

Dorothy Menasco

080250

FPSC, CLK - CORRESPONDENCE

Administrative Parties  Consumer

**From:** Dorothy Menasco  
**Sent:** Thursday, August 13, 2009 8:34 AM  
**To:**  
**Cc:** Ann Cole; Jennifer Brubaker; Katie Ely; Marguerite McLean; Kimberley Pena

REDACTED

**DOCUMENT NO.** 00958-09  
**DISTRIBUTION:** \_\_\_\_\_

**Subject:** RE: Complaint regarding Mid-County Services, Inc. rate increase (Complaint Tracking Number 20863).

Mr. .

I just checked the PSC website and only the redacted version is available on the PSC website.

Your concern has been forwarded to the appropriate people should the website need further updating.

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

*Unredacted version is  
available upon request.  
-DM*

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**From:**  
**Sent:** Wednesday, August 12, 2009 5:59 PM  
**To:** Dorothy Menasco  
**Cc:** Ann Cole; Jennifer Brubaker; Katie Ely; Marguerite McLean; Kimberley Pena  
**Subject:** Re: Complaint regarding Mid-County Services, Inc. rate increase (Complaint Tracking Number 20863).

Hi Dorothy,

The original PDF still shows up when I google my name along with the redacted version (in google docs) so my personal info is still available online.

It makes me VERY uncomfortable that my Cell #, acct#, personal email address, and street address are now available my simply putting my name in google.

I would suggest that you guys either make these complaints only available in paper form when requested (not posted online) or warn people in BIG BOLD LETTERS that you will be posting not only their full complaint but also their personal information to the web. If you keep posting this type of information I anticipate you will a lot of complaints in the future.

I don't know if there's is anything else that can be done to remove my info from the web at this point but I hope you will change your posting procedures for the sake of future people that file complaints.

Thank you,

On Aug 12, 2009, at 5:05 PM, Dorothy Menasco wrote:

This e-mail serves as notification that your personal information has been redacted from the on-line version of DN 00958-09. An unredacted version will still be made available upon request.

If you have any questions regarding this matter, you may contact the Office of General Counsel at 850-413-6199.

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

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**From:**

**Sent:** Monday, August 10, 2009 8:53 AM

**To:** Dale Buys; Katie Ely

**Subject:** Re: Complaint regarding Mid-County Services, Inc. rate increase (Complaint Tracking Number 20863).

\*\*\*IMPORTANT\*\*\*TIME SENSITIVE\*\*\*

Good morning Mr. Buys or Ms. Ely,

Please remove my complaint from your website asap. It contains my account number, full name, full address, and cell phone number---all things I have worked very hard over the years to keep off the internet search engines.

I have a very unique last name and the pdf on your website is one of the top google results and will undoubtedly result in my identity being stolen for something.

Please confirm once my complaint with all my info has been removed from your website (or at least all personal info whited out if the complaint has to remain posted).

Here's the link to the information I'm referring to:

<http://floridapsc.org/library/filings/09/00958-09/00958-09.pdf>

Thank you for your help in this matter it is greatly appreciated.

REDACTED

080250

Katie Ely

**From:** Dale Buys  
**Sent:** Tuesday, August 04, 2009 10:12 AM  
**To:** Katie Ely  
**Cc:** Bart Fletcher; Cheryl Bulecza-Banks; Andrew Maurey  
**Subject:** FW: Complaint regarding Mid-County Services, Inc. rate increase (Complaint Tracking Number 20863).

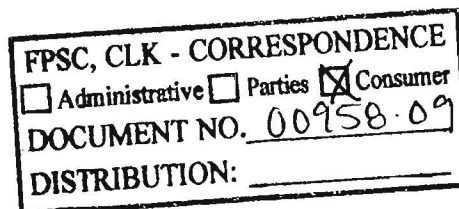
Unredacted version is available upon request. -pm

Katie,

Please place this email in the correspondence file in Docket No. 080250-GU.

Thank you.

Sincerely,  
 Dale R. Buys  
 Division of Economic Regulation  
 Florida Public Service Commission  
 Tel: (850) 413-6536



**From:** Dale Buys  
**Sent:** Tuesday, August 04, 2009 10:09 AM  
**To:**  
**Subject:** Complaint regarding Mid-County Services, Inc. rate increase (Complaint Tracking Number 20863).

Dear Mr.

Thank you for contacting the Florida Public Service Commission (Commission) with your concerns. In your e-mail, you indicate that you are paying more for wastewater service provided by Mid-County Services, Inc. as compared to the rates charged by other utilities. Please understand rates vary between utilities for a variety of reasons that include: the type of water treatment method used, the utilities financial structure (amount of debt and equity), the number of customers, the amount of operation and maintenance expenses, and the cost of the plant (infrastructure) that is being used to serve the customers. Rates may also differ between investor-owned utilities regulated by the Commission and municipally-owned utilities. By statute the Commission does not regulate or set the rates for city or county-owned utilities. Municipally-owned utilities do not pay income or property taxes whereas Commission-regulated utilities do. Municipally-owned utilities have access to lower cost debt than investor-owned utilities. Municipally-owned utilities often serve a varied customer base and may structure rates which result in residential customers paying less than their fair share of costs than general service customers. Cities and counties may subsidize their water and wastewater operations through electric rates or other sources.

The Commission is required by statute to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. The Commission uses the rate of return methodology set forth in Chapter 367, Florida Statutes. Under this 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. The rates are designed to cover the cost to run the utility and provide a reasonable return on the utility's investment. When establishing rates, the Commission considers many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors that affect the cost of providing service include: the

size and age of the utility system, the percentage of the plant that is placed into public service, the number of customers, and the geographic spread of the service area. During the rate case, the Commission's accountants, engineers, and economists examined the financial, engineering, and rate design information filed by the utility as part of its rate increase application. The Commission's auditors thoroughly examined the company's financial information and published their findings in an audit report. All costs found by the Commission to be imprudent or unreasonable were disallowed. This ratemaking process is used to set rates for all investor-owned including electric companies, gas companies, and water and wastewater service providers. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

I trust that this information addresses your concerns. Please contact me should you have any additional questions.

Sincerely,

Dale R. Buys  
Regulatory Analyst IV  
Division of Economic Regulation  
Florida Public Service Commission  
Tel: (850) 413-6536



REDACTED

080250

Katie Ely

From: Ruth McHargue  
Sent: Monday, August 03, 2009 11:14 AM  
To: Katie Ely  
Cc: Ann Cole; Cheryl Bulecza-Banks; Dorothy Menasco  
Subject: FW: To CLK Docket 080250

Unredacted version is available upon request.  
- Am

Please add to docket file.

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

From: Consumer Contact  
Sent: Monday, August 03, 2009 10:42 AM  
To: Ruth McHargue  
Subject: To CLK Docket 080250

<b>FPSC, CLK - CORRESPONDENCE</b>		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00958.09</u>		
DISTRIBUTION: _____		

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Friday, July 31, 2009 7:42 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 20863

Complaint filed with PSC

Select County: PINELLAS  
CUSTOMER INFORMATION

Name:  
Telephone:  
Email:  
Address:

BUSINESS INFORMATION

Business Account Name: Account Number:  
Address:

COMPLAINT INFORMATION

Complaint: Other Complaint against Mid-County Services, Inc.

Details:  
Hi,

I just rec'd my notice that Mid-County Services, Inc. is raising their rates yet AGAIN. I live in a low/middle class neighborhood and the rates Mid-County/Utilities Inc charged BEFORE this 18.46% rate increase were already VERY high compared to other utilities. My parents live in the next neighborhood over (about 300 feet from my house) in a nicer neighborhood and in a house over the TWICE the square footage on my house and they pay substantially less for water/sewer than I do (and that's before this rate increase).

These guys submit for a rate increase every chance they get and EVERY TIME it seems you, the FPSC approves it. Why? Say no for once.

Also, can't we have another utility company available in our area? We are stuck with these guys and don't have another alternative and they are using that to their advantage. If they had some competition I guarantee their rates would not be as high as they are now . They should at the very lease add separate meters for irrigation so I'm not paying them for sewer on water that doesn't even go in the sewer.

I'm growing very tired of rate increases by this company (especial rate increases of almost 20%!!).

Thank you and I hope you will not approve anymore increases on utility cost in my area.

080250

RECEIVED--FPSC

09 FEB 23 AM 9: 22

3/18/09 11:17 AM  
7:50



SERENDIPITY – ROC Inc.  
Resident Owned Manufactured Homes

Senior Community  
29081 US Highway 19N #400  
Clearwater, FL 33761  
(727) 784-2675  
Fax (727) 781 7513

COMMISSION  
CLERK

February 18, 2009

FPSC, CLK - CORRESPONDENCE  
\_Administrative\_ Parties  Consumer  
DOCUMENT NO. 00958-09  
DISTRIBUTION: ECR, GCL

Office of the Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Mid-County Services, Inc.'s. Application for Rate Increase Docket No.080250-SU**

Dear Commission Staff,

I'm writing to you on behalf of the Board of Directors and 389 residents of Serendipity Resident Owned Manufactured home Community for Seniors located in Clearwater, Florida.

We received notice today that Mid-County Services, Inc. is applying for another rate increase and we want you to know that most of our residents are retired and are living on fixed incomes. We know everything goes up but Mid-County Services just had an increase that went into effect the first of January 2009.

We would appreciate your voting no on another increase for this utility company which will be meeting Wednesday, at 6:00pm February 25, 2009 at the Martin Luther King Jr. Center 550 Laura Lane in Dunedin, Florida.

Thanking you in advance for your consideration in this matter.

On behalf of the Board of Directors

*Terrence M. Hogan President*

Terrence M. Hogan, President  
Serendipity R.O.C. Inc.

# CONSUMER

RECEIVED-FPSC

09 FEB -6 AM 9:16

COMMISSION  
CLERK

RECEIVED  
FEB 10 2009

February 4, 2009

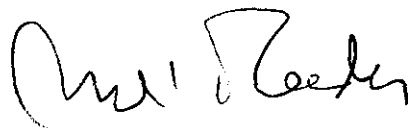
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RE: Docket No. 080250-SU  
Water Rates

To Whom It May Concern:

Please be advised that we are retired and live on a limited budget. We have been faced with several increases in our living expenses. Please consider that this is **not** a time to increase water rates.

Thank you,



Robert K. Reader  
2985 Brookfield Ln  
Clearwater, FL 33761  
(727) 726-2444

DOCUMENT NUMBER-DATE

00958 FEB-6 8

FPSC-COMMISSION CLERK