

080295

Request by

# Sun Communities Finance, LLC d/b/a Water Oak Utility

for a revenue-neutral water rate restructuring to implement conservation rates in Lake County

DOCKET NO. 080295-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06769.09		
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7/15/09  
 RECEIVED-FPSC  
 09 JUL 20 AM 9:13  
 COMMISSION  
 CLERK

Name Connie Biddle

Address 208 Maple Dr.

Lady Lake FL 32159

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

### CONSUMER COMMENTS

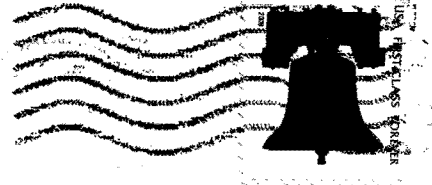
I live in Water Oak and was present at your presentation here. I do have a comment which one citizen did mention at the meeting, but still the reasoning behind your answer continues to mystify me. The question was? How can you charge us more if we use more water and continue to allow water bottling companies to move in, take our water and make a profit! In other words, we must conserve, (which we already do), pay more for what we use, and the state sells our surplus and makes money. I understand the states need to make money, but this way? Is this fair to its citizens? We are not responsible when the grass cutters here keep tearing up our lawns, therefore we must continually replace- water more etc. Needed to express my dismay with the whole thing.

Fold and tape -- see back for address

Sincerely Connie Biddle

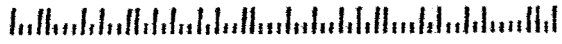
Constant D. ...  
Lawrence ...  
2008 ...  
Lady ...

DAYTONA BEACH  
FL 321 2 T  
15 JUL 2009 PM



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

32399-0850



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Tape

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# Sun Communities Finance, LLC d/b/a Water Oak Utility

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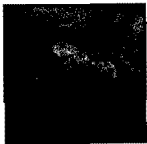
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09 JUL 13 AM 9:56  
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09 JUL 13 AM 7:50  
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 Administrative  Parties  Consumer  
DOCUMENT NO. 06769.09  
DISTRIBUTION: EERGED

Name \_\_\_\_\_

Address \_\_\_\_\_



Mr. Don Schlinggen  
603 Cedar Ln.  
Lady Lake, FL 32159

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CONSUMER COMMENTS	
IT APPEARS THAT SAINT JOHNS WATER AUTHORITY IS PUSHING SUN COMMUNITIES TO FILE THE PETITION WITH THE PUBLIC SERVICE COMMISSION.	
I LIVE ON A CORNER LOT WITH A LOT OF GRASS TO WATER. MUCH MORE THAN MOST HOMES. I DO TURN OFF MY SPRINKLER SYSTEM AND MY NEIGHBOR WHO IS UP NORTH FOR SIX MONTHS OF THE YEAR WHEN IT RAINS. LADY LAKE IS KNOWN AS THE DESERT OF FLORIDA. MY LOW USAGE FOR THE MONTH OF JANUARY 2009 WAS 5,800 GALLONS. THE HIGH WAS JULY 2008 WAS 16,440 GALLONS. THE AVERAGE FOR THE YEAR JULY 2008 THRU JUNE 2009 PER MONTH WAS 11,369. SIX OF THESE MONTHS WAS OVER 12,000 GALLONS. \$17.06 WAS MY HIGHEST BILL DURING THIS ONE YEAR PERIOD. AT THE NEW RATES THAT BILL WOULD BE \$23.04. MY FIXED INCOME HAS NO ROOM FOR THESE INCREASES.	
TWO COMPLAINTS ABOUT HOW SUN COMMUNITY TREATS IT'S WATER USERS.	
WATER PRESSURE IS NOT CONSTANT. ONE DAY THE SPRINKLERS REACH HALF THE DISTANCE REQUIRED TO PROPERLY WATER MY LAWN. THE NEXT DAY I'M WATERING THE STREET. I HAVE A NEIGHBOR WHO WORKED FOR A WATER DEPARTMENT. HE HAS THE GAUGES TO MEASURE WATER PRESSURE. HE HAS TAKEN THESE READINGS TO OUR SUN COMMUNITY OFFICE HERE IN WATER OAK MANY TIMES. THEY REFUSE TO CORRECT THE PROBLEM.	
AT YOUR MEETING I EXPRESSED MY CONCERN ABOUT THE WATER BEING TURNED OFF WITHOUT ANY NOTICE. OUR PARK MANGER WAS AT THE MEETING AND SAID WE USE MANY METHODS TO INFORM RESIDENTS ABOUT WHY THE WATER IS OFF. THIS IS TRUE WHERE IT AFFECTS MOST OR ALL RESIDENTS. I WAS REFERRING TO IT BEING SHUT OFF FOR A FOUR BLOCK AREA. THERE IS A TURN OFF VALVE IN MY FRONT YARD WHICH CONTROLS ABOUT A FOUR BLOCK AREA. THIS VALVE HAS BEEN TURNED OFF MANY TIMES AND NO ONE HAS KNOCKED ON ANYONES DOOR TO INFORM THEM THAT THE WATER WOULD SOON BE TURNED OFF. IT'S GREAT TO BE IN TAKING A SHOWER AND THE WATER GOES OFF.	

Fold and tape -- see back for address

Sincerely  
Don Schlinggen

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**CONSUMER**

COMMISSION  
CLERK

09 JUL -6 AM 9:26

RECEIVED-FPSC

Name Francis Trainque

Address 914 Nelson Dr / Water Oak

Lady Lake, FL 32159

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

CONSUMER COMMENTS

How to read our water meter?

When you subtract previous month with current

Sample: Prev. read 46638 Current 47512 = 874gal.

so why am I charged for 8740 gallons

By adding that dead zero it changes everything

I need someone to prove to me why this is done

Previously we lived in a water district and for a family

of 5 we used under 40,000gal <sup>per year</sup> the way water oak

reads meters for 2 people we used in 2008 we

~~used~~ should say billed for <sup>64,840</sup> ~~49,300~~ gal.

That just doesn't make sense!

The management here will not discuss it or

explain it.

DOCUMENT NUMBER-DATE

06769 JUL -6 08

FPSC-COMMISSION CLERK

Mr. Francis R. Trainque  
914 Nelson Dr  
Lady Lake, FL 32159-5545

DAYTONA BEACH  
FL 321 2 L  
02 JUL 2009 PM



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

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