. CARTER II
KATRINA J. TEW

STATE OF FLORIDA



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

RECEIVED FPSC

05 NOV 21 PM 3:47

Public Service Commission

November 21, 2006

COMMISSION
CLERK

Robert Herrick
2303 Thoreau Drive
Lake Wales, FL 33898

FPSC. CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09098-07		
DISTRIBUTION _____		

Re: Docket No. 060246

Dear Mr. Herrick:

Thank you for your letter received on November 8, regarding the above-referenced application by Gold Coast Utility Corp. Your letter will be placed in the correspondence side of the docket file in this case, where your concerns will be available for review by Commissioners and Commission staff.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at a customer meeting which the Commission has scheduled to be held in your service area. The customer meeting is scheduled to take place February 20, 2007, at 6 pm, at the Nalcrest Foundation Auditorium.

The purpose of the meeting is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission staff regarding the quality of service the Utility provides, the proposed rate increase, and to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission may also attend and participate in the meeting.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6934, trendell@psc.state.fl.us or Tracey Biggins at (850) 413-6844, tbiggins@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell".

Troy Rendell
Public Utilities Supervisor

TR:tb

cc: Office of the General Counsel (Fleming)
Division of the Commission Clerk and Administrative Services
Martin S. Friedman, Esq. (Gold Coast Utility Corp.)

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

RECEIVED
07 APR 23 AM 9:59
COMMISSION
CLERK

Public Service Commission

April 20, 2007

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09098-07		
DISTRIBUTION: _____		

Ms. Phyllis Snow
2806 Granada Court
Lake Wales, Florida 33898

RE: Docket No. 060246-WS, Application for rate increase in Polk County by Gold Coast Utility Corporation

Dear Ms. Snow:

Thank you for your recent correspondence in which you expressed concerns regarding a rate increase requested by Gold Coast Utility Corporation. (Gold Coast) 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 February 20, 2007, in Nalcrest, Florida. During the meeting, customers were given an opportunity to express their opinions and concerns regarding the rates and service of Gold Coast. 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.

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.

Letter to Ms. Snow
Page 2
April 20, 2007

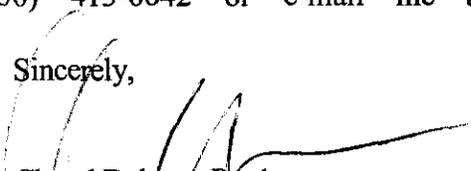
In your letter, you also mentioned an issue regarding an inequity in rates between other nonmetered customers. Staff is aware of the issue and is analyzing the rate issues in this case.

Gold Coast'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 Gold Coast's case, the staff recommendation is scheduled to be submitted on May 10, 2007 and is scheduled to be heard by the Commissioners at the May 22, 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, Edwards, Lingo, Stallcup)
Martin S. Friedman, Esq. (Counsel for Utilities Inc. of Florida)

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

April 2, 2007

Mr. Don Ferguson
3006 Granada Court
Lake Wales, Florida 33898

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09098-07		
DISTRIBUTION: _____		

COMMISSION CLERK
ADMINISTRATIVE SERVICES

07 APR -3 AM 10:46

RE: Docket No. 060246-WS, Application for rate increase in Polk County by Gold Coast Utility Corporation

Dear Mr. Ferguson:

Thank you for your recent correspondence in which you expressed concerns regarding a rate increase requested by Gold Coast Utility Corporation (Gold Coast). 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 Nalcrest, Florida on February 20, 2007. During the meeting, customers were given an opportunity to express their opinions and concerns regarding the rates and service of Gold Coast. 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.

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.

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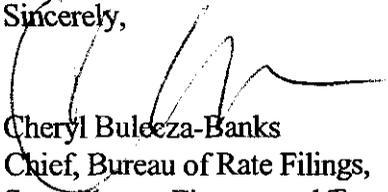
Mr. Don Ferguson
Page 2
April 2, 2007

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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, Edwards)
Office of the General Counsel (Fleming)
Martin S. Friedman, Esq. (Counsel for Gold Coast Utility Corporation)

ORIGINAL

Application for a Rate Increase in Polk County by
Gold Coast Utility Corporation

DOCKET NO. 060246-WS

RECEIVED FPSC

07 MAR 26 AM 10:05

COMMISSION
CLERK

Name Don Ferguson

Address 3006 GRONDA CT

LAKE WALKS FLA 33898

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 THE NEW RATES ARE TOO HIGH.

I LIVE ON A FIXED INCOME - AS
MANY AROUND HERE DO. MY INCOME
DOESN'T GO UP LIKE THESE RATES DO.

IF I CAN'T AFFORD TO LIVE HERE,
I WON'T. ~~ON~~ I'M ON A TIGHT BUDGET
NOW. PLEASE DON'T MAKE IT TIGHTER.

A DEVELOPER WANTS TO ADD 500+
HOMES IN THIS AREA. LET THEM PAY FOR
THE INCREASE.

Thank you.

Don J

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

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

April 2, 2007

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>09098-07</u>		
DISTRIBUTION _____		

07 APR -3 AM 10:46
COMMISSION CLERK SERVICES
ADMINISTRATIVE SERVICES

Ms. Arcadio Torres
2804 Granada Court
Lake Wales, Florida 33898

RE: Docket No. 060246-WS, Application for rate increase in Polk County by Gold Coast Utility Corporation

Dear Ms. Torres:

Thank you for your recent correspondence in which you expressed concerns regarding a rate increase requested by Gold Coast Utility Corporation (Gold Coast). 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 Nalcrest, Florida on February 20, 2007. During the meeting, customers were given an opportunity to express their opinions and concerns regarding the rates and service of Gold Coast. 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.

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Ms. Arcadio Torres

Page 2

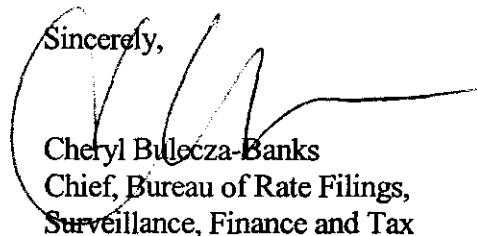
April 2, 2007

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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, Edwards)
Office of the General Counsel (Fleming)
Martin S. Friedman, Esq. (Counsel for Gold Coast Utility Corporation)

ORIGINAL

Application for a Rate Increase in Polk County by

Gold Coast Utility Corporation

RECEIVED-FPSC

DOCKET NO. 060246-WS

07 MAR 26 AM 10:06

COMMISSION
CLERK

Name ARCADIO - JUANITA TORRES

Address 2804 GRANADA CT.
LAKE WACES, FLORIDA 33897-2705

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

My NAME IS ARCADIO TORRES RESIDING AT GRANADA CONDOS, LAKE WACES. AT THE MEETING IN FEB 20, 2007 IN ANSWER TO A SPECIFIC QUESTION REGARDING WATER & SEWER RATES PAID BY NON-METERED CUSTOMERS, WE LEARN FIRST TIME, FROM THE COMMISSION & STAFF, THAT THE NON-METERED CUSTOMERS, I.E. FEDHAVEN, NALCREST, VILLAGE GREEN, PAY RATES THAT ARE 30% LESS THAN THOSE OF US WHO'S USAGE IS METERED. THIS POLICY IS TOTALLY DISCRIMINATORY. WHY SHOULD US AT GRANADA CONDOS BE SUSTAINING OTHER DEVELOPMENTS? THE POLICY YOU'RE TAKING IS WRONG, WE ALL TRY TO CONSERVE AS MUCH AS POSSIBLE, BECAUSE WE KNOW WE HAVE TO PAY FOR IT. TO THE CONTRARY OF MY NEIGHBORS AT NALCREST & FEDHAVEN, THEY COULD WASH THEIR CARS EVERY DAY AND LEAVE THEIR HOSES, ALL DAY WATERING THEIR LAWNS.

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape - see back for address

HOW DOES THIS RATE DISCOUNT POLICY SERVE ANY PURPOSE?
THIS IS UNFORGIVING!
Arcadio Juanita Torres

ORIGINAL

Application for a Rate Increase in Polk County by **Gold Coast Utility Corporation**

DOCKET NO. 060246-WS

RECEIVED-PPSC

07 MAR 26 AM 10:05

COMMISSION
CLERK

Name Don Ferguson

Address 3006 Granda CT

Lake Wales FLA 33898

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 The NEW RATES ARE Too high.

I LIVE ON A FIXED INCOME - AS
MANY AROUND HERE DO. MY INCOME
DOESN'T GO UP LIKE THESE RATES DO.

IF I CAN'T AFFORD TO LIVE HERE,
I WON'T. ~~ON~~ I'M ON A TIGHT BUDGET
NOW. PLEASE DON'T MAKE IT TIGHTER-

A DEVELOPER WANTS TO ADD 500+
HOMES IN THIS AREA. LET THEM PAY FOR
THE INCREASE.

Thank you.

Don J

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

Don FERGUSON
3006 GRANDA CT

Lake Wales FLA
33898

23 MAR 2007 PM 2 L

GIVE TO
KUEDGETT



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

32399+7019



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Tape

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2911 Granada Court,
Lake Wales,
Florida 33898

DISTRIBUTION CENTER
07 MAR 26 AM 8:16

March 24th 2007

CONSUMER

REF Docket No. 060246-WS

Gold Coast Utility Corp.

Dear Sirs,

I understand that the scheduling for a decision on the above Docket has now been rescheduled into late May and early June of this year. As a listed interested party to this docket, and because of the rescheduling, I would like to request that a copy of the Commission Staffs recommendations and the Commissions Order be sent to both my Florida address (above) and to my Canadian address which is:

**Jack Boddert
54, West 28th Street
Hamilton, Ontario
L9C 5A6
Canada**

Thank you so much for your time and co-operation.

Your truly

*Canada Address
added.
04/02/07
KMP*

RECEIVED 1060
07 MAR 26 AM 9:53
COMMISSION
CLERK

Application for a Rate Increase in Polk County by
Gold Coast Utility Corporation

DOCKET NO. 060246-WS

RECEIVED-F
07 MAR 21 AM 10:33
COMMISSION
CLERK

Name Johanie Rawlerson
Address 2106 Granda Ct.
Lake Wales, FL 33878

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.

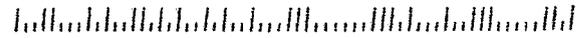
CONSUMER COMMENTS	
Please dont raise my Utility rates.	
CMP	_____
COM	_____
CTR	_____
ECR	<u>1</u>
GCL	<u>1</u>
OPC	_____
RCA	_____
SCR	_____
SGA	_____
SEC	_____
QTH	_____

 Mr. Johnnie Raulerson
2106 Granada Ct.
Lake Wales, FL 33898



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

323990850 0001



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ORIGINAL

060246-WS

Application for a Rate Increase in Polk County by
Gold Coast Utility Corporation

DOCKET NO. 060246-WS

DISTRIBUTION CENTER
07 MAR 19 AM 8:14
RECEIVED-PPSC
07 MAR 19 AM 10:39
COMMISSION
CLERK

Name JACK BODDAERT

Address 2911 GRANADA COURT

LAKE WALES, FL. 33898

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

PLEASE SEE ATTACHED SUBMISSION

CMP

COM

CTR

SCR |

GCL |

OPC

RCA

SCR

SGA

SEC

OTH

STAMP

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

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DOCKET NO. 060246-WS

GOLD COAST UTILITY CORP.

At the Feb.20th 2007 customer meeting we learnt from the Commission Staff that non-metered residential customers serviced by Gold Coast Utility Corp. are paying water and sewer wastewater rates 30% less than the rates paid by metered customers for the same services. This was further confirmed by Commission Staff on March 13th 2007.

The official notice for application for increase in water and wastewater rates issued by Gold Coast Utility Corp. dated December 12th 2006 made no mention of the different rates between metered and non-metered residential users and instead, gave us the impression that every residential user was paying the same rates. If this fact not been mentioned at the customer meeting there is no way that we would have ever known about this. This two rate policy means that approx. 85% of the residential **end users** serviced by Gold Coast Utility are paying 30% less than the few of us whose usage is metered. This not only seems unfair but the idea that a policy would “reward” non metered residential customers seems to be out of step with the general thinking in North America where the emphasis is on conservation and user responsibility.

Surely there can be no justification why residents in this small community, many who are elderly and living on fixed incomes, should pay 30% more than a similar resident living in the adjacent community purely on the basis that one community has water meters and the other one doesn't

I would ask the Commission and the Commission Staff to please consider the following:

- 1 That the Official Notice for the application for increase in water and wastewater rates issued to customers dated Dec 12th 2006 is factually, significantly and substantively incorrect, in that the rates shown only apply to roughly 15% of the residential end users. Require the Utility Company to restart the notification process over again and this time to clearly identify and detail the different rates charged to metered and non metered residential customers, both currently and proposed.
- 2 Require the Utility Company to address and revise the two rate policy so that **ALL** residential end users pay basically the same rates for their water and wastewater usage. The elimination of this 30% discount policy will generate substantially more revenue for the Utility Company which should then be factored into their financial projections before any consideration be given to a rate increase request.

060246-WS

ORIGINAL

Application for a Rate Increase in Polk County by Gold Coast Utility Corporation

DOCKET NO. 060246-WS

DISTRIBUTION CENTER
07 MAR 19 AM 7:16

Name JACK BODDAERT
Address 2911 GRANADA COURT
LAKE WALES, FL. 33898.

COMMISSION
CLERK

07 MAR 19 AM 10:41

RECEIVED PSCC

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>Please see attached Customer Submission</i>
	<i>MAR 10 2007.</i>
	<i>Also faxed in March 5th.</i>

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

STAMP

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

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DOCKET No. 060246 - WS.

GOLD COAST UTILITY CORP.

CUSTOMER SUBMISSION

FOR

COMMISSION STAFF REVIEW.

AND CONSIDERATION



Jack Boddaert
2911 Granada Ct.
Lake Wales, FL 33898-2708

Sent by Fax 1-800-511-0809
8 pages including this
cover page.

**DOCKET NO. 060246-WS
GOLD COAST UTILITY CORP.**

OPENING SUMMARY

When evaluating the request for rate increases from Gold Coast Utility Corp we hope that the commission will consider the points and concerns we have raised here and also give concern to it's effect on the many retirees on fixed incomes mostly served by this Utility Company. For those living on social security, some with small pension supplements, a rate increase that would take their monthly bill from around \$26 per month to \$70 per month for minimal water usage, for a basic necessity purchased from a monopoly is not only a big worry for them but is excessive and unreasonable. These people have already been financially hurt by the three fold increases in insurance over the past two years, property rate increases year over year and now a request for an almost 300% increase in water and wastewater rates. With these requested rates, people in this community, because they live outside the Lake Wales city limit, are faced with paying **double** what the same usage would cost within the City limit. This hardly seems fair.

In an industry that supplies a basic necessity, faces no competition, is not subject to the ups and downs of a free market and has nothing but revenue growth ahead from planned and approved expansion in the next 5 years, an after tax return of between 7% and 8%, (which the interim rate increase provided), seems very fair in this era of low interest rates. There isn't any one of us who receives this type of after tax, risk free, return. In deed there are many US Corporations who do not **generate** this type of return and they operate in a free competitive market.

If the commission feels that a rate increase beyond the already approved interim rate increase is justified then I would like to suggest that the approved rates are no greater than the rates that residents in the city of Lake Wales pay for similar services and usage. Also consider phasing in any rate increase over a period of years so as to minimize the impact on our most venerable citizens

We would like to thank the commission and it's staff for their consideration

**DOCKET NO. 060246-WS
GOLD COAST UTILITY CORP.**

SUMMARY OF DETAIL FOR CONSIDERATION

CAPITAL INVESTMENT

WE ASK THE COMMISSION AND IT'S STAFF TO TAKE INTO CONSIDERATION THAT WE FEEL THAT SOME OF THE OVER \$1 MILLION OF RECENT CAPITAL INVESTMENT HAS BEEN DONE IN ANTICIPATION OF THE ANNOUNCED AND APPROVED EXPANSION IN THIS AREA AND THAT A PORTION OF THIS CAPITAL INVESTMENT AND ASSOCIATED DEPRECIATION CHARGES SHOULD BE ALLOCATED TO THIS EXPANSION AND NOT TO THIS RATE INCREASE APPLICATION

ADJUSTMENTS TO O & M EXPENSES

WE BELIEVE THAT WE HAVE IDENTIFIED CLOSE TO \$200000 OF OPERATING AND MAINTENANCE EXPENSES THAT WE FEEL SHOULD BE EXCLUDED FROM CONSIDERATION FOR THE PURPOSE OF A RATE ADJUSTMENT. THIS AMOUNT INCLUDES \$81000 FOR OFFICERS SALARIES PLUS PENSION AND BENEFITS ASSOCIATED WITH THIS PAYMENT; PLUS MANAGEMENT FEES OF AROUND \$30000 TO \$40000. THESE AMOUNTS ARE IN ADDITION TO THE SALARY AND BENEFITS, WHICH IS NOT DISPUTED, EARNED BY THE PRINCIPAL SHAREHOLDER. IN ADDITION TO THIS, WE BELIEVE WE HAVE IDENTIFIED APPROX. \$70000 OF EXPENSES CHARGED BY THE PREVIOUS LAKE WALES UTILITY SHAREHOLDERS AGAINST THE EXPENSES OF THE 2005 TEST YEAR. WHICH WE ALSO FEEL SHOULD BE EXCLUDED FOR THE PURPOSE OF JUSTIFYING THE PROPOSED RATE INCREASE

CONTRACTUAL SERVICES

UNDER THE HEADING OF "CONTRACTUAL SERVICES OTHER" FOR 2005 THERE IS AT LEAST \$17000 OF EXPENSES THAT APPEARS TO RELATE TO THE PURCHASE CLOSING COSTS BY GOLD COAST FROM LAKE WALES UTILITY COMPANY AND AS SUCH SHOULD BE TREATED AS ONE TIME EXPENSES AND NOT ONGOING OPERATING EXPENSES AND FOR THE PURPOSES OF JUSTIFYING A RATE INCREASE ELIMINATED FROM CONSIDERATION. A FURTHER REVIEW MAY BE NEEDED TO SEE IF THERE ARE OTHERS THAT FALL INTO THE SAME CATEGORY.

**DOCKET NO. 060246-WS
GOLD COAST UTILITY CORP**

Capital Expenditures

Because of our lack of knowledge, it is difficult for us to determine whether or not the capital expenditures included to justify this rate increase are reasonable or not. For this, we must rely upon the commissions staff and its knowledge to be our safeguard.

Here is what we do know and what we think and believe;

- 1 Gold Coast Utility Company has spent just over \$1 million for capital additions since they purchased the company in November 2005.
- 2 Currently Gold Coast utility serves approx. 1250 customers during the November to April time frame at which point that number drops down to probably 30% to 40% of that number.
- 3 The area serviced by Gold Coast is growing with an additional 72 units slated for development immediately, (Gold Coast has already received the \$1000 per unit impact fee from the developers some months ago for this expansion). Planning permission has just been granted to add 500 plus dwellings to the Fedhaven/Walk in the Water area. The news release stated that Gold Coast Utility would service this growth.
- 4 The Principals of Gold Coast Utility are obviously smart successful businessmen with extensive experience in owning and managing Water Utility companies

Based on these points we have some questions which we hope that the commission will consider when making their assessment to determine the reasonableness of the proposed rate increases. We wonder why knowledgeable, successful and experienced businessmen would spend over \$1 million in capital investments in their first year of ownership on a Utility Company that has;

(A) Such a small customer base

(B) Existing revenues that could not support such a level on investment. We believe that when the principals did their due diligence before buying the company they would have come to the same conclusion BUT the planned addition of over 600 new dwellings would and will. One of our conclusions is that a significant part of this capital investment will be used to service this new growth. No doubts that some of this investment will benefit existing customers, the addition of two generators being the most visible, but wonder whether the existing customers were the prime motivation for such a level of investment.

One thing we have heard is that the assets of the Lake Wales Utility Company were old and in poor condition, which was, no question, a factor for the amount of capital investment. Again because of their knowledge and past experience and through due diligence this would have been known to the new principals and so should have eliminated most of those "surprises requiring unexpected capital expenditures" which sometimes occurs when purchasing ongoing business operations.

**Docket no. 060246-WS
GOLD COAST UTILITY CORP.**

If you accept the points been made then, the question is; is it fair that the existing small customer base is being asked to finance the whole amount of these capital additions with water and sewer rate increases of over 250% when much of these additions will be used to also service the planned community growth. We think the commission staff needs to allocate a portion of the \$1 million to this planned expansion and not to the existing customers. If this is not done, once the expansion takes place Gold Coast Utility will reap windfall profits on the backs of the existing customers.

**DOCKET NO. 060246-WS
GOLD COAST UTILITY CORP**

Adjustments to Operating & Maintenance Expenses.

By far the most significant adjustments requested to the 2005 test year O&M expenses relate to wages, salaries and pension and benefits totaling \$206000. While we believe that the salary of Mr. Burge and the wages of the new employee which, including reasonable and fair pension and benefits, total approx. \$116000 is appropriate as operating expenses much of the \$90000 balance made up as Officers salaries of \$81000 plus pension and benefits appears to be a means of increasing operating expenses which in turn is being used to justify this very significant rate increase. We think that money taken out of the company as officers salaries, officer's pension and benefits, management fees and the such like are really a return on their investment and not an operating expense and should be excluded for the purpose of justifying a rate increase and in determining an acceptable rate of return.. The manual prepared for this rate increase review lists 4 Gold Coast Utility Corporation employees. The qualifications, experience, duties and responsibilities of these four people should, for the most part, be sufficient enough to successfully manage and operate the utility in an efficient and profitable manner. The salaries and reasonable pension and benefits for these four employees should be the only employee related expenses to be considered as operating expenses.

In 2005, under Lake Wales Utility ownership, we believe that the existing Principals were withdrawing between \$70000 and \$75000 from the company under various expense categories. These were:

Management fees	\$25000	
Officers salary	\$10000	
"Partners" wages	\$25000	we calculated this by deducting the wages of the two known Lake Wales Utility Company in 2005 from the total wage bill of \$116000 as reported in the 2005 Fin.Statements
Officers P&B	\$15000	estimated.
Total	\$75000	

None of the adjustments requested by Gold Coast deducted any of the money that was withdrawn by the previous Principals but, instead, added more in addition. Just for starters we suggest that the commission staff review should eliminate from the test year any and all monies withdrawn from the company by the Lake Wales Utility Company shareholders, ie approx. \$75000 recorded as O&M. expenses.

**DOCKET NO. 060246-WS
GOLD COAST UTILITY CORP**

The exclusion of these type of adjustments and expenses we think could eliminate approx. \$200000 in adjusted 2005 operating and maintenance expenses and should be excluded in the consideration for the justification of the proposed rate increases

**DOCKET NO. 060246-WS
GOLD COAST UTILITY CORP.**

Contractual Services

Within this category there is a class called "Contractual Other" which obviously can cover almost anything. It is interesting to note that of the \$40000 total charged to this category in 2005, \$23000 was recorded in December 05, coincidentally the first month under new ownership. The question here is what is included in the \$40000.? Are they for related parties e.g. possibly management fees and are they expenses that really relate to a return on the investment rather than an ongoing operating expense.

In schedule B9 there are contractual expenses for \$17000 relating to the closing costs on the purchase by Gold Coast Utility Corp. We would suggest that these are not ongoing operating costs but are one time expenses and should be eliminated from the rate increase justification. There is also an expense of \$4000 for engineering services re renewal of waste water permits. The question on this is, is this an annual ongoing yearly requirement and therefore an annual operating cost or is this a renewal that lasts for a number of years and which therefore should be prorated rather than fully expensed in the first year?

We feel that similar determination should be done for all the contractual service expenses and only those ongoing annual expenses should be included as the basis for the test year.

ORIGINAL

DOCKET No. 060246-

RECEIVED-REG
07 MAR -9 AM 10:50
COMMISSION
CLEAR

GOLD COAST UTILITY CORP.

CUSTOMER SUBMISSION
FOR
COMMISSION STAFF REVIEW.
AND CONSIDERATION

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

RECEIVED

MAR 08 2007

Florida Public Service Commission
Division of REG

 Jack Boddaert
2911 Granada Ct.
Lake Wales, FL 33898-2708

Sent by Fax 1-800-511-0809
8 pages including this
cover page.

Page 1 of 7

DOCKET NO. 060246-WS
GOLD COAST UTILITY CORP.

OPENING SUMMARY

When evaluating the request for rate increases from Gold Coast Utility Corp we hope that the commission will consider the points and concerns we have raised here and also give concern to it's effect on the many retirees on fixed incomes mostly served by this Utility Company. For those living on social security, some with small pension supplements, a rate increase that would take their monthly bill from around \$26 per month to \$70 per month for minimal water usage, for a basic necessity purchased from a monopoly is not only a big worry for them but is excessive and unreasonable. These people have already been financially hurt by the three fold increases in insurance over the past two years, property rate increases year over year and now a request for an almost 300% increase in water and wastewater rates. With these requested rates, people in this community, because they live outside the Lake Wales city limit, are faced with paying **double** what the same usage would cost within the City limit. This hardly seems fair.

In an industry that supplies a basic necessity, faces no competition, is not subject to the ups and downs of a free market and has nothing but revenue growth ahead from planned and approved expansion in the next 5 years, an after tax return of between 7% and 8%, (which the interim rate increase provided), seems very fair in this era of low interest rates. There isn't any one of us who receives this type of after tax, risk free, return. In deed there are many US Corporations who do not **generate** this type of return and they operate in a free competitive market.

If the commission feels that a rate increase beyond the already approved interim rate increase is justified then I would like to suggest that the approved rates are no greater than the rates that residents in the city of Lake Wales pay for similar services and usage. Also consider phasing in any rate increase over a period of years so as to minimize the impact on our most venerable citizens

We would like to thank the commission and it's staff for their consideration

J. Boddaert, Granada Court, Lake Wales, Florida March 8th 2007

RECEIVED

MAR 09 2007

Florida Public Service Commission
Division of RCA

Page 2 of 7

**DOCKET NO. 060246-WS
GOLD COAST UTILITY CORP.**

SUMMARY OF DETAIL FOR CONSIDERATION

CAPITAL INVESTMENT

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RECEIVED

MAR 09 2007

Florida Public Service Commission
Division of RCU

**DOCKET NO. 060246-WS
GOLD COAST UTILITY CORP**

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RECEIVED

MAR 08 2007

Florida Public Service Commission
Division of PSCA

**Docket no. 060246-WS
GOLD COAST UTILITY CORP.**

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RECEIVED

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GOLD COAST UTILITY CORP**

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RECEIVED

MAR 08 2007

Florida Public Service Commission
Division of RCR

**DOCKET NO. 060246-WS
GOLD COAST UTILITY CORP**

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RECEIVED

MAR 08 2007

Florida Public Service Commission
Division of RGS

**DOCKET NO. 060246-WS
GOLD COAST UTILITY CORP.**

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RECEIVED

MAR 08 2007

Florida Public Service Commission
Division of RCR

Ravonda Claitt

From: NET SatisFAXtion [postmaster]
To: Consumer Contact
Subject: 9636963718, 8 page(s)

Attachments: FAX.TIF

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 3/08/2007 9:47 AM
Number of Pages: 8
From (CSID): 9636963718
From (ANI):
Sent to DID:

Duration of Fax: 0:04:07
Transfer Speed: 9600

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (152 KB)

RECEIVED

MAR 08 2007

Florida Public Service Commission
Division of RCU

ORIGINAL

Application for a Rate Increase in Polk County by
Gold Coast Utility Corporation

RECEIVED-FPSC

DOCKET NO. 060246-WS

07 MAR -9 AM 9: 51

COMMISSION
CLERK

Name JACK BODDAERT

Address 2911 GRANADA COURT

LAKE WALES, FL 33898

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

At the Feb. 20th Customer meeting one gentleman from the Walden Shores Community addressed the Commission Staff with some rude disparaging comments directed at the Gold Coast Utility Corp. staff. I would like to say, as a public record, that these comments are totally unwarranted. We as residents of the Granada Court Community were embarrassed by these comments. Our experience with all the water utility company staff has always been positive & we have, and continue to respect them for all the excellent work they have done throughout the years, sometimes under very difficult circumstances. The offensive comments do not reflect the feelings of the vast majority of the water utility customers

- CMP _____
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- GCL 1
- OPC _____
- RCA _____
- SCR _____
- SGA _____
- SEC _____
- OTH _____

Jack Boddaert
2911 Granada Ct.
Lake Wales, FL 33898-2708

39554

DISTRIBUTION CENTER

07 MAR -9 AM 7:36



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

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ORIGINAL

CONSUMER

Application for a Rate Increase in Polk County by
Gold Coast Utility Corporation

RECEIVED-PPSC

DOCKET NO. 060246-WS

07 FEB 26 AM 8:47

COMMISSION
CLERK

Name EDMUND SCOTT

Address P.O. BOX 6265

NALCREST, FLORIDA 33856

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 1-600-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

FOR SOME ONE ON A FIXED INCOME, I
 OPPOSE THIS RIDICULOUS RATE INCREASE
 THIS STATE HAS RECENTLY BEEN THROUGH
 HARD TIMES RECENTLY AS EVERY BODY KNOWS.
 OUR NEW GOVERNOR HAS EXCELLED IN OFFICE
 WE DO NOT NEED THESE PROPOSED NEW RATES
 THAT APPROXIMATELY WILL INCREASE 100-200%
 FOR A SOLUTION, SURELY THESE HIGH
 SCAM STOCKHOLDERS CAN LEAVE US
 (PEOPLE AGED EIGHTIES + NINETIES) ALONE!
 A NEW DEVELOPMENT IN OUR AREA
 (SOME RUMORS UNCONFIRMED SAY) WOULD
 HELP ALLEVIATE THIS GOLD COAST
 UTILITY CORP. QUICK RICH GOAL ON
 UNSUSPECTING SENIORS.

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

HOPE YOU CAN FILL THE OTHER
TWO (2) VACANCIES ON THE BOARD. YOU NEED THEM!

Fold and tape -- see back for address

ESPECIALLY NOW

I CAN'T UNDERSTAND WHY
OUR MANAGER DIDN'T SAY SOMETHING

EDMUND SCOTT
P.O. BOX 6265
NALCAEST, FL. 33856

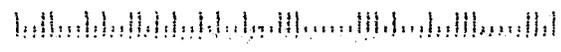
LAND FL 338

23 FEB 2007 PM 2 L



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

32399+7019



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ORIGINAL

Robert Herrick
2303 Thoreau Drive
Lake Wales, Florida 33898

CONSUMER

DISTRIBUTION CENTER
06 NOV -8 AM 7:36

November 4, 2006

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

RECEIVED FPSC
06 NOV -8 AM 9:23
COMMISSION
CLERK

Ref: Docket No. 060246-WS

Subject: Notice of Interim Rate Increase (Gold Coast Utility Corp.)

Dear Director,

I'm just a poor man in his 70th year on this planet, residing in a trailer home the past 2 years trying to make it on my Social Security check. Now I'm faced with your approval of a 45% increase for my water and sewer service. I thought these increases had to be based on a cost-to-service basis including long term capitalization on new capital equipment. What did Gold Coast do, triple their wages? I can't see any capital equipment improvements in our service area. They must be expanding facilities elsewhere and if so, why should we have to pay for it. I suggest that you should evaluate each of their service facility areas individually and apply the increases where they belong. I might also suggest that an investigation be made to determine just how many small water and sewer companies have been recently acquired by Gold Coast so that they could declare the acquisition cost as a capital improvement to justify their rate increase. I think the bean counters at Gold Coast are using some funny math in their accounting department to play mind games with the Florida Public Service Commission to accelerate the value of their utility holdings for an early massive profit sale to some other conglomerate who will be at your doorstep looking for another 45% rate increase. You can bet your bippy that Social Security will not give me a 45% increase. I know how these guys think and how they play out these corporate schemes. You really need to look beyond the forest and check out each tree.

- CMP _____
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- OPC _____
- RCA _____
- SCR _____
- SGA _____
- SEC _____
- OTH _____

Thank you for reading this and I hope to see the Commission take the appropriate steps in their investigation to bring about a FAIR rate that us poor people can afford.

Sincerely,



Robert Herrick

DOCUMENT NUMBER-DATE
09098 OCT-4 06
FPSC-COMMISSION CLERK

Robert T. Herrick
2303 Thoreau Drive
Lake Wales, FL 33898

LAKELAND FL 338

06 NOV 2006 PM 1 T



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

32399+0850

