

Katie Ely

070693

From: Katie Ely
Sent: Tuesday, November 03, 2009 2:24 PM
To: Ruth McHargue
Subject: FW: Docket #070693

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 070693

Katie Ely
Staff Assistant - Office of Commission Clerk Florida Public Service Commission
850-413-6304

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>03941.08</u>		
DISTRIBUTION: _____		

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

From: Ruth McHargue
Sent: Tuesday, November 03, 2009 2:18 PM
To: Katie Ely
Cc: Cheryl Bulecza-Banks; Ann Cole; Diane Hood; Dorothy Menasco
Subject: Docket #070693

Customer correspondence

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, November 02, 2009 12:38 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 22257

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Jacqueline White
Telephone: 352-394-6334
Email: jwhite2082@cfl.rr.com
Address: 12042 Kathleen Ct. Clermont 34711

BUSINESS INFORMATION

Business Account Name: Jacqueline White

Account Number: 2048500000

Address: 12042 Kathleen Ct. Clermont FL 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Rates: Effective March 23, 2009 you approved (by order No. PSC-09-0157-CO-WS issued March 16, 2009) a rate hike of 84.64% for water service and 164.61% for wastewater service. That was unbelievable! How did you see that water, a necessity for life, should be allowed to go up that much? My 03/16/2009 bill for 46,810 gallons of water was \$48.82. My very next bill (05/17/2009) for 46,960 gallons was \$114.25!!!! That's an additional \$65.43 for an extra 150 gallons. I paid \$2.51 PER GALLON for WATER! That's more than they charge at Publix for a gallon of bottled water. But that wasn't enough apparently. On May 25, 2009 my rates went up an additional .58% for water and .57% for wastewater. Not enough yet, apparently. Now I'm notified that as of November 4, 2009 my rates will go up yet again by .72% for water and .68% for wastewater!!! My only blessing is that I have a septic tank rather than sewers so that I don't have any wastewater charges. I live primarily on SS and this is just outrageous. Please THINK before you okay this kind of burden we will carry from now on. It's truly awful to consider if you have enough money to flush your toilet or take a shower. Shame on you.

Utilities
PSC

070693

10708 BeloHorizonte Ave.
Clermont, FL 34711

OFFICE OF THE
CITIZEN SERV
09 JUN -4 AM 10

Office of Governor Charlie Crist
State of Florida
The Capitol
400 S. Monroe St.
Tallahassee, FL 32399-0001

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941.08		
DISTRIBUTION:		

RECEIVED-FPSC
09 JUL 21 AM 9:45
COMMISSION
CLERK

Dear Governor Crist,

I am writing to ask you if you could please look into this matter for me. The Lake Utility Service has raised my water rate about five times the amount it used to be. What they are saying is that there has been an increase. As you can see from the copy that I have sent to you is that the commissioner has not even approved the bill to increase the water rate as yet. The water utility stated that it may be raised to 0.58% what I would like to know is why is the water utilities are allowed to raise the water, when the bill is not yet passed. I have a septic tank which I have to pay to take care of approximately every three months. Yet the board is charging me for waste water. Again you have to take into consideration that these are hard times and most of the elderly people like myself live on a fixed pension and times are already hard. Enclosed please find a copy of the utility letter and the bill. Looking forward to hearing from you.

Yours Truly,
Retinella Bramwell
Retinella Bramwell

JUL 09 2009
Division of SSC

Utilities, Inc.®

Lake Utility Services, Inc
 Phone: (407) 869-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.ulwater.com

Bill Date	Account Number	Due Date	Please Pay
05/17/2009	8120010000	6/8/2009	\$ 188.72

Name **OSWALD BRAMWELL** Primary Telephone # (352) 241-9810
 Service Address **10708 BELO HORIZONTE AVE, CLERMONT, FL, 34711**

Activity Since Last Bill

Previous Balance	\$42.93	
Payments received as of 05/17/2009	\$-42.95	
Balance as of 05/17/2009		\$-0.02

Residential Water Service

Water Base Charge	\$2.39	
14,626 gallons at \$0.76 per 1,000 gallons	\$11.12	
Total Residential Water Service		\$13.51

Residential Water Service

Water Base Charge	\$13.52	
4,099 gallons at \$1.67 per 1,000 gallons	\$6.84	
4,099 gallons at \$2.09 per 1,000 gallons	\$8.57	
58,287 gallons at \$2.51 per 1,000 gallons	\$146.30	
Total Residential Water Service		\$175.23

Total Amount Due \$188.72

Summary of Service

Meter Reading	Meter #	16502247
Current	2541920	05/11/2009
Previous	2460810	03/11/2009
Usage	81,110 Gallons	
Number of Days:	61	
Average Daily Use:	1,330 Gallons	
Average Daily Cost:	\$ 3.09	

Billing History
in dollars

Consumption History
in gallons

The payment for this bill is due upon receipt.
 Make check payable to: Lake Utility Services, Inc

Messages

Pursuant to FPSC Order and as previously notified, this bill reflects an approved rate increase. It has been prorated on this bill.

PAID
 JUN 08 2009
 DIVISION OF SSC



Po Box 160609
Altamonte Springs
Fl. 32716-0609

DOCKET NO. 080005-WS
Order No. PSC-08-0104-PAA-WS

NOTICE TO CUSTOMERS

Pursuant to Section 367.081 (4) (a), Florida Statutes, water and sewer utilities are permitted to adjust the rates it charges to its customers without those customers bearing the additional expense of a public hearing. These adjustments in rates would depend on increases or decreases in non controllable expenses subject to inflationary pressures such as chemicals and other general operation and maintenance costs. In addition, pursuant to Section 367.081 (4) (b), Florida Statutes, water and wastewater utilities are permitted to pass-through, without a public hearing, a change in rates resulting from:

- an increase or decrease in rates charged for utility services received from a governmental agency or another regulated utility and which services were redistributed by the utility to its customers;
- an increase or decrease in the rates that it is charged for electric power, the amount of ad valorem taxes assessed against its used and useful property, the fees charged by the Department of Environmental Protection in connection with the National Pollutant Discharge Elimination System Program, or
- the regulatory assessment fees imposed upon it by the Commission; and
- costs incurred for water quality or wastewater quality testing required by the Department of Environmental Protection.

On March 25, 2009 Lake Utility Services, Inc. filed its notice of intention with the Florida Public Service Commission to increase water and wastewater rates in Lake County pursuant to this Statute. The filing is subject to review by the Commission Staff for accuracy and completeness. If approved by the Commission, water rates will increase by approximately 0.58% and wastewater rates will increase by approximately 0.57%. These rates should be reflected on your bills for service rendered on or after May 25, 2009.

If you have any questions, please contact your local utility office. Be sure to have your account number handy for quick reference.

APR 14 2009
10 00 AM
Florida Public Service Commission
Division of SSC

a Utilities, Inc. company Lake Utility Services, Inc.

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

July 21, 2009

Ms. Retinella Bramwell
10708 Belo Horizonte Avenue
Clermont, FL 34711

RE: PSC Inquiry 871032C

Dear Ms. Bramwell:

The Governor's office forwarded a copy of your correspondence regarding Lake Utility Services recent rate increase to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC.

On February 16, 2009, the PSC approved Lake Utility Services' increase in water and wastewater rates in Lake County. The PSC takes several things into consideration when designing rates, including, but not limited to the current rate structure, characteristics of the utility's customer base, setting the base facility charge between 25 and 40 percent whenever possible, and various conditions of the utility's consumptive use permit.

The PSC approved the use of a three-tier inclining block rate structure designed to promote water conservation and recognize the anticipated reduction in water demand. Effective March 23, 2009, the usage rates will reflect \$1.67 per 1,000 gallons for the first 5,000 gallons per month, \$2.09 for usage between 5,000 and 10,000 gallons, and \$2.51 for usage above 10,000 gallons per month. Therefore, as customers use more water, the percentage increase in their bill will be greater. This type of rate structure is typically encouraged by the regional water management districts as a conservation measure. The PSC also approved a monthly base facility charge of \$8.25. I have enclosed a copy of the tariff for your review.

Prior to March 23, 2009, Lake Utility Services rendered bi-monthly bills to customers. As of March 23, 2009, the company will be rendering monthly bills to its customers. Please understand that the April 2009 bill reflects a 57-day billing cycle, but the increase took effect on the 40th day of your account's billing cycle. Lake Utility

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Ms. Retinella Bramwell

Page 2

July 21, 2009

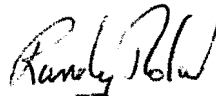
Services billed your account for 13 days of usage at the former rate and 47 days at the current rate. We have reviewed your May 17, 2009, billing statement and it appears that Lake Utility Services has billed your account in accordance with its tariff.

I have also enclosed a brochure, "*Utility Ratemaking in Florida*," which explains how the PSC exercises regulatory authority rate base and economic regulation including analyzing requested rate changes and conducting earnings surveillance to ensure that regulated utilities are not exceeding their authorized rates of return. I will add your comments to the correspondence side of Docket No. 070693-WS.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Randy Roland
Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosures (2)

RESIDENTIAL SERVICE

RATE SCHEDULE RS

- AVAILABILITY - Available throughout the area served by the Company.
- APPLICABILITY - For water service for all purposes in private residences and individually metered apartment units.
- LIMITATIONS - Subject to all of the Rules and Regulations of this Tariff and General Rules and Regulations of the Commission.
- BILLING PERIOD - Monthly

RATE -

<u>Meter Size</u>	<u>Base Facility Charge</u>
5/8 " x 3/4"	\$ 8.25
1"	\$ 20.63
1 1/2"	\$ 41.25
2"	\$ 66.00
3"	\$ 132.00
4"	\$ 206.25
6"	\$ 412.50
8"	\$ 742.50
10"	\$1,196.25

Gallonge Charge (per 1,000 gallons):

0 – 5,000 gallons	\$ 1.67
5,000 to 10,000 gallons	\$ 2.09
Over 10,000 gallons	\$ 2.51

- MINIMUM CHARGE - Base Facility Charge
- TERMS OF PAYMENT - Bills are due and payable when rendered and become delinquent if not paid within twenty (20) days. After five (5) working days written notice is mailed to the customer separate and apart from any other bill, service may then be discontinued.
- EFFECTIVE DATE - March 23, 2009
- TYPE OF FILING - 2008 Rate Case

John Hoy
ISSUING OFFICER

Chief Regulatory Officer
TITLE

FLORIDA PUBLIC SERVICE COMMISSION

APPROVED

AUTHORITY NO. WS-08-0044

DOCKET NO. 070693-WS

ORDER NO. PSC-09-0101-PAA-WS

EFFECTIVE: March 23, 2009

Tim Devlin

DIRECTOR
DIVISION OF ECONOMIC AND REGULATION

Katie Ely

070693

From: Ruth McHargue
Sent: Wednesday, July 01, 2009 10:17 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: Lake Utilities protest

Please add to docket file

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 30, 2009 2:51 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 20393

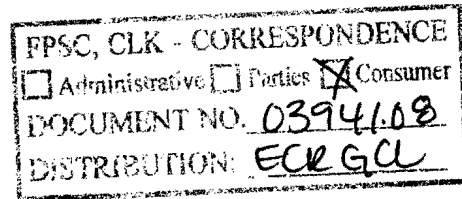
Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Lisa Riffle
Telephone: 352-242-9466
Email: lriffle@cfl.rr.com
Address: 11322 Autumn Wind Loop Clermont FL

BUSINESS INFORMATION

Business Account Name: Lisa Riffle
Account Number: 006670230721
Address: 11322 Autumn Wind Loop Clermont Florida FL



COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.
Details:

It is absolutely ridiculous how much of an increase we have received on our water usage. Up until 2 months ago we have always been billed for \$33.00-\$50.00 for two months service. We are now being billed \$55.90 for one month of service. This is definately a hardship because of the current economy. I don't think it is right to treat customers this way. Thank you

070693

070693-WS

Ellen Plendl

From: Governor Charlie Crist [Charlie.Crist@eog.myflorida.com]
Sent: Monday, June 22, 2009 10:43 AM
To: Ellen Plendl
Subject: FW: Water Service Price Increase- Lake County

Follow Up Flag: Follow up
Flag Status: Flagged

RECEIVED-FPSC
09 JUN 23 AM 10: 04
COMMISSION
CLERK

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

From: Sam Russo [mailto:SRusso2@cfl.rr.com]
Sent: Thursday, June 18, 2009 12:49 PM
To: Governor Charlie Crist
Subject: Water Service Price Increase- Lake County

Dear Governor Crist,

I live in Clermont, FL., (Lake County) and my water service provider is Lake Utilities Services, Inc. I'm writing to voice my complaint/protest about the recent increase in water rates, approx. 95%! My water bills have nearly doubled in the past two months. In the past few weeks I've followed protocol and/or chain of command by contacting Lake Utility Service and the Public Service Commission. I filed a complaint with the Public Service Commission while on the phone and also sent a written complaint via e-mail. I've also written to Senator Baker and Representative O'Toole in my district... they apparently don't much care and/or don't have time to even reply to my correspondence. I sent an e-mail to our legislators via the info website. They replied with an e-mail promptly and asked for me to call them. When I called I was directed to Mr. Steve Reilly at the Florida Office of Public Counsel. We were in contact for a few days and had requested copies of letters and docket numbers pertaining to this water increase. I immediately e-mailed him all correspondence that I had received. He did his best to assist me. As of this day, I have not received any sort of remedy for this problem, nothing is resolved, explained and/or qualified this price increase.

I'm having trouble understanding how such an increase could have been approved and/or justified. I think this is a disgrace. I'm a senior citizen on a fixed income and a disabled veteran, 100% total and permanent. I receive State and Federal Lifeline credit for my phone service but I understand that Lifeline is not available for water and other utilities. It's getting more and more difficult to survive through all the increases in living expenses, i.e. food, gas, etc. I'm looking for your assistance, suggestions and/or advise about what can be done about these rates increases.

Thank you for your time.
Sincerely,

Sam Russo
10537 Via Como Ct.
Clermont, FL 34711-5394
352.243.1790
srusso2@cfl.rr.com

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 03941.08
DISTRIBUTION: _____

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

June 22, 2009

Mr. Sam Russo
10537 Via Como Court
Clermont, FL 34711-5394

RE: PSC Inquiry 863169C

Dear Mr. Russo:

The Governor's office forwarded a copy of your email regarding Lake Utility Services recent rate increase to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC.

On February 16, 2009, the PSC approved Lake Utility Services' increase in water and wastewater rates in Lake County. The PSC takes several things into consideration when designing rates, including, but not limited to the current rate structure, characteristics of the utility's customer base, setting the base facility charge between 25 and 40 percent whenever possible, and various conditions of the utility's consumptive use permit.

The PSC approved the use of a three-tier inclining block rate structure designed to promote water conservation and recognize the anticipated reduction in water demand. Effective March 23, 2009, the usage rates will reflect \$1.67 per 1,000 gallons for the first 5,000 gallons per month, \$2.09 for usage between 5,000 and 10,000 gallons, and \$2.51 for usage above 10,000 gallons per month. Therefore, as customers use more water, the percentage increase in their bill will be greater. This type of rate structure is typically encouraged by the regional water management districts as a conservation measure. The PSC also approved a monthly base facility charge of \$8.25. Prior to March 23, 2009, Lake Utility Services rendered bi-monthly bills to customers. As of March 23, 2009, the company will be rendering monthly bills to its customers. I have enclosed a copy of the tariff for your review.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. Sam Russo

Page 2

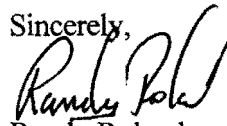
June 22, 2009

I have also enclosed a brochure, "*Utility Ratemaking in Florida*," which explains how the PSC exercises regulatory authority rate base and economic regulation including analyzing requested rate changes and conducting earnings surveillance to ensure that regulated utilities are not exceeding their authorized rates of return. I will add your comments to the correspondence side of Docket No. 070693-WS.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Randy Roland

Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosures (2)

RESIDENTIAL SERVICE

RATE SCHEDULE RS

- AVAILABILITY - Available throughout the area served by the Company.
- APPLICABILITY - For water service for all purposes in private residences and individually metered apartment units.
- LIMITATIONS - Subject to all of the Rules and Regulations of this Tariff and General Rules and Regulations of the Commission.
- BILLING PERIOD - Monthly

RATE -

<u>Meter Size</u>	<u>Base Facility Charge</u>
5/8 " x 3/4"	\$ 8.25
1"	\$ 20.63
1 1/2"	\$ 41.25
2"	\$ 66.00
3"	\$ 132.00
4"	\$ 206.25
6"	\$ 412.50
8"	\$ 742.50
10"	\$1,196.25

Gallage Charge (per 1,000 gallons):

0 – 5,000 gallons	\$ 1.67
5,000 to 10,000 gallons	\$ 2.09
Over 10,000 gallons	\$ 2.51

- MINIMUM CHARGE - Base Facility Charge
- TERMS OF PAYMENT - Bills are due and payable when rendered and become delinquent if not paid within twenty (20) days. After five (5) working days written notice is mailed to the customer separate and apart from any other bill, service may then be discontinued.
- EFFECTIVE DATE - March 23, 2009
- TYPE OF FILING - 2008 Rate Case

John Hoy
ISSUING OFFICER

Chief Regulatory Officer
TITLE

Katie Ely

070693

From: Ruth McHargue
Sent: Friday, June 05, 2009 10:33 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 20052

Please add to docket file.

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, June 04, 2009 11:38 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 20052

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Steven Longshore
Telephone: 352-216-4876
Email: stevecmc@cfl.rr.com
Address: 10734 Vista del Sol Circle Clermont 34711

BUSINESS INFORMATION

Business Account Name: Steven Longshore
Account Number: 9771310000
Address: 10734 Vista del Sol Circle Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.
Details:
REF: Docket # 080005-WS

I need to understand how my bill can go from approximately \$50-60 every two (2) months to over \$103 for 25 days.

We received a notice explaining that there would be an increase of approximately 0.58% for water and 0.57% increase for waste water.

Both of these amounts, in the notice seemed reasonable; the letter gave no indication of our rights to object or who to contact with an objection.

When we received the bill we were confident that it was an error because of the EXTREME increase. We could not reach the Utility service by phone (every phone number listed produced an error message when dialed). They did respond to our e-mails but leave the impression that this is a "done deal" and we have no recourse.

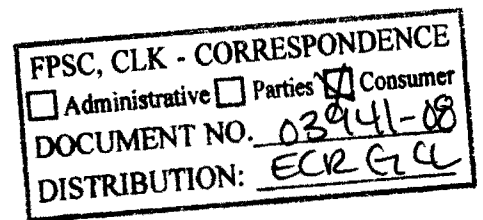
Would you please be so kind as to let us know what we can do about this?

Also, can you tell us how a revision of this magnitude can get through the system without the Utility clients knowing and / or understanding what it truly means to their "bottom lines".

This increase is devastating to us at a time when our finances are very tight.

Thank you for your response.

Steven Longshore
10734 Vista del Sol Circle



Clermont, FL 34711

352-216-4876

stevecmc@cfl.rr.com

Katie Ely

070693

From: Ruth McHargue
Sent: Friday, June 05, 2009 10:33 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 20048

Please add to docket file.

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, June 04, 2009 9:17 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 20048

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Rodney LaVancher
Telephone: 352-241-4512
Email: rodneyl@cfl.rr.com
Address: 9225 Summer Breeze Court Clermont 34711

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: FCRGCL		

BUSINESS INFORMATION

Business Account Name: Rodney LaVancher
Account Number: 6438300000
Address: 9225 Summer Breeze Court Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.
Details:

Our water service is provided by Lake Utilities Services, Inc (Utilities Inc). Our service is only for water not wastewater. We had received notice that our rates would be increased which is understandable due to the rising cost of inflation. However, when I and everyone else in our neighborhood received our water bills this cycle (billed every 2 months) our bills had gone up 300% or more! I used the same amount of water I had in the last cycle when my bill was \$99.40 and now my bill is \$270.47 which is an increase of 275%! This is for water only, since we have a septic system. My water bill is now more than my electric bill! How in the world could the PSC who I thought is supposed to protect the citizens of Florida, approve a rate increase so large? I am and have been in the water/wastewater business for over 32 years so I know a little about it. When I talked on the phone to the utility company I was told that cost of chemicals, fuel, and electricity has gone up and I can agree with that since I am in the business. But I do know that the cost have not gone up 300%! If it had, my pay would have gone up 300% since I sell water and wastewater systems to large utilities. I have talked to many people since receiving my latest bill. NOBODY has a water bill this high. Not even those with both water and wastewater service. So once again my question to the Florida PSC is how in the world do you approve a rate increase of 300%. When I first got in the water/wstewater business for a private utility back in the 70's, I was actually involved in the process of going before the PSC for rate increases. The standard was you ask for a 20% increase and you may get 5%. So again I ask.....How does the Florida PSC approve a 300% rate increase? What would anyone on the PSC board do if their electric company decided to raise your bill 300%? For comparison, my water bill is now more than my electric bill! How can the PSC board justify such a rate increase on families who are struggling in todays economy. To hit hard working families with this is simply irresponsible and reckless on behalf of a group that is supposed to protect the citizens of the Great State of Florida. Your response and explanation to this would be greatly appreciated.

Rodney LaVancher

Katie Ely

670e93

From: Ruth McHargue
Sent: Thursday, June 04, 2009 11:57 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: Lake Utility

Please add to docket file.

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

From: Consumer Contact
Sent: Thursday, June 04, 2009 11:43 AM
To: Ruth McHargue
Subject: To CLK

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, June 03, 2009 3:29 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 20039

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Rodolfo Pomier
Telephone: 352-536-4858
Email: rudypomier@hotmail.com
Address: 10735 Lake Hill Dr Clermont 34711

BUSINESS INFORMATION

Business Account Name: Rodolfo Pomier
Account Number: 1944900000
Address: 10735 Lake Hill Dr Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

Our water bill went up 97%. We paid \$ 75.00 in my previous statement. and now the water bill is \$ 266.20. My wife and I are retired and can not afford to pay this exuberant amount and continue to live our normal life. How can Lake Utility Services Inc have such an increase in this economic down turn.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>03946-08</u>		
DISTRIBUTION: <u>ELG u</u>		

Katie Ely

070693

From: Ruth McHargue
Sent: Wednesday, June 03, 2009 10:01 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: Lake Utilities Rate Increase
Attachments: E-Form Other Complaint TRACKING NUMBER: 19999; EXTREME WATER RATES

Please add to docket file.

From: Angie Calhoun
Sent: Tuesday, June 02, 2009 11:52 AM
To: Ruth McHargue
Subject: Lake Utilities Rate Increase

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: ECR GCU		

Katie Ely

From: Consumer Contact
Sent: Monday, June 01, 2009 9:47 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 19999

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Charles Oxford
Telephone: (352) 242-9173
Email: cto423@aol.com
Address: 10739 Lake Hill Drive Clermont 34711

BUSINESS INFORMATION

Business Account Name: Charles Oxford
Account Number:
Address: 10739 Lake Hill Drive Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

Lake Utility Services, Inc., who provides this area with water has increased its fees by over 95%. This is outrageous. Now our water bills are more than our electric bills!!! How can this be?? People are struggling to keep their homes and now they are paying 3 times what they used to pay for water?? We have septic tanks and dont even use sewage facilities and still pay hundreds of dollars per month just for water???? Please I am retired and living on a fixed income. This is difficult for everyone. I plead with you to please look into the matter and have them reduced to a more reasonable rate. Please.
Thank you for your assistance.

Katie Ely

From: rodney medlin [rodneymedlin@msn.com]

Sent: Tuesday, June 02, 2009 9:33 AM

To: Consumer Contact

Subject: EXTREME WATER RATES

Hello,

I am officially filing a complaint against the Lake Utility Services. We went from an average bi-monthly water bill of \$55.00 to the latest water bill of \$243.34. I cannot believe in these times (really ever) this could be allowed. They are saying we used 108,250 gallons of water in 58 days. There is no possible way we could use that much water for a residence, not even in a years time. They have tiered the cost of water and at the top price, it is more expensive for me to drink a gallon of water from my home than it is to buy one. Is that ridiculous or what? I have tried to speak to them a few times, but they just insist we are a high user, what in the world? There has to be a problem either with their computer system or the meter or the reader. I am frustrated to say the least and don't know how to resolve the problem. Please inquire and fix the problem. Thank you for your time.

Susanne Medlin

10400 Summit Lakes Ln

Clermont, FL 34711

352-242-3938

Windows Live™ SkyDrive™: Get 25 GB of free online storage. [Get it on your BlackBerry or iPhone.](#)

Katie Ely

070693

From: Ruth McHargue
Sent: Wednesday, June 03, 2009 10:41 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 20018

Please add to docket file.

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 02, 2009 9:39 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 20018

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Michele Waters
Telephone: 407-469-2920
Email: mwaters@intuitivebusiness.com
Address: 16824 Fosgate Rd. Montverde 34756

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: ECR GCL		

BUSINESS INFORMATION

Business Account Name: Michele Waters
Account Number: 2169900000
Address: 16824 Fosgate Rd. Montverde Florida 34756

COMPLAINT INFORMATION

Complaint: Improper Billing against Lake Utility Services, Inc.
Details:

Rate increase: How can government/state officials raise the water rates 200-300%. I can understand an increase of 5-10%, but no more. It is not easy for the average consumer to have their water bill TRIPLED. Most consumers are on a tight budget these days, and can't afford the government squeezing even more out of them.

Katie Ely

070693

From: Ruth McHargue
Sent: Wednesday, June 03, 2009 10:49 AM
To: Katie Ely
Cc: Ann Cole; Cheryl Bulecza-Banks; Dorothy Menasco
Subject: FW: To CLK

Please add to docket file.

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

From: Consumer Contact
Sent: Tuesday, June 02, 2009 2:07 PM
To: Ruth McHargue
Subject: To CLK

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 02, 2009 1:57 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 20022

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Beverly Boike
Telephone: 352-394-7229
Email: bboike@intuitivebusiness.com
Address: 10446 Lago Louisa Court Clermont 34711

BUSINESS INFORMATION

Business Account Name: Charles Boike
Account Number: 0631310000
Address: 10446 Lago Louisa Court Clermont FL 34711

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
Details:

As a resident of Florida I am fully aware of the need to conserve our water. I do not water my lawn except for my assigned dates and if it rains during the week I cut back. I also understand the need of utility companies to occasionally raise rates. What I don't understand is what gives you the right as a State Government to raise our rates by such a drastic amount. With this rate hike I will be paying 5 times what I did last year. This seems very extreme to me. With the economy the way it is people now not only have to fear losing their homes but their water being shut off. I now fully understand why people are losing faith in our Country. Please try and explain your reasoning to me.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: ECRGU		

Katie Ely

070693

From: Ruth McHargue
Sent: Wednesday, June 03, 2009 10:41 AM
To: Katie Ely
Cc: Ann Cole; Cheryl Bulecza-Banks; Dorothy Menasco
Subject: FW: Water Rates (Lake Utilities, Inc.)

Please add to docket file.

From: Beverly Boike [mailto:bboike@intuitivebusiness.com]
Sent: Tuesday, June 02, 2009 11:43 AM
To: Consumer Contact
Subject: Water Rates (Lake Utilities, Inc.)

PSC Consumer Assistance,

As a resident of Florida I am fully aware of the need to conserve our water. I do not water my lawn except for my assigned dates and if it rains during the week I cut back. I also understand the need of utility companies to occasionally raise rates. What I don't understand is what gives you the right as a State Government to raise our rates by such a drastic amount. With this rate hike I will be paying 5 times what I did last year. This seems very extreme to me. With the economy the way it is people now not only have to fear losing their homes but their water being shut off. I now fully understand why people are losing faith in our Country. Please try and explain your reasoning to me.

Thank you,

Beverly Boike
Intuitive Business Systems, Inc.
352.394.7229 voice
352.394.7212 fax
bboike@intuitivebusiness.com

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: EUR GCL		

Katie Ely

070693

From: Ruth McHargue
Sent: Monday, June 01, 2009 2:17 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: Lake Utility Rate Increase Protest
Attachments: E-Form Improper Billing TRACKING NUMBER: 19962; E-Form Other Complaint TRACKING NUMBER: 19964; E-Form Other Complaint TRACKING NUMBER: 19998; E-Form Other Complaint TRACKING NUMBER: 19973

Please add to docket file.

From: Angie Calhoun
Sent: Monday, June 01, 2009 9:29 AM
To: Ruth McHargue
Subject: Lake Utility Rate Increase Protest

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: ECR GLL		

Katie Ely

From: Consumer Contact
Sent: Friday, May 29, 2009 9:03 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 19962

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Randy Richmond
Telephone: 321-436-1375
Email: randylaura.richmond@gmail.com
Address: 10839 Lantana Crest Clermont 34711

BUSINESS INFORMATION

Business Account Name: Randy Richmond
Account Number:
Address: 10839 Lantana Crest Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Improper Billing against Lake Utility Services, Inc.

Details:

Our water bill is \$556.09. We understand Lake Utilities Inc. received a 53% increase in water rates. If we had known this, we could have adjusted our water consumption accordingly.

Katie Ely

From: Consumer Contact
Sent: Friday, May 29, 2009 11:28 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 19964

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Kenn Lord
Telephone: 3523941014
Email: klcl71@aol.com
Address: 10531 mesa lane clermont 34711

BUSINESS INFORMATION

Business Account Name: Kenn Lord
Account Number: 2951110000
Address: 10531 mesa lane clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

2 things. 1st a rate increase was announced the week the bill came out. The increase states on the letter .58%. Yet the utility rep states should be 58%. If so is ridiculous. My bill went from \$93 to \$277 without any warning. 2. Call customer service 3 times. Put on hold for at least 15 minutes and then they hang up. I recognize things go up, but 1 consumers should be told ahead of time, and told accurately and 2 a 58% increase if correct will drive more of us to put down our own wells!

Katie Ely

From: Consumer Contact
Sent: Monday, June 01, 2009 8:30 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 19998

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Robert Gotthelf
Telephone: 407 592-0392
Email: rbg1956@hotmail.com
Address: 11746 Indian Hills Lane Clermont 34711

BUSINESS INFORMATION

Business Account Name: Robert Gotthelf
Account Number: 9903210000
Address: 11746 Indian Hills Lane Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Company
Details:

PSC-09-0157-CO-WS My Bills for water have gone up from an average of \$60.00 a month last year to march \$127.00 April to May 10 = \$165.00 in this economy to let a utility raise their rates this much is unbelievable.

Katie Ely

From: Consumer Contact
Sent: Friday, May 29, 2009 4:04 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 19973

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Bradley Hilliard
Telephone: 407-222-4992
Email: bradley@princebradley.com
Address: 11746 Chapelle CT Clermont 34711

BUSINESS INFORMATION

Business Account Name: Bradley Hilliard
Account Number: 7737010000
Address: 11746 Chapelle CT Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

I had received and read about the rate change. But not that I received my teared water bill think that the rate adjustment was misrepresented to the customers. This leaves the customer having no option but to pay the bills and wait for any disputed to be cleared. This could be costly to the customer.

Dorothy Menasco

070693-WS

From: Dorothy Menasco
Sent: Monday, June 01, 2009 10:54 AM
To: Rick Wright
Subject: RE: Complaints

FPSC, CLK - CORRESPONDENCE
 ___Administrative___ Parties Consumer
 DOCUMENT NO. 03941-08
 DISTRIBUTION: E

Thank you Rick. We will file the replies in the appropriate dockets.

From: Rick Wright
Sent: Monday, June 01, 2009 10:15 AM
To: Dorothy Menasco
Subject: RE: Complaints

It should be placed in 070693-WS. Thanks.

From: Dorothy Menasco
Sent: Monday, June 01, 2009 10:11 AM
To: Rick Wright
Subject: RE: Complaints

Thank your for the clarification. Also, where should pegmessent@yahoo.com be placed? There is no name associated with the e-mail address. Thank you for your help.

From: Rick Wright
Sent: Monday, June 01, 2009 8:47 AM
To: Dorothy Menasco
Subject: RE: Complaints

Mr. and Mrs. Warren, Mr. Stone, and Mr. Pickett should be placed in Docket No. 070693-WS

Felicia Trimboli and Michele Preston should be placed in Docket No. 090121-SU.

Thanks.

From: Dorothy Menasco
Sent: Monday, June 01, 2009 7:59 AM
To: Rick Wright
Subject: FW: Complaints

Please advise which docket these are to be placed in as well. Thank you.

From: Dorothy Menasco
Sent: Monday, June 01, 2009 7:57 AM
To: Rick Wright
Subject: RE: Complaints

Per your request below, we will place your responses to the listed individuals in the consumer correspondence side of the docket file:

pegmessent@yahoo.com

6/1/2009

Mr. and Mrs. Warren

Mr. Stone

Mr. Pickett

Felicia Trimboli

We will also add the complaint information from Michelle Preston, which you forwarded to our office on 5/29/09, to the consumer correspondence side of the docket file.

From: Rick Wright
Sent: Friday, May 29, 2009 11:38 AM
To: Dorothy Menasco
Subject: Complaints

The ones I forwarded to you should all be put into consumer correspondence. thanks.

6/1/2009

Dorothy Menasco

From: Dorothy Menasco
Sent: Friday, May 29, 2009 11:03 AM
To: Rick Wright
Cc: Katie Ely; Bart Fletcher; Cheryl Bulecza-Banks; Ann Cole
Subject: FW: Lake Utilities, Inc. Rate Increases

Hi Rick,

We have received your e-mail below, however, we need more information on how you would like this information handled. These types of messages should be forwarded with instructions on placing in the docket file, the consumer correspondence, or the parties and interested persons correspondence. No further action will be taken until we receive further instruction. Thank you for your help.

*Dorothy Menasco
 Chief Deputy Commission Clerk
 Florida Public Service Commission
 Office of Commission Clerk
 850-413-6770*

From: Rick Wright
Sent: Friday, May 29, 2009 10:28 AM
To: Katie Ely
Cc: Dorothy Menasco
Subject: FW: Lake Utilities, Inc. Rate Increases

FYI

From: Rick Wright
Sent: Thursday, May 28, 2009 2:05 PM
To: 'pegmessent@yahoo.com'
Cc: Bart Fletcher; Cheryl Bulecza-Banks
Subject: Lake Utilities, Inc. Rate Increases

Thank you for your email in which you expressed your concerns regarding the rate increases for Lake Utility Services, Inc. (LUSI or Utility)

With respect to the development of rates, the Commission is required by law 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 (F.S.). 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

6/1/2009

the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

First of all, prior to this recent case, LUSI had not had a base rate increase since it has been under the jurisdiction of the Commission. The utility was in existence when Lake County turned over jurisdiction of the privately-owned water and wastewater utilities to the Commission in 1991. As is the common practice, the rates in effect at the time the utility becomes jurisdictional are grandfathered in until there is a full rate case proceeding before the Commission. Based on the review in this rate case, the PSC found that LUSI was earning a return on its utility investment of only .53% for its water system, which is certainly below a fair rate of return on investment.

Also, the utility has recently made several major plant investments to its water system to improve the quality and reliability of the water service. These improvements include a new high production well with packed tower aeration treatment to reduce the hydrogen sulfide concentration, several major trunk mains to interconnect the subdivisions, and a storage tank to help meet peak demand. These plant improvements have increased the utility's rate base on which it is allowed to earn a return by approximately 40 percent, or \$5 million. Wastewater rate base increased by \$5.4 million for Lake Groves wastewater treatment plant expansion.

The average consumption of customers in the LUSI service area is approximately 20,000 gallons per month, which is considered very high. The PSC approved the use of a three-tier inclining block rate structure, which contains a usage rate of \$1.67 per 1,000 gallons for the first 5,000 gallons per month, \$2.09 for usage between 5,000 and 10,000 gallons, and \$2.51 for usage above 10,000 gallons per month. Therefore, as customers use more water, the percentage increase in their bill will be greater. This type of rate structure is typically encouraged by the regional water management districts as a conservation measure. In this instance, the utility is located in the St. Johns River Water Management District (SJRWMD) and is in a Priority Water Resource Caution Area, meaning that the availability of sustainable quantities of groundwater in this area to meet future demands is in question. The SJRWMD has been working with LUSI to reduce the amount of water it withdraws from the aquifer and fully supports the use of this rate structure.

Pursuant to Order No. PSC-09-0101-PAA-WS, any party adversely affected by the Commission's final action in this matter may request: (1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code (F.A.C.); or (2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Office of Commission Clerk and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of the order, pursuant to Rule 9.1 10, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900 (a), Florida Rules of Appellate Procedure.

The Commission received no protest pursuant to Rule 25-22.060, F.A.C.; therefore, the Commission issued consummating order PSC-09-0157-CO-WS making the rate increase final.

We understand your concerns regarding the Utility's Commission approved increase. I hope the above information has been helpful in understanding the reasons for the recent rate increases for the Lake Utility Services system. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at rwright@psc.state.fl.us.

Sincerely,

Rick Wright
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6435
Fax: (850) 413-6436

6/1/2009

Dorothy Menasco

From: Dorothy Menasco
Sent: Friday, May 29, 2009 11:03 AM
To: Rick Wright
Cc: Katie Ely; Bart Fletcher; Cheryl Bulecza-Banks; Ann Cole
Subject: FW: Lake Utilities, Inc. Rate Increases

Hi Rick,

We have received your e-mail below, however, we need more information on how you would like this information handled. These types of messages should be forwarded with instructions on placing in the docket file, the consumer correspondence, or the parties and interested persons correspondence. No further action will be taken until we receive further instruction. Thank you for your help.

*Dorothy Menasco
 Chief Deputy Commission Clerk
 Florida Public Service Commission
 Office of Commission Clerk
 850-413-6770*

From: Rick Wright
Sent: Friday, May 29, 2009 10:28 AM
To: Katie Ely
Cc: Dorothy Menasco
Subject: FW: Lake Utilities, Inc. Rate Increases

FYI

From: Rick Wright
Sent: Thursday, May 28, 2009 1:50 PM
To: 'jmw77@earthlink.net'
Subject: FW: Lake Utilities, Inc. Rate Increases

Dear Mr. and Mrs. Warren:

Thank you for your email in which you expressed your concerns regarding the rate increases for Lake Utility Services, Inc. (LUSI or Utility)

With respect to the development of rates, the Commission is required by law 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 (F.S.). 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

6/1/2009

the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

First of all, prior to this recent case, LUSI had not had a base rate increase since it has been under the jurisdiction of the Commission. The utility was in existence when Lake County turned over jurisdiction of the privately-owned water and wastewater utilities to the Commission in 1991. As is the common practice, the rates in effect at the time the utility becomes jurisdictional are grandfathered in until there is a full rate case proceeding before the Commission. Based on the review in this rate case, the PSC found that LUSI was earning a return on its utility investment of only .53% for its water system, which is certainly below a fair rate of return on investment.

Also, the utility has recently made several major plant investments to its water system to improve the quality and reliability of the water service. These improvements include a new high production well with packed tower aeration treatment to reduce the hydrogen sulfide concentration, several major trunk mains to interconnect the subdivisions, and a storage tank to help meet peak demand. These plant improvements have increased the utility's rate base on which it is allowed to earn a return by approximately 40 percent, or \$5 million. Wastewater rate base increased by \$5.4 million for Lake Groves wastewater treatment plant expansion.

The average consumption of customers in the LUSI service area is approximately 20,000 gallons per month, which is considered very high. The PSC approved the use of a three-tier inclining block rate structure, which contains a usage rate of \$1.67 per 1,000 gallons for the first 5,000 gallons per month, \$2.09 for usage between 5,000 and 10,000 gallons, and \$2.51 for usage above 10,000 gallons per month. Therefore, as customers use more water, the percentage increase in their bill will be greater. This type of rate structure is typically encouraged by the regional water management districts as a conservation measure. In this instance, the utility is located in the St. Johns River Water Management District (SJRWMD) and is in a Priority Water Resource Caution Area, meaning that the availability of sustainable quantities of groundwater in this area to meet future demands is in question. The SJRWMD has been working with LUSI to reduce the amount of water it withdraws from the aquifer and fully supports the use of this rate structure.

Pursuant to Order No. PSC-09-0101-PAA-WS, any party adversely affected by the Commission's final action in this matter may request: (1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code (F.A.C.); or (2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Office of Commission Clerk and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of the order, pursuant to Rule 9.1 10, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900 (a), Florida Rules of Appellate Procedure.

The Commission received no protest pursuant to Rule 25-22.060, F.A.C.; therefore, the Commission issued consummating order PSC-09-0157-CO-WS making the rate increase final.

We understand your concerns regarding the Utility's Commission approved increase. I hope the above information has been helpful in understanding the reasons for the recent rate increases for the Lake Utility Services system. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at rwright@psc.state.fl.us.

Sincerely,

Rick Wright
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6435
Fax: (850) 413-6436

6/1/2009

Dorothy Menasco

From: Dorothy Menasco
Sent: Friday, May 29, 2009 11:04 AM
To: Rick Wright
Cc: Katie Ely; Rick Wright; Bart Fletcher; Ann Cole
Subject: RE: Lake Utilities, Inc. Rate Increases

Hi Rick,

We have received your e-mail below, however, we need more information on how you would like this information handled. These types of messages should be forwarded with instructions on placing in the docket file, the consumer correspondence, or the parties and interested persons correspondence. No further action will be taken until we receive further instruction. Thank you for your help.

*Dorothy Menasco
 Chief Deputy Commission Clerk
 Florida Public Service Commission
 Office of Commission Clerk
 850-413-6770*

From: Rick Wright
Sent: Friday, May 29, 2009 10:29 AM
To: Katie Ely
Cc: Dorothy Menasco
Subject: FW: Lake Utilities, Inc. Rate Increases

FYI

From: Rick Wright
Sent: Thursday, May 28, 2009 1:40 PM
To: 'score1234@embarqmail.com'
Cc: Bart Fletcher; Cheryl Bulecza-Banks
Subject: Lake Utilities, Inc. Rate Increases

Dear Mr. Stone:

Thank you for your fax in which you expressed your concerns regarding the rate increases for Lake Utility Services, Inc. (LUSI or Utility)

With respect to the development of rates, the Commission is required by law 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 (F.S.). 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

6/1/2009

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.

First of all, prior to this recent case, LUSI had not had a base rate increase since it has been under the jurisdiction of the Commission. The utility was in existence when Lake County turned over jurisdiction of the privately-owned water and wastewater utilities to the Commission in 1991. As is the common practice, the rates in effect at the time the utility becomes jurisdictional are grandfathered in until there is a full rate case proceeding before the Commission. Based on the review in this rate case, the PSC found that LUSI was earning a return on its utility investment of only .53% for its water system, which is certainly below a fair rate of return on investment.

Also, the utility has recently made several major plant investments to its water system to improve the quality and reliability of the water service. These improvements include a new high production well with packed tower aeration treatment to reduce the hydrogen sulfide concentration, several major trunk mains to interconnect the subdivisions, and a storage tank to help meet peak demand. These plant improvements have increased the utility's rate base on which it is allowed to earn a return by approximately 40 percent, or \$5 million. Wastewater rate base increased by \$5.4 million for Lake Groves wastewater treatment plant expansion.

The average consumption of customers in the LUSI service area is approximately 20,000 gallons per month, which is considered very high. The PSC approved the use of a three-tier inclining block rate structure, which contains a usage rate of \$1.67 per 1,000 gallons for the first 5,000 gallons per month, \$2.09 for usage between 5,000 and 10,000 gallons, and \$2.51 for usage above 10,000 gallons per month. Therefore, as customers use more water, the percentage increase in their bill will be greater. This type of rate structure is typically encouraged by the regional water management districts as a conservation measure. In this instance, the utility is located in the St. Johns River Water Management District (SJRWMD) and is in a Priority Water Resource Caution Area, meaning that the availability of sustainable quantities of groundwater in this area to meet future demands is in question. The SJRWMD has been working with LUSI to reduce the amount of water it withdraws from the aquifer and fully supports the use of this rate structure.

We understand your concerns regarding the Utility's Commission approved increase. I hope the above information has been helpful in understanding the reasons for the recent rate increases for the Lake Utility Services system. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at rwright@psc.state.fl.us.

Sincerely,

Rick Wright
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6435
Fax: (850) 413-6436

Dorothy Menasco

From: Dorothy Menasco
Sent: Friday, May 29, 2009 11:04 AM
To: Rick Wright
Cc: Katie Ely; Bart Fletcher; Cheryl Bulecza-Banks; Ann Cole
Subject: RE: Lake Utilities, Inc. Rate Increases

Hi Rick,

We have received your e-mail below, however, we need more information on how you would like this information handled. These types of messages should be forwarded with instructions on placing in the docket file, the consumer correspondence, or the parties and interested persons correspondence. No further action will be taken until we receive further instruction. Thank you for your help.

*Dorothy Menasco
 Chief Deputy Commission Clerk
 Florida Public Service Commission
 Office of Commission Clerk
 850-413-6770*

From: Rick Wright
Sent: Friday, May 29, 2009 10:29 AM
To: Katie Ely
Cc: Dorothy Menasco
Subject: FW: Lake Utilities, Inc. Rate Increases

FYI

From: Rick Wright
Sent: Thursday, May 28, 2009 11:19 AM
To: 'treasurer@orangetreehoa.com'
Cc: Bart Fletcher; Cheryl Bulecza-Banks
Subject: FW: Lake Utilities, Inc. Rate Increases

Dear Mr. Pickett:

Thank you for your email in which you expressed your concerns regarding the rate increases for Lake Utility Services, Inc. (LUSI or Utility)

With respect to the development of rates, the Commission is required by law 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 (F.S.). 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

6/1/2009

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.

First of all, prior to this recent case, LUSI had not had a base rate increase since it has been under the jurisdiction of the Commission. The utility was in existence when Lake County turned over jurisdiction of the privately-owned water and wastewater utilities to the Commission in 1991. As is the common practice, the rates in effect at the time the utility becomes jurisdictional are grandfathered in until there is a full rate case proceeding before the Commission. Based on the review in this rate case, the PSC found that LUSI was earning a return on its utility investment of only .53% for its water system, which is certainly below a fair rate of return on investment.

Also, the utility has recently made several major plant investments to its water system to improve the quality and reliability of the water service. These improvements include a new high production well with packed tower aeration treatment to reduce the hydrogen sulfide concentration, several major trunk mains to interconnect the subdivisions, and a storage tank to help meet peak demand. These plant improvements have increased the utility's rate base on which it is allowed to earn a return by approximately 40 percent, or \$5 million. Wastewater rate base increased by \$5.4 million for Lake Groves wastewater treatment plant expansion.

The average consumption of customers in the LUSI service area is approximately 20,000 gallons per month, which is considered very high. The PSC approved the use of a three-tier inclining block rate structure, which contains a usage rate of \$1.67 per 1,000 gallons for the first 5,000 gallons per month, \$2.09 for usage between 5,000 and 10,000 gallons, and \$2.51 for usage above 10,000 gallons per month. Therefore, as customers use more water, the percentage increase in their bill will be greater. This type of rate structure is typically encouraged by the regional water management districts as a conservation measure. In this instance, the utility is located in the St. Johns River Water Management District (SJRWMD) and is in a Priority Water Resource Caution Area, meaning that the availability of sustainable quantities of groundwater in this area to meet future demands is in question. The SJRWMD has been working with LUSI to reduce the amount of water it withdraws from the aquifer and fully supports the use of this rate structure.

We understand your concerns regarding the Utility's Commission approved increase. I hope the above information has been helpful in understanding the reasons for the recent rate increases for the Lake Utility Services system. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at rwright@psc.state.fl.us.

Sincerely,

Rick Wright
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6435
Fax: (850) 413-6436

Katie Ely

070693

From: Jared Deason
Sent: Monday, June 01, 2009 8:30 AM
To: Katie Ely
Cc: Dorothy Menasco
Subject: FW: Lake Utility Services, Inc. Rate Increases

Place the following e-mail on the correspondence side of Docket No. 070693

Thanks,

Jared Deason
 Division of Economic Regulation
 Florida Public Service Commission
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399-0850
 Telephone: (850) 413-6844
 Fax: (850) 413-6845

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: _____		

From: Tim Theabo [mailto:timtheabo@yahoo.com]
Sent: Saturday, May 30, 2009 8:43 PM
To: Jared Deason
Subject: Re: Lake Utility Services, Inc. Rate Increases

Thank you for your response, but the bottom line remains that Lake Utilities prior increase was well beyond reasonable and we as consumers are forced to swallow this with no true hope of relief. There is certainly no competition to Lake Utilities so I suppose our only choice is to lose our ability to afford water services over time given their desire to continually come to you with their hand out. As to the notice given by Lake Utilities, the last announced increase letter was sent after the fact and your commission granting the increase. I have contacted our representative and I was informed that there have been several other complaints logged over this issue. While I understand business and the need to cover costs, I do not believe Lake Utilities is operating in the best interest of the citizens who are forced to struggle with paying the bills.

--- On Thu, 5/28/09, Jared Deason <JDEASON@PSC.STATE.FL.US> wrote:

From: Jared Deason <JDEASON@PSC.STATE.FL.US>
 Subject: Lake Utility Services, Inc. Rate Increases
 To: timtheabo@yahoo.com
 Cc: "Dorothy Menasco" <DMenasco@PSC.STATE.FL.US>, "Ann Cole" <ACOLE@PSC.STATE.FL.US>, "Cheryl Bulecza-Banks" <CBulecza@PSC.STATE.FL.US>, "Bart Fletcher" <BFletche@PSC.STATE.FL.US>, "Rick Wright" <RWright@PSC.STATE.FL.US>
 Date: Thursday, May 28, 2009, 8:10 AM

Thank you for your e-mail in which you expressed your concerns regarding the rate

6/1/2009

increases for Lake Utility Services, Inc. (LUSI or Utility).

With respect to the development of rates, the Commission is required by law 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 (F.S.). 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.

On February 16, 2009, the Commission issued Order No. PSC-09-0101-PAA-WS which approved an 84.64% increase for water and 164.61% for wastewater service. The increases in rates were mainly due to the Utility's recently made plant investments to its water and wastewater systems to improve the quality and reliability of the water and wastewater service. These improvements include a new high production well with packed tower aeration treatment to reduce the hydrogen sulfide concentration, several major trunk mains to interconnect the subdivisions, a storage tank to help meet peak demand, and construction of a reuse transmission main to connect the Lake Groves wastewater treatment plant to six subdivisions. These plant improvements have increased the Utility's rate base on which it is allowed to earn a return.

Pursuant to Order No. PSC-09-0101-PAA-WS, any party adversely affected by the Commission's final action in this matter may request: (1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code (F.A.C.); or (2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Office of Commission Clerk and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of the order, pursuant to Rule 9.1 10, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

The Commission received no protest pursuant to Rule 25-22.060, F.A.C.; therefore, the Commission issued consummating order PSC-09-0157-CO-WS making the rate increase final.

Additionally, LUSI requested an Index increase on March 31, 2009. Pursuant to Section 367.081(4)(a), F.S., and Rule 25-30.420, Florida Administrative Code (F.A.C.), utilities are allowed to increase rates to reflect increases or decreases of major categories of operating costs. The intent of this statute is to insure that inflationary pressures are not detrimental to utility owners, and that any possible deflationary pressures are not adverse to rate payers. The index factor that is applied is set by the Commission annually and is based on the Gross Domestic

Product Implicit Price Deflator. By keeping up with index and pass-through adjustments, utility operations can be maintained at a level sufficient to insure quality of service for the rate payers. The index increases for LUSI became effective on May 27, 2009. Here is the link to the most recent orders that established the price index factor:

<http://www.psc.state.fl.us/library/filings/09/01159-09/01159-09.pdf>

<http://www.psc.state.fl.us/library/filings/09/01767-09/01767-09.pdf>

We understand your concerns regarding the Utility's Commission approved increase. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6844 or e-mail me at jdeason@psc.state.fl.us.

Sincerely,

Jared Deason
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6844
Fax: (850) 413-6845

070693

Katie Ely

From: Jared Deason
Sent: Thursday, May 28, 2009 9:00 AM
To: Katie Ely
Cc: Dorothy Menasco
Subject: FW: Lake Utility Services, Inc. Rate Increases - Docket No. 070693

Place the following e-mail on the correspondence side of Docket No. 070693

Thanks,

Jared Deason
 Division of Economic Regulation
 Florida Public Service Commission
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399-0850
 Telephone: (850) 413-6844
 Fax: (850) 413-6845

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: _____		

From: Jared Deason
Sent: Thursday, May 28, 2009 8:11 AM
To: 'timtheabo@yahoo.com'
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks; Bart Fletcher; Rick Wright
Subject: Lake Utility Services, Inc. Rate Increases

Thank you for your e-mail in which you expressed your concerns regarding the rate increases for Lake Utility Services, Inc. (LUSI or Utility).

With respect to the development of rates, the Commission is required by law 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 (F.S.). 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.

On February 16, 2009, the Commission issued Order No. PSC-09-0101-PAA-WS which

5/28/2009

approved an 84.64% increase for water and 164.61% for wastewater service. The increases in rates were mainly due to the Utility's recently made plant investments to its water and wastewater systems to improve the quality and reliability of the water and wastewater service. These improvements include a new high production well with packed tower aeration treatment to reduce the hydrogen sulfide concentration, several major trunk mains to interconnect the subdivisions, a storage tank to help meet peak demand, and construction of a reuse transmission main to connect the Lake Groves wastewater treatment plant to six subdivisions. These plant improvements have increased the Utility's rate base on which it is allowed to earn a return.

Pursuant to Order No. PSC-09-0101-PAA-WS, any party adversely affected by the Commission's final action in this matter may request: (1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code (F.A.C.); or (2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Office of Commission Clerk and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of the order, pursuant to Rule 9.1 10, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

The Commission received no protest pursuant to Rule 25-22.060, F.A.C.; therefore, the Commission issued consummating order PSC-09-0157-CO-WS making the rate increase final.

Additionally, LUSI requested an Index increase on March 31, 2009. Pursuant to Section 367.081(4)(a), F.S., and Rule 25-30.420, Florida Administrative Code (F.A.C.), utilities are allowed to increase rates to reflect increases or decreases of major categories of operating costs. The intent of this statute is to insure that inflationary pressures are not detrimental to utility owners, and that any possible deflationary pressures are not adverse to rate payers. The index factor that is applied is set by the Commission annually and is based on the Gross Domestic Product Implicit Price Deflator. By keeping up with index and pass-through adjustments, utility operations can be maintained at a level sufficient to insure quality of service for the rate payers. The index increases for LUSI became effective on May 27, 2009. Here is the link to the most recent orders that established the price index factor:

<http://www.psc.state.fl.us/library/filings/09/01159-09/01159-09.pdf>
<http://www.psc.state.fl.us/library/filings/09/01767-09/01767-09.pdf>

We understand your concerns regarding the Utility's Commission approved increase. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6844 or e-mail me at jdeason@psc.state.fl.us.

Sincerely,

Jared Deason
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6844
Fax: (850) 413-6845


070693

Ellen Plendl

From: Office of Commissioner McMurrin
Sent: Tuesday, May 26, 2009 1:18 PM
To: Ellen Plendl
Subject: FW: Lake County FL Residential Water Rates

Attachments: image001.jpg

RECEIVED-FPSC
09 MAY 27 PM 3:11
COMMISSION
CLERK


image001.jpg
(3 KB)

Hi Ellen,

Would you please handle and copy us on the response? Thank you.

Kay

From: Katrina McMurrin
Sent: Tuesday, May 26, 2009 1:13 PM
To: Office of Commissioner McMurrin
Subject: RE: Lake County FL Residential Water Rates

yes

From: Office of Commissioner McMurrin
Sent: Tuesday, May 26, 2009 10:52 AM
To: Katrina McMurrin
Subject: FW: Lake County FL Residential Water Rates

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		03941-08
DISTRIBUTION: _____		

This has been sent to the docket file. Do you think this one needs a response?

From: David Lynch [mailto:davidlynch78@hotmail.com]
Sent: Monday, May 25, 2009 1:18 PM
To: Office of the Chairman; Office of Commissioner Argenziano; Office Of Commissioner Edgar; Office of Commissioner McMurrin; Office of Commissioner Skop
Subject: Lake County FL Residential Water Rates

Dear PSC Commissioners,

Our residential water rates in Lake County just went up 84.64%! I contacted my water utility company "Lake Utility Services" and they confirmed that this is true and sent the above attachment which shows that the PSC approved these rate hikes. How did they justify and better yet, how did you allow them to raise our rates 84.64%? That is a HUGE increase. My average bill will now go from about \$60 bi-monthly to over \$150 bi-monthly because of this change.

I understand that water is a precious resource and that the higher rates help make people more aware to conserve water, but we pride ourselves in our family for conserving water and our bill is still going to almost triple. I can only imagine what a hardship this will cause for other residents, especially those on fixed incomes. I also understand that some of you may not have even been on the board when this increase was put in motion over a year ago (please see attached LUSI notice for details), but would you please look into

this and let us know what was the cause for such a huge increase and if there is anything that can be done to bring the rates back to an affordable level?

Thank you for your time and attention to this matter.

David Lynch
11329 Marseilles Blvd
Clermont, FL 34711

i'm EMAILING FOR THE GREATER GOOD
Join me <http://im.live.com/Messenger/IM/Home/?source=EML_WLHM_GreaterGood>

Subject: RE: Service_Question
Date: Fri, 22 May 2009 09:16:40 -0500
From: JMSillitoe@uiwater.com
To: davidlynch78@hotmail.com

Dear Mr. Lynch:

This email is in response to your inquiry regarding the increase in your bill. On 03/18/2009 a notice was mailed to customer's about the rate increase that would be effective beginning 03/23/2009. I have attached a copy of this notice in this email. Where you once paid \$0.76 per 1,000 gallons you now pay at a tiered rate. The rates increased by 84.64% meaning you are now paying \$1.67 for the first 0-5,000 gallons, \$2.09 for 5,000-10,000 gallons & \$2.51 for anything over 10,000 gallons. This bill is a prorated bill. Therefore, this bill is approximately 21.67% billed at the old rate and 78.33% billed at the new rate.

It is our goal to provide excellent service to our customer. If we can be of further assistance to you, please contact our Customer Service Department at 800-272-1919 or by email.

Sincerely,

Jacqueline Chandler
Customer Service Representative

flcustomerservice@uiwater.com <<mailto:flcustomerservice@uiwater.com>>

From: DONOTREPLY@uiwater.com [<mailto:DONOTREPLY@uiwater.com>]

Sent: Thursday, May 21, 2009 5:35 PM
To: Customer Service; Adrienne Krugler
Subject: Service_Question

first_name:
David

last_name:
Lynch

email:
davidlynch78@hotmail.com

water_sewer_account:
9360700000

question:
Hello, I just recieved my new water bill dated 5/17/09 and my total was more than triple what I normally pay. My last bill was \$51.87 for 50,830 gallons of water usage and this new bill is \$150.57 for 65,570 gallons of water usage. I understand that there was a possible increase in water rates recently, but to see my bill almost triple? I beleive there must be some sort of billing mistake here, please let me know what is going on. I am a residential customer. Thank You. My address is: 11329 Marseilles Blvd Clermont, FL 34711

readings:

readdate:

address:

apt:

city:

state:

zip:

phone:

cellphone:

submitted:
true

Submit1:
Submit

form_title:
Service_Question

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

May 27, 2009

Mr. David Lynch
11329 Marseilles Blvd.
Clermont, FL 34711

RE: PSC Inquiry 856748C

Dear Mr. Lynch

This is to acknowledge receipt of your letter to Florida Public Service Commissioner Katrina McMurrian regarding Lake Utility Services' recent rate increase. Given the nature of your concerns, Commissioner McMurrian feels it would be appropriate for specialized staff of the Division of Service, Safety and Consumer Assistance to respond directly to you.

On February 16, 2009, the PSC approved Lake Utility Services' increase in water and wastewater rates in Lake County. The PSC takes several things into consideration when designing rates, including, but not limited to the current rate structure, characteristics of the utility's customer base, setting the base facility charge between 25 and 40 percent whenever possible, and various conditions of the utility's consumptive use permit.

The PSC approved the use of a three-tier inclining block rate structure designed to promote water conservation and recognize the anticipated reduction in water demand. Effective March 23, 2009, the usage rates will reflect \$1.67 per 1,000 gallons for the first 5,000 gallons per month, \$2.09 for usage between 5,000 and 10,000 gallons, and \$2.51 for usage above 10,000 gallons per month. Therefore, as customers use more water, the percentage increase in their bill will be greater. This type of rate structure is typically encouraged by the regional water management districts as a conservation measure. The PSC also approved a monthly base facility charge of \$8.25. I have enclosed a copy of the tariff for your review.

Prior to March 23, 2009, Lake Utility Services rendered bi-monthly bills to customers. As of March 23, 2009, the company will be rendering monthly bills to its customers.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. David Lynch

Page 2

May 27, 2009

I have also enclosed a brochure, "*Utility Ratemaking in Florida*," which explains how the PSC exercises regulatory authority rate base and economic regulation including analyzing requested rate changes and conducting earnings surveillance to ensure that regulated utilities are not exceeding their authorized rates of return. I will add your comments to the correspondence side of Docket No. 070693-WS.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Randy Roland

Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosures (2)

RESIDENTIAL SERVICE

RATE SCHEDULE RS

- AVAILABILITY - Available throughout the area served by the Company.
- APPLICABILITY - For water service for all purposes in private residences and individually metered apartment units.
- LIMITATIONS - Subject to all of the Rules and Regulations of this Tariff and General Rules and Regulations of the Commission.
- BILLING PERIOD - Monthly

RATE -

<u>Meter Size</u>	<u>Base Facility Charge</u>
5/8 " x 3/4"	\$ 8.25
1"	\$ 20.63
1 1/2"	\$ 41.25
2"	\$ 66.00
3"	\$ 132.00
4"	\$ 206.25
6"	\$ 412.50
8"	\$ 742.50
10"	\$1,196.25

Gallonge Charge (per 1,000 gallons):

0 – 5,000 gallons	\$ 1.67
5,000 to 10,000 gallons	\$ 2.09
Over 10,000 gallons	\$ 2.51

- MINIMUM CHARGE - Base Facility Charge
- TERMS OF PAYMENT - Bills are due and payable when rendered and become delinquent if not paid within twenty (20) days. After five (5) working days written notice is mailed to the customer separate and apart from any other bill, service may then be discontinued.
- EFFECTIVE DATE - March 23, 2009
- TYPE OF FILING - 2008 Rate Case

John Hoy
ISSUING OFFICER

Chief Regulatory Officer
TITLE

Katie Ely

070693

From: Ruth McHargue
Sent: Wednesday, May 27, 2009 9:31 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Curtis Williams
Subject: Lake Utility

Please add to docket file.
Thanks,
Ruth

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: EUR G.U.		

-----Original Message-----
From: Consumer Contact
Sent: Tuesday, May 26, 2009 4:21 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 19914

To CLK
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 26, 2009 12:11 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 19914

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: c.timothy slack
Telephone: 352-241-2375
Email: vu1965@aol.com
Address: 10533 lake hill dr clermont 34711

BUSINESS INFORMATION

Business Account Name: c.timothy slack
Account Number:
Address: 10533 lake hill dr clermont Florida 34711

COMPLAINT INFORMATION

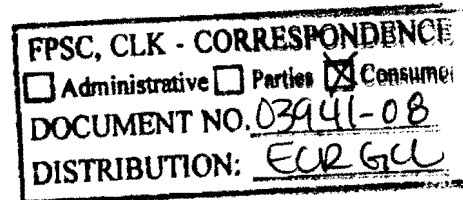
Complaint: Other Complaint against Lake Utility Services, Inc.
Details:
the amount of the rate increase 84% is excessive. although my consumption decreased the amount of my billing more than doubled from the previous quarter

PSC was contacted previously

Katie Ely

070693

From: Ruth McHargue
Sent: Wednesday, May 27, 2009 9:26 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole
Subject: Docket 070693



Please add to docket file.

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

From: Consumer Contact
Sent: Tuesday, May 26, 2009 4:09 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 19883

To CLK?

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, May 22, 2009 7:53 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 19883

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: charles moore
Telephone: 352-3948386
Email: cmoore00662868@cfl.rr.com
Address: 10650 Point Overlook Drive Clermont 44711

BUSINESS INFORMATION

Business Account Name: Charles L Moore
Account Number: 0539010000
Address: 10650 Point Overlook Drive Clermont Fl 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake County Utilities, Inc.
Details:

Objection to Section367.081(4) (a) allowing increases in water rates without a public hearing .

Lake Utilities has offered weak excuses in order to raise our rates at a unreasonable %.

Katie Ely

070693

From: Ruth McHargue
Sent: Tuesday, May 26, 2009 1:48 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: My contact

Please add to docket file.

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

From: Consumer Contact
Sent: Tuesday, May 26, 2009 9:22 AM
To: Ruth McHargue
Subject: FW: My contact

To CLK Protest Late Utility rate increase -----Original Message-----

From: Webmaster
Sent: Tuesday, May 26, 2009 7:44 AM
To: Consumer Contact
Subject: RE: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 26, 2009 7:14 AM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Curtis L Smith
Company: None
Primary Phone:
Secondary Phone:
Email: sunnycls@embarqmail.com

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: ECP GLL		

Response requested? Yes
CC Sent? No

Comments:

May 25, 2009

Curtis L. Smith
10233 Spring Moss Ave
Clermont, FL 34711

Utilities, Inc of Florida
200 Weathersfield Ave
Altamonte Springs, FL 32714

Ref: Account Number 2232610000

Dear Lake Utility Service,

I am not protesting the Proposed Action Order No. PSC-09-0101-PAA-WS or the final Order Number PSC-09-0157-CO-WS But, what I am protesting is the way that rate is applied in determining my usage cost of my water bill. A case in point, my bill should have been calculated on first and second 5,000 gallons but instead was calculated on 4113 instead. Thus the remaining 887 gallons times 2 are applied at the higher rate of \$2.51 per Gallon. Therefore overcharging me \$14.69. This is what I am protesting.

Sincerely,

Curtis L. Smith

Filed:

Kimberley Pena 070693

From: Kimberley Pena
Sent: Tuesday, May 26, 2009 11:20 AM
To: Office of Commissioner McMurrian
Cc: Ann Cole; Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: FW: Lake County FL Residential Water Rates
Attachments: LUSI Notice of Final Rates sent 3.18.09.pdf

Thank you. This information will be placed in Docket Correspondence - Consumers and Their Representatives, in Docket 070693-WS, today.

From: Carol Purvis **On Behalf Of** Ann Cole
Sent: Tuesday, May 26, 2009 11:10 AM
To: Kimberley Pena
Cc: Ann Cole
Subject: FW: Lake County FL Residential Water Rates

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: _____		

Please handle

From: Office of Commissioner McMurrian
Sent: Tuesday, May 26, 2009 10:51 AM
To: Ann Cole
Subject: FW: Lake County FL Residential Water Rates

Please place this in the file for DN 070693-WS. Thank you.

From: David Lynch [mailto:davidlynch78@hotmail.com]
Sent: Monday, May 25, 2009 1:18 PM
To: Office of the Chairman; Office of Commissioner Argenziano; Office Of Commissioner Edgar; Office of Commissioner McMurrian; Office of Commissioner Skop
Subject: Lake County FL Residential Water Rates

Dear PSC Commissioners,

Our residential water rates in Lake County just went up 84.64%! I contacted my water utility company "Lake Utility Services" and they confirmed that this is true and sent the above attachment which shows that the PSC approved these rate hikes. How did they justify and better yet, how did you allow them to raise our rates 84.64%? That is a HUGE increase. My average bill will now go from about \$60 bi-monthly to over \$150 bi-monthly because of this change.


I understand that water is a precious resource and that the higher rates help make people more aware to conserve water, but we pride ourselves in our family for conserving water and our bill is still going to almost triple. I can only imagine what a hardship this will cause for other residents, especially those on fixed incomes. I also understand that some of you may not have even been on the board when this increase was put in motion over a year ago (please see attached LUSI notice for details), but would you please look into this and let us know what was the cause for such a huge increase and if there is anything that can be done to bring the rates back to an affordable level?

Thank you for your time and attention to this matter.

David Lynch
 11329 Marseilles Blvd

5/26/2009

Clermont, FL 34711

 **EMAILING FOR THE GREATER GOOD**
Join me

Subject: RE: Service_Question
Date: Fri, 22 May 2009 09:16:40 -0500
From: JMSillitoe@uiwater.com
To: davidlynch78@hotmail.com

Dear Mr. Lynch:

This email is in response to your inquiry regarding the increase in your bill. On 03/18/2009 a notice was mailed to customer's about the rate increase that would be effective beginning 03/23/2009. I have attached a copy of this notice in this email. Where you once paid \$0.76 per 1,000 gallons you now pay at a tiered rate. The *rates* increased by 84.64% meaning you are now paying \$1.67 for the first 0-5,000 gallons, \$2.09 for 5,000-10,000 gallons & \$2.51 for anything over 10,000 gallons. This bill is a prorated bill. Therefore, this bill is approximately 21.67% billed at the old rate and 78.33% billed at the new rate.

It is our goal to provide excellent service to our customer. If we can be of further assistance to you, please contact our Customer Service Department at 800-272-1919 or by email.

Sincerely,

Jacqueline Chandler
Customer Service Representative



flcustomerservice@uiwater.com

From: DONOTREPLY@uiwater.com [mailto:DONOTREPLY@uiwater.com]
Sent: Thursday, May 21, 2009 5:35 PM
To: Customer Service; Adrienne Krugler
Subject: Service_Question

first_name:
David

last_name:
Lynch

email:
davidlynch78@hotmail.com

5/26/2009

LAKE UTILITY SERVICES, INC.

CUSTOMER NOTICE

ISSUED: MARCH 18, 2009

On May 7, 2008, Lake Utility Services, Inc. (the "Utility"), completed its application to the Florida Public Service Commission (the "Commission") for increased water and wastewater service rates, in which it requested a permanent rate increase of 95.39% for water service and 212.01% for wastewater service.

By Proposed Agency Action Order No. PSC-09-0101-PAA-WS ("PAA Order"), issued February 16, 2009, the Commission approved a rate increase of 84.64% for water service and 164.61% for wastewater service. In addition, the Commission approved revised miscellaneous service charges. These rates and charges were designed to allow the Utility the opportunity to recover its reasonable and prudent costs for providing service, and a reasonable rate of return on its investment in facilities necessary to provide such water and wastewater service. The PAA Order was not protested within the protest period, and became final by Order No. PSC-09-0157-CO-WS, issued March 16, 2009.

The increased rates and charges are effective for service on or after March 23, 2009.

The rates prior to filing, the Commission-approved water and wastewater, and approved revised miscellaneous service charges are attached to this customer notice.

This notice was prepared by the Utility and approved by the Commission Staff for distribution by the Utility to its customers.

If you have any questions about your bill, please contact the Utility at (800) 272-1919.

Sincerely,

Lake Utility Services, Inc.

LAKE UTILITY SERVICES, INC.
Schedule of Approved Water Rates – Excluding Lake Groves

<u>Residential Service – (Excluding Lake Groves)</u> Base Facility Charge by Meter Size:	Bi-Monthly Rates Prior to Filing	Bi-Monthly Commission Approved Interim	Monthly Utility Requested Final	Monthly Commission- approved final
5/8" x 3/4"	\$12.48	\$13.24	\$11.00	\$8.25
1"	\$31.20	\$33.10	\$27.50	\$20.63
1 1/2"	\$62.38	\$66.18	\$55.00	\$41.25
2"	\$99.78	\$105.86	\$88.00	\$66.00
3"	\$187.08	\$198.47	\$176.00	\$132.00
4"	\$311.82	\$330.81	\$275.00	\$206.25
6"	\$752.52	\$769.70	\$550.00	\$412.50
8"	\$0	\$0	\$0	\$742.50
10"				\$1,196.25
<u>Gallonage Charge – per 1,000 gallons</u>	\$0.72	\$0.76		-----
0 – 5,000 gallons (per 1,000 gallons)	-----	-----	\$1.30	\$1.67
5,000 to 10,000 gallons (per 1,000 gallons)	-----	-----	\$2.00	\$2.09
Over 10,000 gallons (per 1,000 gallons)			\$2.00	\$2.51
<u>General Service (Excluding Lake Groves)</u> Base Facility Charge by Meter Size:	Bi-Monthly Rates Prior to Filing	Bi-Monthly Commission Approved Interim	Monthly Utility Requested Final	Monthly Commission- approved final
5/8" x 3/4"	\$12.48	\$13.24	\$11.00	\$8.25
1"	\$31.20	\$33.10	\$27.50	\$20.63
1 1/2"	\$62.38	\$66.18	\$55.00	\$41.25
2"	\$99.78	\$105.86	\$88.00	\$66.00
3"	\$187.08	\$198.47	\$176.00	\$132.00
4"	\$311.82	\$330.81	\$275.00	\$206.25
6"	\$752.52	\$769.70	\$550.00	\$412.50

8"	\$0	\$0	\$0	\$742.50
10"				\$1,196.25
<u>Gallage Charge -</u> (per 1,000 gallons)	\$0.72	\$0.76	-----	\$2.26
Up to 10,000 gallons			\$1.30	
Over 10,000 gallons			\$2.00	

Schedule of Approved Water Rates – Lake Groves

<u>Residential Service -</u> <u>(Lake Groves)</u> Base Facility Charge by Meter Size:	Monthly Rates Prior to Filing	Monthly Commission Approved Interim	Monthly Utility Requested Final	Monthly Commission- approved final
5/8" x 3/4"	\$12.57	\$13.33	\$11.00	\$8.25
1"	\$31.42	\$33.33	\$27.50	\$20.63
1 1/2"	\$62.84	\$66.67	\$55.00	\$41.25
2"	\$100.54	\$106.66	\$88.00	\$66.00
3"	\$201.07	\$213.31	\$176.00	\$132.00
4"	\$314.18	\$333.31	\$275.00	\$206.25
6"				\$412.50
8"				\$742.50
10"				\$1,196.25
<u>Gallage Charge -</u> per 1,000 gallons	\$1.25	\$1.33		-----
0 – 5,000 gallons (per 1,000 gallons)	-----	-----	\$1.30	\$1.67
5,000 to 10,000 gallons (per 1,000 gallons)	-----	-----	\$1.30	\$2.09
Over 10,000 gallons (per 1,000 gallons)	-----	-----	\$2.00	\$2.51
<u>General Service</u> <u>(Lake Groves)</u> Base Facility Charge by Meter Size:	Monthly Rates Prior to Filing	Monthly Commission Approved Interim	Monthly Utility Requested Final	Monthly Commission- approved final
5/8" x 3/4"	\$12.57	\$13.33	\$11.00	\$8.25

Schedule of Approved Water Rates – Lake Groves (Continued)

1"	\$31.42	\$33.33	\$27.50	\$20.63
1 1/2"	\$62.84	\$66.67	\$55.00	\$41.25
2"	\$100.54	\$106.66	\$88.00	\$66.00
3"	\$201.07	\$213.31	\$176.00	\$132.00
4"	\$314.18	\$333.31	\$275.00	\$206.25
6"	\$314.18	\$331.31	\$550.00	\$412.50
8"				\$742.50
10"				\$1,196.25
<u>Gallonge Charge -</u> per 1,000 gallons	\$1.25	\$1.33	—	\$2.26
Up to 10,000 gallons			\$1.30	
Over 10,000 gallons			\$2.00	
<u>Irrigation Gallonge</u> <u>Charge</u>	\$1.25	\$1.33	\$2.00	N/A
All gallons				

Schedule of Approved Wastewater Rates – Lake Groves

<u>Residential Service</u>	Monthly Rates Prior to Filing	Monthly Commission Approved Interim	Monthly Utility Requested Final	Monthly Commission- approved final
Base Facility Charge:				
All Meter Sizes	\$15.72	\$22.79	\$45.00	\$24.00
Gallonge Charge – Per 1,000 gallons (10,000 gallon cap)	\$1.08	\$1.57	\$2.60	\$4.38
<u>General Service</u>	Monthly Rates Prior to Filing	Monthly Commission Approved Interim	Monthly Utility Requested Final	Monthly Commission- approved final
Base Facility Charge by Meter Size:				
5/8" x 3/4"	\$15.72	\$22.79	\$45.00	\$24.00
1"	\$39.32	\$57.02	\$112.50	\$60.00
1 1/2"	\$78.62	\$114.01	\$225.00	\$120.00

Schedule of Approved Wastewater Rates (Continued)

2"	\$125.79	\$182.41	\$360.00	\$192.00
3"	\$251.58	\$364.82	\$720.00	\$384.00
4"	\$393.12	\$570.06	\$1,125.00	\$600.00
6"	\$393.12	\$570.06	\$2,250.00	\$1,200.00
8"				\$2,160.00
10"				\$3,480.00
Gallonge Charge - (per 1,000 gallons)	\$1.36	\$1.97	\$3.50	\$5.26
Reclaimed Water				
Base Facility Charge			\$3.65	\$7.19
Gallonge Charge - (per 1,000 gallons)			\$0.60	\$1.07

Schedule of Approved Miscellaneous Service Charges

Type of Charge	Present Charge		Commission Approved Charge	
	During Business Hours	After Business Hours	During Business Hours	After Business Hours
Initial Connection	\$15.00	\$15.00	\$21.00	\$42.00
Normal Reconnection	\$15.00	\$15.00	\$21.00	\$42.00
Violation Reconnection (Water)	\$15.00	\$15.00	Actual Cost	Actual Cost
Violation Reconnection (Wastewater)	Actual Cost	Actual Cost	Actual Cost	Actual Cost
Premises Visit (in lieu of disconnection)	\$10.00	\$10.00	N/A	N/A
Premises Visit	N/A	N/A	\$21.00	\$42.00

Katie Ely

070693

From: Ruth McHargue
Sent: Friday, May 22, 2009 4:15 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: Lake Utilities

Please add to docket file.

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, May 21, 2009 7:28 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 19851

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Peg Messent
Telephone: 352-243-3668
Email: pegmessent@yahoo.com
Address: 10441 Paradise Bay Court Clermont 34711

BUSINESS INFORMATION

Business Account Name: Peggy Messent
Account Number:
Address: 10441 Paradise Bay Court Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake County Utilities, Inc.
Details:

I am writing on behalf of our community/neighborhood in Clermont to complain about the excessive Lake Utilities Services water rate increase. Our community is an area with high unemployment and foreclosure rates, and the water rate increase obviously puts an additional strain on many of the families in the area. We are all willing to cut back on our water usage, and we can understand a slight increase (which we thought was going to be approved), but most people have had their bills nearly triple! As citizens, we feel we have been unfairly gouged and are organizing to contact our elected officials to complain as well. We certainly hope there is a way that this rate increase can be revisited and modified.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: EULGU		

070693

To whom it may concern,

I just received my new bill from Utilities Inc. for the water service at my home in Clermont Florida. Utilities Inc. sent out a notice that they had received an approved rate increase of 84% from the Florida Public Service Commission. My bill seems to be considerably higher than that.

Under the old billing rate shown on the bill dated 2/15/2009 I paid a \$13.24 base water charge per 2 month and \$.76 per 1,000 gallons for water. At my consumption rate of 79,330 gallons for 2 months that worked out to \$73.52, divide that by 2 to get \$36.76 per month.

The base water charge appears to now be about \$7.50 per month. (it appears that they are going to month billing. Under the new billing rate of \$1.67 per 1,000 gallons for the first 5,000 gallons, \$2.09 per 1,000 for the next 5,000 and \$2.51 for anything over 10,000 gallons the new bill for the same usage 79,330/2 would be:

$$\$7.50 \text{ (Base)} + 5 \times 1.67 + 5 \times 2.09 + 29.665 * 2.51 = + \$7.50 + \$8.35 + \$10.45 + \$74.56 = \$100.76$$

\$100.76 under the new billing rate versus \$36.76 under the old billing rate seems like close to a 200% increase rather than the 84% increase they say they were approved for.

I don't see the increase as a bad thing if it makes me look at my water consumption more closely but as a homeowner that is required to irrigate my lawn the new rates seem excessive. I don't believe that Lake Utility Services painted an accurate picture for the FPSC when they requested the rate increases.

Thank you,



Dave Keim

13201 Lakewind Drive

Clermont, FL 34711

352-243-3477

Encl. Water bills for February and April.

RECEIVED-FPSC
09 MAY 20 PM 3:31
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION: _____		

RECEIVED

MAY 20 2009

Florida Public Service Commission
Division of SSC

407 587 2615
work fax.

Lake Utility Services, Inc
Phone: (407) 869-1919
Collections: (800) 272-1919
Customer Service: (800) 272-1919
www.uiwater.com



Bill Date	Account Number	Due Date	Please Pay
04/16/2009	2116810000	5/8/2009	\$ 104.32

Name DAVID KEIM Primary Telephone # (352) 243-3477
Service Address 13201 LAKEWIND DR, CLERMONT, FL, 34711

Activity Since Last Bill

Previous Balance	\$73.53	
Payments received as of 04/16/2009	\$-73.53	
Balance as of 04/16/2009		\$0.00

Residential Water Service

Water Base Charge	\$9.06	
47,977 gallons at \$0.76 per 1,000 gallons	\$36.46	
Total Residential Water Service		\$45.52

Residential Water Service

Water Base Charge	\$5.21	
1,579 gallons at \$1.67 per 1,000 gallons	\$2.64	
1,579 gallons at \$2.09 per 1,000 gallons	\$3.30	
18,985 gallons at \$2.51 per 1,000 gallons	\$47.65	
Total Residential Water Service		\$58.80

Total Amount Due \$104.32

Handwritten notes: 76, 107, 209

Summary of Service

Meter Reading Meter # 17887891
 Current 2446350 04/09/2009
 Previous 2376230 02/11/2009
 Usage 70,120 Gallons
 Number of Days: 57
 Average Daily Use: 1,230 Gallons
 Average Daily Cost: \$1.83

Billing History

Consumption History

The payment for this bill is due upon receipt.
Make check payable to: Lake Utility Services, Inc

Messages

Pursuant to FPSC Order and as previously notified, this bill reflects an approved rate increase. It has been prorated on this bill.



PO BOX 160609
Altamonte Springs FL 32716-0609

Account Number: 2116810000

Due Date: 5/8/2009

Please Pay \$ 104.32

Amount Paid

Empty box for amount paid

DAVID KEIM
KAREN KEIM
13201 LAKEWIND DR
CLERMONT FL 34711

Lake Utility Services, Inc
PO BOX 160609
Altamonte Springs FL 32716-0609

RECEIVED

Florida Public Service Commission
Division of SSC



Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.ulwater.com

Bill Date	Account Number	Due Date	Please Pay
02/15/2009	2116810000	3/9/2009	\$ 73.53

Summary of Service	
Meter Reading:	Meter # 17887891
Current:	2378230 02/11/2009
Previous:	2296900 12/10/2008
Usage:	79,330 Gallons
Number of Days:	63
Average Daily Use:	1,259 Gallons
Average Daily Cost:	\$ 1.17

Name DAVID KEIM Primary Telephone # (352) 243-3477
 Service Address 13201 LAKEWIND DR, CLERMONT, FL, 34711

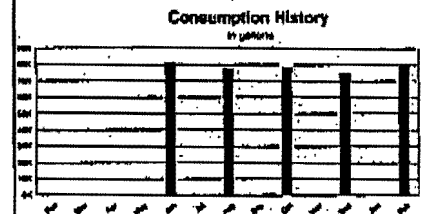
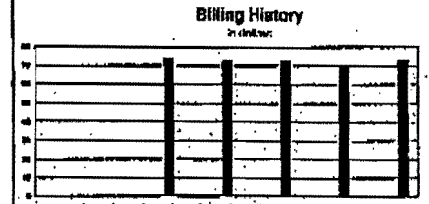
Activity Since Last Bill

Previous Balance	\$70.11	
Payments received as of 02/15/2009	\$-70.11	
Balance as of 02/15/2009		\$0.00

Residential Water Service

Water Base Charge	\$13.24	
79,330 gallons at \$0.76 per 1,000 gallons	\$60.29	
Total Residential Water Service		\$73.53

Total Amount Due \$73.53



RECEIVED
 APR 21 2009
 Florida Public Service Commission
 Division of SSC

The payment for this bill is due upon receipt.
 Make check payable to: Lake Utility Services, Inc

Messages



PO BOX 160609
 Altamonte Springs FL 32716-0609

DAVID KEIM
 KAREN KEIM
 13201 LAKEWIND DR
 CLERMONT FL 34711



Account Number: 2116810000

Due Date: 3/9/2009

Please Pay \$ 73.53

Amount Paid

Lake Utility Services, Inc
 PO BOX 160609
 Altamonte Springs FL 32716-0609

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

May 20, 2009

Mr. Dave Keim
13201 Lakewind Drive
Clermont, FL 34711

RE: PSC Inquiry 850884W

Dear Mr. Keim:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Lake Utility Services recent rate increase.

On February 16, 2009, the PSC approved Lake Utility Services' increase in water and wastewater rates in Lake County. The PSC takes several things into consideration when designing rates, including, but not limited to the current rate structure, characteristics of the utility's customer base, setting the base facility charge between 25 and 40 percent whenever possible, and various conditions of the utility's consumptive use permit.

The PSC approved the use of a three-tier inclining block rate structure designed to promote water conservation and recognize the anticipated reduction in water demand. Effective March 23, 2009, the usage rates will reflect \$1.67 per 1,000 gallons for the first 5,000 gallons per month, \$2.09 for usage between 5,000 and 10,000 gallons, and \$2.51 for usage above 10,000 gallons per month. Therefore, as customers use more water, the percentage increase in their bill will be greater. This type of rate structure is typically encouraged by the regional water management districts as a conservation measure. The PSC also approved a monthly base facility charge of \$8.25. I have enclosed a copy of the tariff for your review.

Prior to March 23, 2009, Lake Utility Services rendered bi-monthly bills to customers. As of March 23, 2009, the company will be rendering monthly bills to its customers. Please understand that the April 2009 bill reflects a 57-day billing cycle, but the increase took effect on the 40th day of your account's billing cycle. Lake Utility

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. Dave Keim
Page 2
May 20, 2009

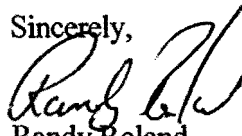
Services billed your account for 39 days of usage at the former rate and 18 days at the current rate. We have reviewed your April 16, 2009, billing statement and it appears that Lake Utility Services has billed your account in accordance with its tariff.

I have also enclosed a brochure, "*Utility Ratemaking in Florida*," which explains how the PSC exercises regulatory authority rate base and economic regulation including analyzing requested rate changes and conducting earnings surveillance to ensure that regulated utilities are not exceeding their authorized rates of return. I will add your comments to the correspondence side of Docket No. 070693-WS.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ellen Plendl by June 5, 2009; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Randy Roland

Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosures (2)

Katie Ely

070693

From: Ruth McHargue
Sent: Tuesday, April 21, 2009 3:35 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks

Please add to docket file.

From: Consumer Contact
Sent: Tuesday, April 21, 2009 1:15 PM
To: Ruth McHargue
Subject:

FPSC, CLK - CORRESPONDENCE
 Administrative Parties ~~X~~ Consumer
 DOCUMENT NO. 03941-08
 DISTRIBUTION: ECR GCL

From: James Warren [mailto:jmw77@earthlink.net]
Sent: Tuesday, April 21, 2009 12:04 PM
To: Consumer Contact
Subject: Utility Services Inc

Dear Commissioners:

It was a shock to us when we received our latest water bill to see the amount had doubled! We knew nothing about such an increase during these very difficult economical times to protest. We did receive a letter after you permitted Utility Services the increase. It is hoped that you will revisit their request to give us the opportunity to let our voices be heard.

James and Mary Warren
 13716 Calle de Ora Ct.
 Clermont, Florida 34711

(352) 243-1623

James Warren
jmw77@earthlink.net
 EarthLink Revolves Around You.

4/22/2009

070693 WS

Ellen Plendl

From: Randy Roland
Sent: Friday, April 17, 2009 2:42 PM
To: Ellen Plendl
Cc: Kay Posey; Cheryl Bulecza-Banks; Bart Fletcher
Subject: FW: PROTEST OF 85% INCREASE GRANTED LAKE UTILITES, EFFECTIVE MARCH 23, 2009

Ellen,
Please handle.

FPSC, CLK - CORRESPONDENCE
~~Administrative Parties~~ Consumer
DOCUMENT NO. 03941-08
DISTRIBUTION: _____

RECEIVED-FPSC
09 APR 21 PM 4:09
COMMISSION
CLERK

From: Bart Fletcher
Sent: Friday, April 17, 2009 2:37 PM
To: Kay Posey
Cc: Cheryl Bulecza-Banks; Randy Roland
Subject: RE: PROTEST OF 85% INCREASE GRANTED LAKE UTILITES, EFFECTIVE MARCH 23, 2009

Good afternoon, Kay. I'd like Randy to respond since he has already processed a similar response. Thanks, Bart.

From: Office of Commissioner McMurrian
Sent: Thursday, April 16, 2009 5:01 PM
To: Bart Fletcher
Subject: FW: PROTEST OF 85% INCREASE GRANTED LAKE UTILITES, EFFECTIVE MARCH 23, 2009

Hi Bart,

Katrina said the response to Linda and David Ralston should be like the response that Randy Roland did to Evelyn Rose. Do you want me to send you a copy of that response or would you just rather have Randy Roland respond to the Ralstons? I just didn't want you to have to reinvent the wheel!

Kay

From: LINDA RALSTON [mailto:lrалston226@embarqmail.com]
Sent: Sunday, March 29, 2009 8:46 PM
To: Office of the Chairman; Office Of Commissioner Edgar; Office of Commissioner Argenziano; Office of Commissioner McMurrian; Office of Commissioner Skop
Cc: carey@careybaker.com; Kathleen Sclafani; hthacker
Subject: PROTEST OF 85% INCREASE GRANTED LAKE UTILITES, EFFECTIVE MARCH 23, 2009

To the Florida Public Service Commissioners:

Recently you voted to approve a whopping 85% increase for customers of Lake Utilities resulting in higher bills every month for Lake Utilities customers rather than the current more reasonable bi-monthly billing. This increase represents a hardship for Lake County citizens serviced by Lake Utilities.

We were shocked to receive a notice from Lake Utilities indicating an 85% increase in our water rates! We had no idea Lake Utilities was contemplating such a massive increase. Water is a basic necessity. It is unconscionable that a utility company would ask for such a gigantic increase let alone be approved for one, especially in an economic downturn our country and particularly Lake County is presently experiencing.

The Lake Sentinel reported today that Lake County as of February 2009 has an unemployment rate of 10.3%, one of the highest in Central Florida. The unemployment rate has more than DOUBLED in the past year. Unfortunatly, your granting an 85% increase in our water rates will only bring more hardship to unemployed Lake Utilities customers who are struggling to pay their bills and provide for their families. What are our alternatives? Are we to go without water?

If Lake Utilities is justifying this outrageous increase in water rates by saying there is a shortage of water, why then is the St. John's Water District giving approval to Niagara Bottling Company to pump a half million gallons of water per day from the aquifer for its operation in Groveland?

Also, it is interesting to note that Lake Utilities requested an increase to \$2.00 per gallon yet they were granted an increase of \$2.51 per gallon. One has to question why you would grant an increase greater than what was requested. It doesn't make any sense.

In light of the above, we request that you reconsider the exorbitant 85% increase and either rescind this increase granted to Lake Utilities or reduce the amount to something reasonable. We have to ask who gets an 85% increase? It is just plain wrong.

By copy of this letter to Senator Baker, separate email to Representative Marlene O'Toole, and to the Orlando/Lake Sentinel via USPO, we ask that they look into this matter on behalf of customers of Lake Utilities in an effort to keep water affordable.

Sincerely,

Linda and David Ralston
12540 Lake Ridge Circle
Clermont, FL 34711

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

April 20, 2009

Mr. & Mrs. David Ralston
12540 Lake Ridge Circle
Clermont, FL 34711

RE: PSC Inquiry 850252C

Dear Mr. & Mrs. Ralston:

This is in response to your letter to Commissioner Katrina McMurrian, Florida Public Service Commission (PSC), regarding Lake Utility Services' recent rate increase. Given the nature of your concerns, Commissioner McMurrian feels it would be appropriate for specialized staff of the Division of Service, Safety and Consumer Assistance to respond directly to you.

On February 16, 2009, the PSC approved Lake Utility Services' increase in water and wastewater rates in Lake County. The PSC approved a three-tier inclining-block rate structure for the utility's water system, which is designed to reduce consumption and recognize the anticipated reduction in water demand.

The PSC takes several things into consideration when designing rates, including, but not limited to the current rate structure, characteristics of the utility's customer base, setting the base facility charge between 25 and 40 percent whenever possible, and various conditions of the utility's consumptive use permit.

The PSC approved more of the revenue requirement to be recovered through base facility charges than through gallonage charges based on the consumption level of Lake Utility Services' customer base. Lake Utility Services' requested a base facility charge of approximately \$11.00; however, the PSC approved a base facility charge of \$8.25. I have enclosed a copy of the company's tariff for your review. I will add your comments to the correspondence side of Docket No. 070693-WS.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

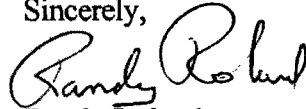
Mr. & Mrs. David Ralston

Page 2

April 20, 2009

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552
or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in cursive script that reads "Randy Roland". The signature is written in black ink and is positioned above the printed name.

Randy Roland

Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosure

RESIDENTIAL SERVICE

RATE SCHEDULE RS

- AVAILABILITY - Available throughout the area served by the Company.
- APPLICABILITY - For water service for all purposes in private residences and individually metered apartment units.
- LIMITATIONS - Subject to all of the Rules and Regulations of this Tariff and General Rules and Regulations of the Commission.
- BILLING PERIOD - Monthly

RATE -

<u>Meter Size</u>	<u>Base Facility Charge</u>
5/8 " x 3/4"	\$ 8.25
1"	\$ 20.63
1 1/2"	\$ 41.25
2"	\$ 66.00
3"	\$ 132.00
4"	\$ 206.25
6"	\$ 412.50
8"	\$ 742.50
10"	\$1,196.25

Gallonage Charge (per 1,000 gallons):

0 – 5,000 gallons	\$ 1.67
5,000 to 10,000 gallons	\$ 2.09
Over 10,000 gallons	\$ 2.51

- MINIMUM CHARGE - Base Facility Charge
- TERMS OF PAYMENT - Bills are due and payable when rendered and become delinquent if not paid within twenty (20) days. After five (5) working days written notice is mailed to the customer separate and apart from any other bill, service may then be discontinued.
- EFFECTIVE DATE - March 23, 2009
- TYPE OF FILING - 2008 Rate Case

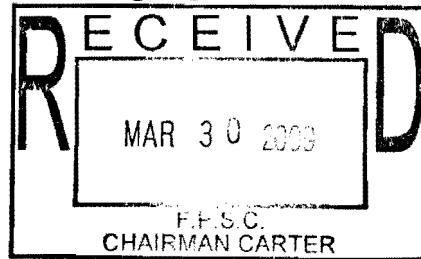
John Hoy
ISSUING OFFICER

Chief Regulatory Officer
TITLE

070693-WS

WS 641

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 03941-08
DISTRIBUTION: _____



March 23, 2009

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Attn: Commissioners Lisa Edgar Pope, Matthew Carter, Nancy Argeziano,
Karen McMurrian, and Jonathan Skop

Re: Recent Price Increase of Utilities, Inc.

Dear Commissioners:

I am writing to you collectively since at least the majority of you voted in favor of Utilities Inc. receiving an astronomical increase in their rates. A letter received by me from Utilities Inc. notified the increase was 84.64%. When the per thousand gallon rate jumps from \$.76 to \$2.51, that is certainly NOT 84.64%; it is closer to 360%!

The following is taken from the attachment received with the increase letter:

	Monthly Utility Requested Final Rate	Monthly Commission Approval Final Rate
Gallonge Charge per 1,000 gallons		
0-5,000 gallons (per 1,000 gallons)	\$1.30	\$1.67
5,000-10,000 gallons (per 1,000 gallons)	\$2.00	\$2.09
Over 10,000 gallons (per 1,000 gallons)	\$2.00	\$2.51



Evelyn Rose
12508 Lake View Ln.
Clermont, FL 34711

RECEIVED-FPSC

09 APR -3 AM 9:34

COMMISSION
CLERK

Can you please tell me why you would approve a greater amount than Utilities Inc. requested?

I cannot find the words to express how outraged I am. First, the St. John's Water Management agrees to let the Niagara Bottling Company remove millions of gallons of water from the aquifer for their monetary gain THEN the public receives this unbelievable increase.

Yes, I do realize that the request was put into play last year and the company needed to increase rates because of recent building and repairs. However, where was your common sense when you voted on this? People are losing their jobs; the economy is in the dumpster. Thanks for kicking a dog when he's down.

I implore you to reconsider your action and change the rate increase to a number that is fair.

Very truly yours,

Evelyn Rose

APR 23 2009
10:00 AM
COMMUNICATIONS SECTION

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

April 2, 2009

Ms. Evelyn Rose
12508 Lake View Lane
Clermont, FL 34711

RE: PSC Inquiry 847551C

Dear Ms. Rose:

This is in response to your letter to Chairman Matthew M. Carter II, Florida Public Service Commission (PSC), regarding Lake Utility Services' recent rate increase. Given the nature of your concerns, Chairman Carter feels it would be appropriate for specialized staff of the Division of Service, Safety and Consumer Assistance to respond directly to you.

On February 16, 2009, the PSC approved Lake Utility Services' increase in water and wastewater rates in Lake County. The PSC approved a three-tier inclining-block rate structure for the utility's water system, which is designed to reduce consumption and recognize the anticipated reduction in water demand.

The PSC takes several things into consideration when designing rates, including, but not limited to the current rate structure, characteristics of the utility's customer base, setting the base facility charge between 25 and 40 percent whenever possible, and various conditions of the utility's consumptive use permit.

The PSC approved more of the revenue requirement to be recovered through base facility charges than through gallonage charges based on the consumption level of Lake Utility Services' customer base. Lake Utility Services' requested a base facility charge of approximately \$11.00; however, the PSC approved a base facility charge of \$8.25. I have enclosed a copy of the company's tariff for your review. I will add your comments to the correspondence side of Docket No. 070693-WS.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

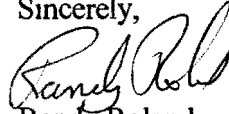
PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Ms. Evelyn Rose
Page 2
April 2, 2009

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552
or by fax at 1-800-511-0809.

Sincerely,



Randy Roland
Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosure

Katie Ely

070693

From: Ruth McHargue
Sent: Thursday, April 02, 2009 3:31 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: Lake Utility

Add to docket file.

FPSC, CLK - CORRESPONDENCE
Administrative Parties / Consumer
DOCUMENT NO. 03941-08
DISTRIBUTION: ECR GCL

-----Original Message-----
From: Consumer Contact
Sent: Thursday, April 02, 2009 3:01 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 19200

To CLK Protest to docket 070693
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, April 02, 2009 1:40 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 19200

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Alan Thomond
Telephone: +44 161 881 0742
Email: alan_thomond@lineone.net
Address: 15 South Drive Manchester 34714

BUSINESS INFORMATION

Business Account Name: Alan Thomond & G Leach Account Number:
Address: 15939 Heron Hill St Clermont Florida 34714

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.
Details:
Re the Notice copied below;

- 1) How can such an outrageous increase be allowed in the present economic climate?
- 2) Re "PSC-09-0101-PAA-WS (?PAA Order?), issued February 16,2009" - how was notice of this issued & to who? We never received any such notice - so how could we 'protest' within the 'protest period'?

Alan Thomond.

LAKE UTILITY SERVICES, INC.
CUSTOMER NOTICE
ISSUED: MARCH 18.2009

On May 7, 2008, Lake Utility Services, Inc. (the ?Utility?), completed its application to the Florida Public Service Commission (the ?Commission?) for increased water and wastewater service rates, in which it requested a permanent rate increase of 95.39% for water service and 212.01% for wastewater service.
By Proposed Agency Action Order No. PSC-09-0101-PAA-WS (?PAA Order?), issued February 16,2009, the Commission approved a rate increase of 84.64% for water service and 164.61% for wastewater service. In addition, the Commission approved revised miscellaneous service charges. These rates and charges were designed to allow the Utility the opportunity to recover its reasonable and prudent costs for providing service, and a reasonable rate of

return on its investment in facilities necessary to provide such water and wastewater service. The PAA Order was not protested within the protest period, and became final by Order No. PSC-09-0157-CO-WS, issued March 16,2009.

The increased rates and charges are effective for service on or after March 23,2009. The rates prior to filing, the Commission-approved water and wastewater, and approved revised miscellaneous service charges are attached to this customer notice.

This notice was prepared by the Utility and approved by the Commission Staff for distribution by the Utility to its customers.

If you have any questions about your bill, please contact the Utility at (800) 272- 1919.

Sincerely,

Lake Utility Services, Inc.

Sclafani
12728 Lake Ridge Circle
Clermont, FL 34711

070693 EWS
RECEIVED
MAR 26 2009
F.P.S.C.
CHAIRMAN CARPER
RECEIVED-FPSC
APR - 2 AM 11:25
COMMISSION
CLERK

March 23, 2009

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Attn: Commissioners Lisa Edgar Pope, Matthew Carter, Nancy Argeziano,
Karen McMurrian, and Jonathan Skop

Re: Recent Price Increase of Utilities, Inc.

Dear Commissioners:

I am writing to you collectively since at least the majority of you voted in favor of Utilities Inc. receiving an astronomical increase in their rates. A letter received by me from Utilities Inc. notified the increase was 84.64%. When the per thousand gallon rate jumps from \$.76 to \$2.51, that is certainly NOT 84.64%; it is closer to 360%!

The following is taken from the attachment received with the increase letter:

	Monthly Utility Requested Final Rate	Monthly Commission Approval Final Rate
Gallage Charge per 1,000 gallons		
0-5,000 gallons (per 1,000 gallons)	\$1.30	\$1.67
5,000-10,000 gallons (per 1,000 gallons)	\$2.00	\$2.09
Over 10,000 gallons (per 1,000 gallons)	\$2.00	\$2.51

FPSC, CLERK - CORRESPONDENCE
Administrative Parties
DOCUMENT NO. 039441-08
DISTRIBUTION

Can you please tell me why you would approve a greater amount than Utilities Inc. requested?

I cannot find the words to express how outraged I am. First, the St. John's Water Management agrees to let the Niagara Bottling Company remove millions of gallons of water from the aquifer for their monetary gain THEN the public receives this unbelievable increase.

Yes, I do realize that the request was put into play last year and the company needed to increase rates because of recent building and repairs. However, where was your common sense when you voted on this? People are losing their jobs; the economy is in the dumpster. Thanks for kicking a dog when he's down.

I implore you to reconsider your action and change the rate increase to a number that is fair.

Very truly yours,

RECEIVED
MAR 27 2009
Florida Public Service Commission
Tallahassee, FL 32399

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

April 2, 2009

Ms. Kathleen Sclafani
12728 Lake Ridge Circle
Clermont, FL 34711

RE: PSC Inquiry 846633C

Dear Ms. Sclafani:

This is in response to your letter to Chairman Matthew M. Carter II, Florida Public Service Commission (PSC), regarding Lake Utility Services' recent rate increase. Given the nature of your concerns, Chairman Carter feels it would be appropriate for specialized staff of the Division of Service, Safety and Consumer Assistance to respond directly to you.

On February 16, 2009, the PSC approved Lake Utility Services' increase in water and wastewater rates in Lake County. The PSC approved a three-tier inclining-block rate structure for the utility's water system, which is designed to reduce consumption and recognize the anticipated reduction in water demand.

The PSC takes several things into consideration when designing rates, including, but not limited to the current rate structure, characteristics of the utility's customer base, setting the base facility charge between 25 and 40 percent whenever possible, and various conditions of the utility's consumptive use permit.

The PSC approved more of the revenue requirement to be recovered through base facility charges than through gallonage charges based on the consumption level of Lake Utility Services' customer base. Lake Utility Services' requested a base facility charge of approximately \$11.00; however, the PSC approved a base facility charge of \$8.25. I have enclosed a copy of the company's tariff for your review. I will add your comments to the correspondence side of Docket No. 070693-WS.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

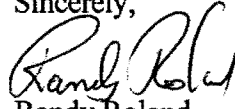
PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Ms. Kathleen Sclafani
Page 2
April 2, 2009

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552
or by fax at 1-800-511-0809.

Sincerely,



Randy Roland

Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosure

870693-WS
WS 641
Lake Utility Services

March 23, 2009

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Attn: Commissioners Lisa Edgar Pope, Matthew Carter, Nancy Argeziano,
Karen McMurrin, and Jonathan Skop

Re: Recent Price Increase of Utilities, Inc.

Dear Commissioners:

I am writing to you collectively since at least the majority of you voted in favor of Utilities Inc. receiving an astronomical increase in their rates. A letter received by me from Utilities Inc. notified the increase was 84.64%. When the per thousand gallon rate jumps from \$.76 to \$2.51, that is certainly NOT 84.64%; it is closer to 360%!

The following is taken from the attachment received with the increase letter:

	Monthly Utility Requested Final Rate	Monthly Commission Approval Final Rate
Gallage Charge per 1,000 gallons		
0-5,000 gallons (per 1,000 gallons)	\$1.30	\$1.67
5,000-10,000 gallons (per 1,000 gallons)	\$2.00	\$2.09
Over 10,000 gallons (per 1,000 gallons)	\$2.00	\$2.51

Can you please tell me why you would approve a greater amount than Utilities Inc. requested?

I cannot find the words to express how outraged I am. First, the St. John's Water Management agrees to let the Niagara Bottling Company remove millions of gallons of water from the aquifer for their monetary gain THEN the public receives this unbelievable increase.

Yes, I do realize that the request was put into play last year and the company needed to increase rates because of recent building and repairs. However, where was your common sense when you voted on this? People are losing their jobs; the economy is in the dumpster. Thanks for kicking a dog when he's down.

I implore you to reconsider your action and change the rate increase to a number that is fair.

Very truly yours,

Walter Bieri
Jean Fausel

RECEIVED-FPSC
09 APR -2 AM 11:25
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 03411-08
DISTRIBUTION:

12732 Lake Ridge Circle
Clement Fla
34711

RECEIVED
MAR 26 2009
Florida Public Service Commission
Division of SSC

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

April 2, 2009

Mr. Walter Bieri
12732 Lake Ridge Circle
Clermont, FL 34711

RE: PSC Inquiry 846592C

Dear Mr. Bieri:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Lake Utility Services' recent rate increase.

On February 16, 2009, the PSC approved Lake Utility Services' increase in water and wastewater rates in Lake County. The PSC approved a three-tier inclining-block rate structure for the utility's water system, which is designed to reduce consumption and recognize the anticipated reduction in water demand.

The PSC takes several things into consideration when designing rates, including, but not limited to the current rate structure, characteristics of the utility's customer base, setting the base facility charge between 25 and 40 percent whenever possible, and various conditions of the utility's consumptive use permit.

The PSC approved more of the revenue requirement to be recovered through base facility charges than through gallonage charges based on the consumption level of Lake Utility Services' customer base. Lake Utility Services' requested a base facility charge of approximately \$11.00; however, the PSC approved a base facility charge of \$8.25. I have enclosed a copy of the company's tariff for your review. I will add your comments to the correspondence side of Docket No. 070693-WS.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

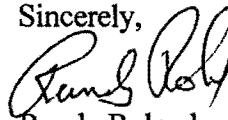
Mr. Walter Bieri

Page 2

April 2, 2009

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552
or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland". The signature is written in a cursive style with a large, looped initial "R".

Randy Roland

Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosure

070693

FLORIDA "PUBLIC SERVICE" COMMISSION

JUST WANTED TO DROP YOU A NOTE AND SAY THANK YOU FOR YOUR FINE SERVICE" IN APPROVING PACAO# PSC-09-0101-PAA-WS FOR THE LAKE UTILITIES SERVICE INC.

SOME LESS EDUCATED PEOPLE MAY THINK THAT A RATE INCREASE FROM .76/THOUSAND GALLONS TO 2.51/THOUSAND GALLONS IN ONE DAY IS EXCESSIVE. THESE PEOPLE MAY THINK THE FLORIDA "PUBLIC SERVICES" COMMISSION, DID NOT FULFILL THEIR RESPONSIBILITIES TO THE PEOPLE, WHEN THEY READ IN THE RATE INCREASE LETTER, THAT THE INCREASE WAS UNOPPOSED. WE MUST REEDUCATE THESE PEOPLE. IT IS NOT YOUR JOB TO OPPOSE.

REMEMBER WHEN SAID CORRECTLY CONSERVATION CAN BE A GREAT REASON TO RIP OFF PEOPLE AND MAKE THE RICH MUCH RICHER OVER PLEASE

Lee Helms
13338 VIA ROMA CIRCLE
ORLANDO FL
CLERMONT FL 34711/MAR 08PM 6 T

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 03941-08
DISTRIBUTION: EUR GLL

FLORIDA PUBLIC SERVICE COMMISSION

RECEIVED-FPSC
09 MAR 26 PM 3:49
TALHAUT

RECEIVED
MAR 25 2009
Florida Public Service Commission
Division of SSC

MAR 25 2009

Florida Public Service Commission

PLEASE ~~CONTINUE~~ TO IGNORE
THE PLIGHT OF THE PEOPLE WHO
ARE LOSING THEIR HOMES BE-
CAUSE THEY CANT PAY THEIR
MORTGAGE.

WHO CARES IF THEY DONT
HAVE HEALTH INSURANCE?

THE WATER RATE TRIPLING
OVERNIGHT WONT HURT THEM,
WILL IT?

KEEP IN MIND YOUR
FIDUCIARY RESPONSIBILITY
TO MAKE THE RICH RICHER!
YOU'RE DOING A GREAT
JOB!

ALSO I WANT TO CONGRAT
ULATE YOU ON BEING UNABLE TO
FIND AN ADDRESS Thank You
OR PHONE NO. Lee Helms
FOR YOUR 13338 VIA ROMA CIRCLE
OFFICE. CLERMONT FL 34711
I BET THAT SLOWS DOWN COMPLAINTS

Ruth Nettles

070693

From: Rick Wright
Sent: Thursday, February 12, 2009 11:08 AM
To: Cheryl Bulecza-Banks; Bart Fletcher
Cc: Ruth Nettles; Marshall Willis
Subject: FW: Lake Utilities

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 03941-08
DISTRIBUTION: _____

FYI

From: Terri Kuebbeler [mailto:terrik@chaseaerospace.com]
Sent: Thursday, February 12, 2009 10:24 AM
To: Rick Wright
Subject: Re: Lake Utilities

Mr. Wright,
Thank you for providing this information to me. It isn't much, or so it seems, however it IS alot considering it is on top of the recent LARGE increase we are still reeling from for the Progress Energy increase.

As I'm sure you're more than aware, so many people are trying to do what they can to decrease expenses and then we are hit with increases from our service providers. I just wanted to have my say, I guess, and appreciate your response.

Terri

Terri Kuebbeler
Montverde, FL

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

From: Rick Wright
To: terrik@chaseaerospace.com
Cc: [Ruth Nettles](#) ; [Cheryl Bulecza-Banks](#) ; [Bart Fletcher](#) ; [Marshall Willis](#)
Sent: Thursday, February 12, 2009 10:03 AM
Subject: FW: Lake Utilities

Dear Mr. Kuebbeler,

Lake Utilities, Inc. was granted interim rate increases on May 12, 2008 (Order No. PSC-08-0308-WS) for water of 6.01% and for wastewater of 45.01%. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is is a temporary increase that goes into effect while the Commission analyzes the Utility's application.

The Commission completed its review of the case, and at the Commission's January 26, 2009 agenda, a final increases were granted to Lake Utilities for its water and wastewater operations. The final rates result in a typical residential water bill for Lake Utility customers increasing by \$4.36 a month for the area excluding Lake Groves, based on a monthly consumption of 3,000 gallons. For the Lake Groves area, the typical residential monthly bill will decrease by \$4.06 based on the same criteria for consumption. A typical residential monthly wastewater bill for the Lake Groves area will increase \$7.56. I have attached the schedule that shows a comparison of the rates. If you would like me to e-mail you a copy of the Commission Order once it is issued, please let me know. Also, if you have additional questions please call me at (850) 413 - 6435 or email me at RWright@psc.state.fl.us.

Rick Wright

Lake Utility Services, Inc. - Lake Groves						Schedule No. 4-C
Wastewater Monthly Service Rates						Docket No. 070693-WS
Test Year Ended 6/30/09						
	Monthly Rates Prior to Filing	Monthly Comm. Approved Interim	Monthly Utility Requested Final	Prior Staff Recom Final	Revised Staff Recom Final	Monthly 4-Year Rate Reduction
Residential Service						
Base Facility Charge by Meter Size:						
5/8" x 3/4"	\$15.72	\$22.79	\$45.00			
1"	\$15.72	\$22.79	\$45.00			
1 1/2"	\$15.72	\$22.79	\$45.00			
2"	\$15.72	\$22.79	\$45.00			
All Sizes - Residential	\$15.72	\$22.79	\$45.00	\$22.67	\$24.00	\$0.22
General Service						
Base Facility Charge by Meter Size:						
5/8" x 3/4"	\$15.72	\$22.79	\$45.00	\$22.67	\$24.00	\$0.22
1" General Service	\$39.32	\$57.02	\$112.50	\$58.68	\$80.00	\$0.55
1 1/2" General Service	\$78.62	\$114.01	\$225.00	\$113.35	\$120.00	\$1.10
2" General Service	\$125.79	\$182.41	\$360.00	\$181.38	\$192.00	\$1.78
3" General Service	\$251.58	\$364.82	\$720.00	\$362.72	\$384.00	\$3.52
4" General Service	\$393.12	\$570.06	\$1,125.00	\$568.75	\$600.00	\$5.50
6" General Service	\$393.12	\$570.06	\$2,250.00	\$1,133.50	\$1,200.00	\$10.99
8" General Service				\$2,040.30	\$2,160.00	\$19.78
10" General Service				\$3,287.15	\$3,480.00	\$31.87
Gallonge Charge, per 1,000 Gallons						
Residential (10,000 gallon max)	\$1.08	\$1.57	\$2.60	\$4.13	\$4.38	\$0.04
General Service	\$1.36	\$1.97	\$3.50	\$4.98	\$5.26	\$0.05
Reclaimed Water						
Base Facility Charge			\$3.65	\$7.19	\$7.19	\$0.07
Gallonge Charge (per 1,000 Gallons)			\$0.60	\$1.07	\$1.07	\$0.01
Typical Residential Bills 5/8" x 3/4" Meter						
3,000 Gallons	\$18.96	\$27.50	\$52.80	\$35.06	\$37.14	
5,000 Gallons	\$21.12	\$30.64	\$58.00	\$43.32	\$45.90	
10,000 Gallons	\$26.52	\$38.49	\$71.00	\$63.97	\$67.80	

Lake Utility Services, Inc. - Excluding Lake Groves				Schedule No. 4-A	
Water Monthly Service Rates				Docket No. 070693-WS	
Test Year Ended 6/30/09					
	Bi-Monthly Rates Prior to Filing	Bi-Monthly Comm. Approved Interim	Monthly Utility Requested Final	Monthly Staff Recomm. Final	Monthly 4-year Rate Reduction
Residential Service					
Base Facility Charge by Meter Size:					
5/8" x 3/4" Residential	\$12.48	\$13.24	\$11.00	\$8.25	\$0.10
5/8" x 3/4" Irrigation	\$12.48	\$13.24	\$11.00	\$8.25	\$0.10
1" Residential	\$31.20	\$33.10	\$27.50	\$20.63	\$0.26
1" Irrigation	\$31.20	\$33.10	\$27.50	\$20.63	\$0.25
1-1/2"	\$62.38	\$66.18	\$55.00	\$41.25	\$0.49
2"	\$99.78	\$105.86	\$88.00	\$66.00	\$0.78
3"	\$187.08	\$198.47	\$176.00	\$132.00	\$1.57
4"	\$311.82	\$330.81	\$275.00	\$208.25	\$2.45
6"	\$752.52	\$769.70	\$550.00	\$412.50	\$4.90
8"	\$0.00	\$0.00	\$0.00	\$742.50	\$8.83
10"				\$1,196.25	\$14.22
General Service					
Base Facility Charge by Meter Size:					
5/8" x 3/4"	\$12.48	\$13.24	\$11.00	\$8.25	\$0.10
5/8" x 3/4"	\$12.48	\$13.24	\$11.00	\$8.25	\$0.10
1" General Service	\$31.20	\$33.10	\$27.50	\$20.63	\$0.25
1" Irrigation	\$31.20	\$33.10	\$27.50	\$20.63	\$0.25
1-1/2" General Service	\$62.38	\$66.18	\$55.00	\$41.25	\$0.49
1-1/2" Irrigation	\$62.38	\$66.18	\$55.00	\$41.25	\$0.49
2" General Service	\$99.78	\$105.86	\$88.00	\$66.00	\$0.78
2" Irrigation	\$99.78	\$105.86	\$88.00	\$66.00	\$0.78
3" General Service	\$187.08	\$198.47	\$176.00	\$132.00	\$1.57
4"	\$311.82	\$330.81	\$275.00	\$4.90	\$2.45
6"	\$725.52	\$769.70	\$550.00	\$8.83	\$4.90
8"	\$0.00	\$0.00	\$0.00	\$14.22	\$8.83
10"				\$1,196.25	\$14.22
Gallage Charge, per 1,000 Gallons					
Residential	\$0.72	\$0.76			
Up to 5,000 gallons			\$1.30	\$1.67	
5,000 - 10,000 gallons			\$2.00	\$2.09	
In excess of 10,000 gallons				\$2.51	
General Service	\$0.72	\$0.76			
Up to 10,000 gallons			\$1.30		
Over 10,000 gallons			\$2.00		
All Gallons			\$2.00	\$2.26	
Typical Residential Bills 5/8" x 3/4" Meter					
3,000 Gallons	\$14.64	\$15.52	\$25.90	\$13.26	
5,000 Gallons	\$16.08	\$17.04	\$28.50	\$16.60	
10,000 Gallons	\$19.68	\$20.84	\$42.00	\$27.06	

Lake Utility Services, Inc. - Lake Groves Water Monthly Service Rates Test Year Ended 6/30/09			Schedule No. 4-B Docket No. 070693-WS		
	Monthly Rates Prior to Filing	Monthly Comm. Approved Interim	Monthly Utility Requested Final	Monthly Staff Recomm. Final	Monthly 4-year Rate Reduction
Residential Service					
Base Facility Charge by Meter Size:					
5/8" x 3/4"	\$12.57	\$13.33	\$11.00	\$8.25	\$0.10
1"	\$31.42	\$33.33	\$27.50	\$20.63	\$0.25
1-1/2"	\$62.84	\$66.67	\$55.00	\$41.25	\$0.49
2"	\$100.54	\$106.66	\$88.00	\$66.00	\$0.78
3"	\$201.07	\$213.31	\$175.00	\$132.00	\$1.57
4"	\$314.18	\$333.31	\$275.00	\$206.25	\$2.45
6"				\$412.50	\$4.90
8"				\$742.50	\$8.83
10"				\$1,196.25	\$14.22
General Service					
Base Facility Charge by Meter Size:					
5/8" x 3/4"	\$12.57	\$13.33	\$11.00	\$8.25	\$0.10
5/8" x 3/4"	\$12.57	\$13.33	\$11.00	\$8.25	\$0.10
1" General Service	\$31.42	\$33.33	\$27.50	\$20.63	\$0.25
1" Irrigation	\$31.42	\$33.33	\$27.50	\$20.63	\$0.25
1-1/2" General Service	\$62.84	\$66.67	\$55.00	\$41.25	\$0.49
1-1/2" Irrigation	\$62.84	\$66.67	\$55.00	\$41.25	\$0.49
2" General Service	\$100.54	\$106.66	\$88.00	\$66.00	\$0.78
2" Irrigation	\$100.54	\$106.66	\$88.00	\$66.00	\$0.78
3" General Service	\$201.07	\$213.31	\$176.00	\$132.00	\$1.57
4" Irrigation	\$314.18	\$333.31	\$275.00	\$206.25	\$2.45
6"	\$314.18	\$331.31	\$550.00	\$412.50	\$4.90
8"				\$742.50	\$8.83
10"				\$1,196.25	\$14.22
Gallage Charge, per 1,000 Gallons					
Residential	\$1.25	\$1.33			
0 - 5,000 gallons			\$1.30	\$1.67	
5,001 - 10,000 gallons			\$1.30	\$2.09	
Over 10,000 gallons			\$2.00	\$2.51	
General Service	\$1.25	\$1.33			
Up to 10,000 gallons			\$1.30	\$2.26	
Over 10,000 gallons			\$2.00	\$2.26	
Irrigation	\$1.25	\$1.33			
All Gallons			\$2.00	N/A	
Typical Residential Bills 5/8" x 3/4" Meter					
3,000 Gallons	\$16.32	\$17.32	\$14.90	\$13.26	
5,000 Gallons	\$18.82	\$19.98	\$17.50	\$16.60	
10,000 Gallons	\$25.07	\$26.63	\$31.00	\$27.05	

From: Terri Kuebbeler [mailto:terrik@chaseaerospace.com]
Sent: Monday, January 26, 2009 2:22 PM
To: Consumer Contact
Subject: Lake Utilities

I understand from the news this morning that Lake Utilities is requesting another rate hike. I thought they had

one a few months back? Then, on top of it, our Progress Energy rates just went up 25%. PLEASE do not grant them an increase with their most recent one not that long ago - at least in South Lake County. We just can't take anymore....

Thank you,

Terri Kuebbeler

Ruth Nettles

070693

From: Rick Wright
Sent: Thursday, February 12, 2009 10:04 AM
To: 'terrik@chaseaerospace.com'
Cc: Ruth Nettles; Cheryl Bulecza-Banks; Bart Fletcher; Marshall Willis
Subject: FW: Lake Utilities

FPSC, CLK - CORRESPONDENCE
Administrative Parties / Consumer
DOCUMENT NO. 03941-08
DISTRIBUTION: _____

Dear Mr. Kuebbeler,

Lake Utilities, Inc. was granted interim rate increases on May 12, 2008 (Order No. PSC-08-0308-WS) for water of 6.01% and for wastewater of 45.01%. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is a temporary increase that goes into effect while the Commission analyzes the Utility's application.

The Commission completed its review of the case, and at the Commission's January 26, 2009 agenda, a final increases were granted to Lake Utilities for its water and wastewater operations. The final rates result in a typical residential water bill for Lake Utility customers increasing by \$4.36 a month for the area excluding Lake Groves, based on a monthly consumption of 3,000 gallons. For the Lake Groves area, the typical residential monthly bill will decrease by \$4.06 based on the same criteria for consumption. A typical residential monthly wastewater bill for the Lake Groves area will increase \$7.56. I have attached the schedule that shows a comparison of the rates. If you would like me to e-mail you a copy of the Commission Order once it is issued, please let me know. Also, if you have additional questions please call me at (850) 413 - 6435 or email me at RWright@psc.state.fl.us.

Rick Wright

Lake Utility Services, Inc. - Lake Groves						Schedule No. 4-C
Wastewater Monthly Service Rates						Docket No. 070693-WS
Test Year Ended 6/30/09						
	Monthly Rates Prior to Filing	Monthly Comm. Approved Interim	Monthly Utility Requested Final	Prior Staff Recom Final	Revised Staff Recom Final	Monthly 4-Year Rate Reduction
Residential Service						
Base Facility Charge by Meter Size:						
5/8" x 3/4"	\$15.72	\$22.79	\$45.00			
1"	\$15.72	\$22.79	\$45.00			
1 1/2"	\$15.72	\$22.79	\$45.00			
2"	\$15.72	\$22.79	\$45.00			
All Sizes - Residential	\$15.72	\$22.79	\$45.00	\$22.67	\$24.00	\$0.22
General Service						
Base Facility Charge by Meter Size:						
5/8" x 3/4"	\$15.72	\$22.79	\$45.00	\$22.67	\$24.00	\$0.22
1" General Service	\$39.32	\$57.02	\$112.50	\$56.68	\$60.00	\$0.55
1 1/2" General Service	\$78.62	\$114.01	\$225.00	\$113.35	\$120.00	\$1.10
2" General Service	\$125.79	\$182.41	\$360.00	\$181.36	\$192.00	\$1.76
3" General Service	\$251.58	\$364.82	\$720.00	\$362.72	\$384.00	\$3.52
4" General Service	\$393.12	\$570.06	\$1,125.00	\$566.75	\$600.00	\$5.50
6" General Service	\$393.12	\$570.06	\$2,250.00	\$1,133.50	\$1,200.00	\$10.99
8" General Service				\$2,040.30	\$2,160.00	\$19.78
10" General Service				\$3,267.15	\$3,480.00	\$31.87
Gallage Charge, per 1,000 Gallons						
Residential (10,000 gallon max)	\$1.08	\$1.57	\$2.60	\$4.13	\$4.38	\$0.04
General Service	\$1.36	\$1.07	\$3.50	\$4.96	\$5.26	\$0.05
Reclaimed Water						
Base Facility Charge			\$3.65	\$7.19	\$7.19	\$0.07
Gallage Charge (per 1,000 Gallons)			\$0.60	\$1.07	\$1.07	\$0.01
Typical Residential Bills 5/8" x 3/4" Meter						
3,000 Gallons	\$18.96	\$27.50	\$52.80	\$35.06	\$37.14	
5,000 Gallons	\$21.12	\$30.64	\$58.00	\$43.32	\$45.90	
10,000 Gallons	\$26.52	\$38.49	\$71.00	\$63.97	\$67.80	

Lake Utility Services, Inc. – Excluding Lake Groves Water Monthly Service Rates Test Year Ended 6/30/09			Schedule No. 4-A Docket No. 070693-WS		
	Bi-Monthly Rates Prior to Filing	Bi-Monthly Comm. Approved Interim	Monthly Utility Requested Final	Monthly Staff Recomm. Final	Monthly 4-year Rate Reduction
Residential Service					
Base Facility Charge by Meter Size:					
5/8" x 3/4" Residential	\$12.48	\$13.24	\$11.00	\$8.25	\$0.10
5/8" x 3/4" Irrigation	\$12.48	\$13.24	\$11.00	\$8.25	\$0.10
1" Residential	\$31.20	\$33.10	\$27.50	\$20.63	\$0.25
1" Irrigation	\$31.20	\$33.10	\$27.50	\$20.63	\$0.25
1-1/2"	\$62.38	\$66.18	\$55.00	\$41.25	\$0.49
2"	\$99.78	\$105.86	\$88.00	\$66.00	\$0.78
3"	\$187.08	\$198.47	\$176.00	\$132.00	\$1.57
4"	\$311.82	\$330.81	\$275.00	\$206.25	\$2.45
6"	\$752.52	\$769.70	\$550.00	\$412.50	\$4.90
8"	\$0.00	\$0.00	\$0.00	\$742.50	\$8.83
10"				\$1,196.25	\$14.22
General Service					
Base Facility Charge by Meter Size:					
5/8" x 3/4"	\$12.48	\$13.24	\$11.00	\$8.25	\$0.10
5/8" x 3/4" Irrigation	\$12.48	\$13.24	\$11.00	\$8.25	\$0.10
1" General Service	\$31.20	\$33.10	\$27.50	\$20.63	\$0.25
1" Irrigation	\$31.20	\$33.10	\$27.50	\$20.63	\$0.25
1-1/2" General Service	\$62.38	\$66.18	\$55.00	\$41.25	\$0.49
1-1/2" Irrigation	\$62.38	\$66.18	\$55.00	\$41.25	\$0.49
2" General Service	\$99.78	\$105.86	\$88.00	\$66.00	\$0.78
2" Irrigation	\$99.78	\$105.86	\$88.00	\$66.00	\$0.78
3" General Service	\$187.08	\$198.47	\$176.00	\$132.00	\$1.57
4"	\$311.82	\$330.81	\$275.00	\$4.80	\$2.45
6"	\$725.52	\$769.70	\$550.00	\$8.83	\$4.90
8"	\$0.00	\$0.00	\$0.00	\$14.22	\$8.83
10"				\$1,196.25	\$14.22
Gallons Charge, per 1,000 Gallons					
Residential	\$0.72	\$0.76			
Up to 5,000 gallons			\$1.30	\$1.67	
5,000 - 10,000 gallons			\$2.00	\$2.09	
In excess of 10,000 gallons				\$2.51	
General Service	\$0.72	\$0.76			
Up to 10,000 gallons			\$1.30		
Over 10,000 gallons			\$2.00		
All Gallons			\$2.00	\$2.26	
Typical Residential Bills 5/8" x 3/4" Meter					
3,000 Gallons	\$14.64	\$15.52	\$25.90	\$13.26	
5,000 Gallons	\$16.08	\$17.04	\$28.50	\$16.60	
10,000 Gallons	\$19.68	\$20.84	\$42.00	\$27.05	

Lake Utility Services, Inc. - Lake Groves Water Monthly Service Rates Test Year Ended 6/30/09			Schedule No. 4-B Docket No. 070693-WS		
	Monthly Rates Prior to Filing	Monthly Comm. Approved Interim	Monthly Utility Requested Final	Monthly Staff Recomm. Final	Monthly 4-year Rate Reduction
Residential Service					
Base Facility Charge by Meter Size:					
5/8" x 3/4"	\$12.57	\$13.33	\$11.00	\$8.25	\$0.10
1"	\$31.42	\$33.33	\$27.50	\$20.63	\$0.25
1-1/2"	\$62.84	\$66.67	\$55.00	\$41.25	\$0.49
2"	\$100.54	\$106.66	\$88.00	\$66.00	\$0.78
3"	\$201.07	\$213.31	\$175.00	\$132.00	\$1.57
4"	\$314.18	\$333.31	\$275.00	\$206.25	\$2.45
6"				\$412.50	\$4.90
8"				\$742.50	\$8.83
10"				\$1,196.25	\$14.22
General Service					
Base Facility Charge by Meter Size:					
5/8" x 3/4"	\$12.57	\$13.33	\$11.00	\$8.25	\$0.10
5/8" x 3/4"	\$12.57	\$13.33	\$11.00	\$8.25	\$0.10
1" General Service	\$31.42	\$33.33	\$27.50	\$20.63	\$0.25
1" Irrigation	\$31.42	\$33.33	\$27.50	\$20.63	\$0.25
1-1/2" General Service	\$62.84	\$66.67	\$55.00	\$41.25	\$0.49
1-1/2" Irrigation	\$62.84	\$66.67	\$55.00	\$41.25	\$0.49
2" General Service	\$100.54	\$106.66	\$88.00	\$66.00	\$0.78
2" Irrigation	\$100.54	\$106.66	\$88.00	\$66.00	\$0.78
3" General Service	\$201.07	\$213.31	\$176.00	\$132.00	\$1.57
4" Irrigation	\$314.18	\$333.31	\$275.00	\$206.25	\$2.45
6"	\$314.18	\$331.31	\$550.00	\$412.50	\$4.90
8"				\$742.50	\$8.83
10"				\$1,196.25	\$14.22
Gallons Charge, per 1,000 Gallons					
Residential					
0 - 5,000 gallons	\$1.25	\$1.33	\$1.30	\$1.67	
5,001 - 10,000 gallons			\$1.30	\$2.09	
Over 10,000 gallons			\$2.00	\$2.51	
General Service					
Up to 10,000 gallons	\$1.25	\$1.33	\$1.30	\$2.26	
Over 10,000 gallons			\$2.00	\$2.26	
Irrigation					
All Gallons	\$1.25	\$1.33	\$2.00	N/A	
Typical Residential Bills 5/8" x 3/4" Meter					
3,000 Gallons	\$16.32	\$17.32	\$14.90	\$13.26	
5,000 Gallons	\$16.82	\$19.98	\$17.50	\$16.60	
10,000 Gallons	\$25.07	\$26.63	\$31.00	\$27.05	

From: Terri Kuebbeler [mailto:terrik@chaseaerospace.com]
Sent: Monday, January 26, 2009 2:22 PM
To: Consumer Contact
Subject: Lake Utilities

I understand from the news this morning that Lake Utilities is requesting another rate hike. I thought they had

one a few months back? Then, on top of it, our Progress Energy rates just went up 25%. PLEASE do not grant them an increase with their most recent one not that long ago - at least in South Lake County. We just can't take anymore....

Thank you,

Terri Kuebbeler

Kimberley Pena

070693

From: Ruth McHargue
Sent: Wednesday, January 28, 2009 12:04 PM
To: Ruth Nettles
Cc: Kimberley Pena; Cheryl Bulecza-Banks
Subject: FW: Lake Utilities

FPSC, CLK - CORRESPONDENCE
Administrative Parties ✓ Consumer
DOCUMENT NO. 03941-08
DISTRIBUTION: ECR GCL

Please add to docket file.

From: Terri Kuebbeler [mailto:terrik@chaseaerospace.com]
Sent: Monday, January 26, 2009 2:22 PM
To: Consumer Contact
Subject: Lake Utilities

I understand from the news this morning that Lake Utilities is requesting another rate hike. I thought they had one a few months back? Then, on top of it, our Progress Energy rates just went up 25%. PLEASE do not grant them an increase with their most recent one not that long ago - at least in South Lake County. We just can't take anymore....

Thank you,

Terri Kuebbeler

Ruth Nettles

From: Ruth McHargue
Sent: Friday, September 05, 2008 12:21 PM
To: Ruth Nettles
Cc: Kimberley Pena
Subject: FW: Lake Utility Services Rate Increase Protest.
Attachments: E-Form Other Complaint TRACKING NUMBER: 15005

PPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 03941-08		
DISTRIBUTION:		

Add to docket file

From: Angie Calhoun
Sent: Friday, September 05, 2008 11:00 AM
To: Ruth McHargue
Subject: Lake Utility Services Rate Increase Protest.

Docket 070693

Office of Commission Clerk Official Filing

Ruth Nettles

From: Consumer Contact
Sent: Friday, September 05, 2008 12:59 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 15005

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Mark Johnson
Telephone: 352-243-4488
Email:
Address: 2042 Jaffa Ct. Clermont 34714

BUSINESS INFORMATION

Business Account Name: Mark Johnson
Account Number: 0257810000
Address: 2042 Jaffa Ct. Clermont Florida 34714

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

Getting a bit greedy aren't we? My water bill has nearly doubled since May and now they want to increase the rates AGAIN! WHAT GIVES!!! NOT A HAPPY CUSTOMER!

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA



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

Public Service Commission

June 17, 2008

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 03041-08
DISTRIBUTION: _____

RECEIVED-FPSC
08 JUN 17 PM 4:15
COMMISSIONER
CLERK

Mrs. Carmen Budet
15450 Margaux Drive
Clermont, FL 34714

**Re: Your correspondence regarding proposed rate increase by Lake Utility Services, Inc.
Docket No. 070693-WS**

Dear Mrs. Budet:

Thank you for your correspondence dated May 5, 2008, regarding the interim rate increase requested by Lake Utility Services, Inc. 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 the Commissioners, Commission Staff, and anyone interested in the case.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-7017, bfletcher@psc.state.fl.us.

Sincerely,

Handwritten signature of Bart Fletcher in black ink.

Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Bulecza-Banks)
Division of Competitive Markets and Enforcement (Wright)
Office of Commission Clerk (Docket No. 070693-WS)

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA



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

Public Service Commission

June 4, 2008

Ms. Katherine Paredes
16300 Coopers Hawk Avenue
Clermont, FL 34714

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>03941-08</u>		
DISTRIBUTION: _____		

RECEIVED-FPSC
08 JUN -5 AM 9:02
COMMISSION
CLERK

**Re: Your correspondence regarding proposed rate increase by Lake Utility Services, Inc.
Docket No. 070693-WS**

Dear Ms. Paredes:

Thank you for your correspondence dated May 27, 2008 regarding the interim rate increase requested by Lake Utility Services, Inc. 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 the Commissioners, Commission Staff, and anyone interested in the case.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-7017, bfletcher@psc.state.fl.us.

Sincerely,

Handwritten signature of Bart Fletcher in cursive.

Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Bulecza-Banks, Wright)
Office of Commission Clerk (Docket No. 070693-WS)

May 27, 2008

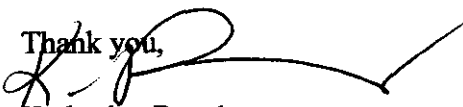
FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>03941-08</u>		
DISTRIBUTION: <u>ECR</u>		

Dear: Director, Office of Commission,

I received a notice of Interim Rate Increase, Doc No. 070693-WS from Lake Utility Services. I'm mother of four kids where I work very hard to support them, I don't collect any help from the governor. I'm asking to please consider not rising the price of the Water Utility. The way the economic is we won't be able to afford anything, gas, food, are going up and salary wise is still the same.

Thank you, for all your attention towards these rate increase. If you have any further questions feel free to contact me at 863-440-2727.

Thank you,


Katherine Paredes
16300 Coopers Hawk Ave.
Clermont, FL 34714

COMMISSION
CLERK

RECEIVED--FPSC
JUN 02 11:52
08 MAY 33 AM 8:58

