

**Dorothy Menasco**

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**From:** Freedman, Maggie [Maggie.Freedman@ruden.com] on behalf of Smallwood, Mary [Mary.Smallwood@ruden.com]  
**Sent:** Wednesday, July 15, 2009 9:13 AM  
**To:** Filings@psc.state.fl.us  
**Cc:** Richard Redemann  
**Subject:** Application for Staff Assisted Rate Case by Hidden Valley SPE LLC d/b/a Orange Lake Utilities - Docket No. 080714-WS

**Attachments:** 0438\_001.pdf



0438\_001.pdf  
(289 KB)

Enclosed for filing in this docket are two pages transmitting a letter addressed to Richard Redemann regarding the recent customer meeting. -----

Maggie Freedman  
Legal Secretary

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July 14, 2009

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

Re: Application for Staff Assisted Rate Case by Hidden Valley SPE LLC d/b/a Orange Lake  
Utilities – Docket No. 080714-WS

Dear Ms. Cole:

Enclosed for filing in this docket is a letter addressed to Richard Redemann regarding the  
recent customer meeting held at Hidden Valley SPE LLC d/b/a Orange Lake Utilities.

Please let me know if you have any questions.

Sincerely,

Mary F. Smallwood

Enclosure

cc: Richard Redemann

RM:6618822:1

DOCUMENT NUMBER - DATE

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July 14, 2009

Florida Public Service Commission  
Mr. Richard Redemann, Staff Engineer  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Orange Lake Staff Assisted Rate Case-Docket No. 080714-WS

Dear Mr. Redemann:

On behalf of Hometown America, I would like to take this opportunity to address the concerns of a few customers that spoke at the recent customer meeting held in this case in Clermont, Florida.

We have previously provided you with information surrounding two minor service related issues. Hometown America utilizes contact operators and utility contractors to operate and maintain the on-site utility infrastructure at some 40+ communities in Florida. They are very responsive to emergency situations and Hometown America has been pleased with the manner in which the contract operators have been performing their duties and responsibilities. Our primary goal is to insure our residents receive uninterrupted utility service and the highest quality utility service in the manufactured housing industry. The two incidents mentioned at the customer meeting were isolated in nature and were addressed by Hometown America in a timely manner.

Please let us know if you have any other questions or concerns while you continue to finalize work on this case.

Sincerely,



Gary S. Morse  
Utility Consultant for Hometown America

CC:  
Robert Munro, Utility Director  
Danny Ellis, Regional Manager  
Eric Zimmerman, Southeast President