

090170-WU Utilities
PSC

Re :Docket# 090170-WU

RECEIVED-FPSC

OFFICE OF THE GOVERNOR
CITIZEN SERVICES

10 MAR 31 AM 11:53

To: Public Service Commission

10 APR 15 PM 1:16

We feel the silent majority has not yet been recognized. There are 626 people at 313 lots, that is 460 people against the petition.

This is an unincorporated subdivision NOT an HOA nor a mobile home park. Mobile Manor Inc. does not represent the unincorporated subdivision, the board owns nor controls anything but the water company and the club.

As you were previously informed the lot owners pay meter rental monthly regardless of occupancy, Lee County Utility customers pay no charge while water is off. We are paying \$9.18 per thousand gallons Lee County Utility customers pay \$3.20 per thousand, obviously Mobile Manor does not have the overhead that Lee County Utilities has.

The meetings for the water company are not posted therefore we are not permitted to attend these meetings. We as customers should be privy to any meetings and their profit and loss statements as with any other utility company. Should we not have a voice on matters concerning the water company?

We respectfully request that the P.S.C. obtain the addresses of each lot owner of Mobile Manor subdivision and in fairness to all send them a questionnaire canvassing their opinion on this matter.(WE represent 460 people who have not yet been heard.)

No matter what the commission decides we feel the interim rate now being placed in escrow should be returned to each customer. We are given no information on the escrow account.

The staff was sent here to gather information on the rate increase and take it back to the commissioners not play let's make a deal! (no agreement was reached.)

Mobile Manor Water Company was formed as a NOT for PROFIT company, do you actually have the authority to make these decisions and if not who does ?

Please find attached a copy of the Articles of Incorporation.

Respectfully,
Roy Church

Roy Church 3-26-2010

Paul Schmidt

Paul Schmidt 3/26/2010

Edward LeMeur

Edward A. LeMeur 3/26/10

Cc: Governor C. Crist
Florida Attorney General

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 091742-09		
DISTRIBUTION: _____		

RECEIVED

Public Service Commission
Division of SSC

ARTICLES OF INCORPORATION

OF

MOBILE MANOR WATER COMPANY, INC.

The undersigned, for purposes of forming a corporation under the Florida Not For Profit Corporation Act, do hereby adopt the following Articles of Incorporation:

ARTICLE I
NAME AND PRINCIPAL PLACE OF BUSINESS

The name of the corporation shall be Mobile Manor Water Company, Inc. The principal place of business of this corporation shall be 150 Lantern Lane, North Fort Myers, Florida 33917.

ARTICLE II
NATURE OF BUSINESS

The purpose of this corporation is to operate the water facilities and utilities serving the Mobile Manor residential subdivision located in Lee County, Florida permitted under Water Certificate Number 056-W.

ARTICLE III
NON STOCK BASIS

The corporation is organized and shall exist on a non-stock basis as a corporation not for profit under the laws of the State of Florida, and no portion of any earnings of the corporation shall be distributed or inure to the private benefit of any member, Director or officer. For the accomplishment of its purposes, the corporation shall have all of the common law and statutory powers and duties of a corporation not for profit under the laws of the State of Florida

ARTICLE IV
REGISTERED OFFICE AND AGENT

The street address of the initial registered office of the corporation shall be 150 Lantern Lane, North Fort Myers, Florida 33917, and the name of the initial registered agent of the corporation at that address is Mobile Manor, Inc., 150 Lantern Lane, North Fort Myers, Florida 33917.

ARTICLE V
TERM OF EXISTENCE

This corporation is to exist perpetually.

RECEIVED
JUN 08 2010
Florida Public Service Commission
Division of SSC

ARTICLE VI
DIRECTORS

This corporation shall have nine (9) directors all of whom shall always be the same persons who serve concurrently as the nine (9) directors of Mobil Manor, Inc. The number of directors may be changed from time to time in accordance with the Bylaws, but shall never be less than one (1). The name and addresses of the initial directors of the corporation are as follows:

Orin Queen
150 Lantern Lane,
North Fort Myers, Florida 33917

Harold Doolin
150 Lantern Lane,
North Fort Myers, Florida 33917

Margaret Morrison
150 Lantern Lane,
North Fort Myers, Florida 33917

Kathleen Fae Chalfin
150 Lantern Lane,
North Fort Myers, Florida 33917

Richard Griffith
150 Lantern Lane,
North Fort Myers, Florida 33917

Robert Edmunds
150 Lantern Lane,
North Fort Myers, Florida 33917

Don Hawks
150 Lantern Lane,
North Fort Myers, Florida 33917

Ted E. Johnson
150 Lantern Lane,
North Fort Myers, Florida 33917

Paul Schmidt
150 Lantern Lane,
North Fort Myers, Florida 33917

RECEIVED

JAN 08 2010

Florida Public Service Commission
Division of S&E

ARTICLE VII
INCORPORATOR

The name and street address of the incorporator to these Articles of Incorporation is:

Mobile Manor, Inc.
150 Lantern Lane,
North Fort Myers, Florida 33917

ARTICLE VIII
INDEMNIFICATION

The Corporation shall indemnify each Officer and Director, including former officers and directors, to the fullest extent permitted by law.

The undersigned incorporator has signed these Articles of Incorporation on this _____ day of March, 2004.

Mobile Manor, Inc.

By: _____
Orin Queen as President of Mobile Manor,
Inc., Incorporator and Registered Agent,
who is familiar with and accepts the
obligations of a registered agent under
Florida law

STATE OF FLORIDA
COUNTY OF LEE

Before me personally appeared Orin Queen as President of Mobile Manor, Inc., to me well known and known to me to be the person described in and who executed the foregoing Articles of Incorporation and acknowledged to and before me that said instrument was signed for the purposes therein expressed.

Witness my hand and official seal this _____ day of March, 2004.

Notary Public
My commission expires: _____

[SEAL]

RECEIVED
MAR 08 2004
State Public Service Commission
Division of SSC

STATE OF FLORIDA

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
DAVID E. KLEMENT
BEN A. "STEVE" STEVENS III



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

Public Service Commission

April 16, 2010

Mr. Roy Church
167 Brooks Road
North Fort Myers, FL 33917

RE: PSC Inquiry 937508C

Dear Mr. Church:

The Governor's office forwarded a copy of your correspondence regarding Mobile Manor Water Company, Incorporated (Mobile Manor) 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.

You expressed a concern about Mobile Manor's application for a staff-assisted rate case in Lee County. We appreciate your comments regarding the application and will add your correspondence to Docket No. 090170-WU.

If you have any questions or concerns please call 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".

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

RR:mep

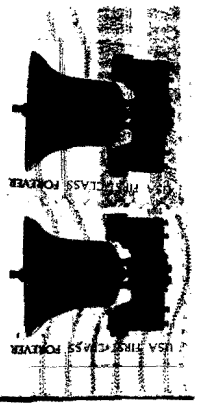
Key Union
1677 Brodoks Rd
N Ft Myers, FL
33917

RECEIVED

FEB 09 2010

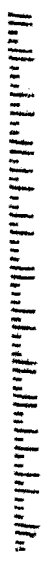
Public Safety Commission
Division of SSC

PT 49809 PG 039
20 MAR 2010 09:01



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

323990001



COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
DAVID E. KLEMENT
BEN A. "STEVE" STEVENS III

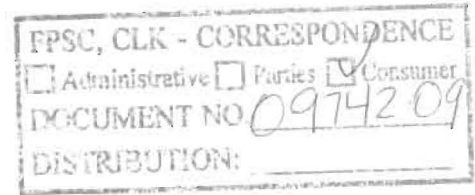
STATE OF FLORIDA



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

Public Service Commission

April 8, 2010



C. Ellen Sears
234 Lamplighter Lane
N. Fort Myers, Florida 33917

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Ms. Sears:

Thank you for your letter in which you expressed your concerns about the water rates for Mobile Manor Water Company, Inc. (Mobile Manor or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding the Utility's recent rate increases. Pursuant to Section 367.081(4)(e), "A Utility may not adjust its rates under this subsection more than two times in any 12-month period." This subsection includes two instances in which rates may be adjusted: 1) Price Index, and 2) Pass-Through. However, a combined application for a price index and pass-through shall be considered one rate adjustment.

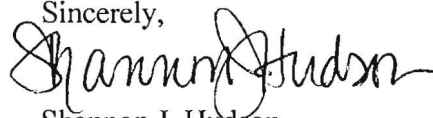
The Commission approved an Index and Pass-Through adjustment effective April 19, 2009, with a Base Facility Charge of \$6.94, and a gallonage charge of \$6.24 per 1,000 gallons used. On April 6, 2009, the Commission received Mobile Manor's application for a staff assisted rate case. In this application, the Utility requested interim rates. Pursuant to Section 367.082(2)(a), Florida Statutes (F.S.), the Commission is required to allow the collection of rates sufficient for the Utility to earn the minimum of its approved range. By Order No. PSC-09-0421-PCO-WU, issued June 15, 2009, the Commission approved a 47.09 percent interim increase, subject to refund with interest. Due to problems obtaining security, the Utility did not implement the interim rates until October 1, 2009.

On November 30, 2009, the Commission issued Proposed Agency Action Order No. PSC-09-0790-PAA-WU (PAA Order). In that PAA Order, the Commission proposed to approve a 4.61 percent increase in annual revenues for Mobile Manor. This action represented a reduction in rates relative to the interim increase that took effect on October 1, 2009. However, before that PAA Order could become final, the Commission received a petition signed by over 160 customers protesting that the final increase was not sufficient, and requested an evidentiary proceeding.

Ms. Sears
Page 2
April 8, 2010

The letter you received from Mr. Tom Hawkins is a proposed settlement on behalf of some of Mobile Manor's customers. The "Settlement Rates" included in the table were proposed by Mr. Hawkins, and have not been approved by the Commission. In the past twelve months, the only rates that have been approved by the Commission are the Index and Pass-Through adjustment (effective April 19, 2009), and Interim Rates (effective October 1, 2009). The Commission approved PAA rates have not been implemented, because of the various protests filed.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call Avy Smith at (850) 413-6425 for technical questions, or Ralph Jaeger at (850) 413-6234 for legal questions.

Sincerely,

Shannon J. Hudson
Regulatory Analyst IV

SH/as

Enclosure

cc: Division of Economic Regulation (A. Smith, Maurey, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Office of Commission Clerk (Docket No. 090170-WU)

090170

Dorothy Menasco

From: Filings@psc.state.fl.us
Sent: Tuesday, April 06, 2010 10:34 AM
To: 'rmart106@earthlink.net'
Cc: Ruth Nettles
Subject: FW: " Mobile Manor doc. 01665-10"

FPSC, CLK - CORRESPONDENCE
 ___Administrative___ Parties Consumer
DOCUMENT NO. 09742-09
DISTRIBUTION: _____

Mr. Martin:

We are in receipt of your e-mail below. However, this filing is not eligible for electronic filing. Please see e-filing requirements on the PSC webpage at: <http://www.psc.state.fl.us/dockets/e-filings/> Specifically:

E-Mail Transmitting an Electronically Filed Document

- **The e-mail message transmitting the document(s) to be filed is not itself considered a filing. Therefore, documents contained within the text of an e-mail transmission will not be considered filed.**
- **The attachment containing the document to be filed must be in one of the following formats:**
 - **Adobe .PDF**
 - **Native word processing format (e.g., Word or WordPerfect) with numbered paragraphs. Use the document extension .doc for documents filed in Word format and .wpd for those in WordPerfect format.**

Your filing will need to be revised and resubmitted in order to be officially accepted for filing.

Please feel free to call our office if you have any questions.

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

From: Robert Martin [mailto:rmart106@earthlink.net]
Sent: Monday, April 05, 2010 4:49 PM
To: Filings@psc.state.fl.us
Subject: Re: " Mobile Manor doc. 01665-10"

Please post this on your Document Detail for Docket number 090170 "Mobile Manor" if not done so already.

090170

Doc.

March 21, 2010

I hesitate to add to this rate increase discussion as **too much** has already been said and I feel its **time to stop the**
 4/6/2010

back and forth.

Please be aware, however that one side does nothing but complain. The other side has presenting solutions and much factual information. One side presented 94 signatures in opposition. The other side presented 226 signatures for saving the water co.. One side has presented **no suggestions** for improvements. The other side is actually making the improvements, changing out meters, investigating possible leakage areas and making the repairs. One side is only interested in **being against**. The other side is doing the will of its elected membership and trying to work things out. One side wants to give the water company to the county **at any cost**. The other side is trying to do what is most **cost effective** for our community and make budget. At the over four (4) hour "PSC Meeting" of Jan. 29, 2010 one side was even **unwilling** to make a commitment of a compromise for just \$4.00. The other side quickly agreed and was willing to work this out with those in opposition. One side constantly presents misinformation and reacts bitterly. The other side still loves them and willing to answer all questions they might have.

Your slowness in seeing through all this is beyond my comprehension. As I mentioned in Tallahassee the **minority** are against any increase of any size for any reason **even if it means loosing the Water Co.** By taking so long to settle this I'm afraid the PSC has allowed itself to become part of the problem.

You have observed and heard all the information you need now to make the right decision. Please allow us to make our budget and continue to operate for the large majority of our community.

S/ Robert B. Martin

Mobile Manor
N. FT. Myers, FL

_____ Information from ESET Smart Security, version of virus signature database 5002 (20100405)

The message was checked by ESET Smart Security.

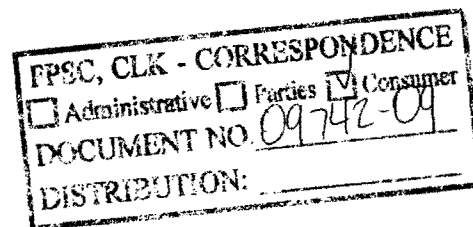
<http://www.eset.com>

4/6/2010

090170

Ruth Nettles

From: Filings@psc.state.fl.us
Sent: Monday, April 05, 2010 1:15 PM
To: 'rmart106@earthlink.net'
Cc: Dorothy Menasco; Ruth Nettles; Marguerite McLean
Subject: FW: " Mobile Manor doc. 01665-10"



Dear Mr. Martin:

We are in receipt of your e-filing transmittal cover received on 4/1/10, at 7:56 p.m., however, there was no attachment included. As such, your e-filing will not be accepted as official filing and will have to be resubmitted.

For future inquiries, please send your email to clerk@psc.state.fl.us; and for official filings, please use filings@psc.state.fl.us.

We will be placing your comments below in Consumer and their Representative Correspondence for Docket 090170.

A link to the PSC e-filing requirements is being provided for your convenience:

<http://www.psc.state.fl.us/dockets/e-filings/>

Please call our office if you have any questions.

Sincerely,

Ruth Nettles
Commission Deputy Clerk II
Office of Commission Clerk
850-413-6770

From: Robert Martin [mailto:rmart106@earthlink.net]
Sent: Thursday, April 01, 2010 7:56 PM
To: Filings@psc.state.fl.us
Subject: Re: " Mobile Manor doc. 01665-10"

Please add this e-filing to your Document Detail for Docket Number 090170.

Thank You

_____ Information from ESET Smart Security, version of virus signature database 4993 (20100401) _____

The message was checked by ESET Smart Security.

<http://www.eset.com>

_____ Information from ESET Smart Security, version of virus signature database 4993 (20100401) _____

The message was checked by ESET Smart Security.

<http://www.eset.com>

090170WU

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09742-09		
DISTRIBUTION: _____		

Re :Docket# 090170-WU

DISTRIBUTION CENTER
10 MAR 31 AM 7:24

To: Public Service Commission

We feel the silent majority has not yet been recognized. There are 626 people at 313 lots, that is 460 people against the petition.

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Mobile Manor Water Company was formed as a NOT for PROFIT company, do you actually have the authority to make these decisions and if not who does ?

Please find attached a copy of the Articles of Incorporation.

Respectfully ,
 Roy Church Roy Church 3-26-2010
 Paul Schmidt Paul Schmidt 3/26/10
 Edward LeMeur Edward F. LeMeur 3/26/10

Cc: Governor C. Crist
Florida Attorney General

ARTICLES OF INCORPORATION

OF

MOBILE MANOR WATER COMPANY, INC.

The undersigned, for purposes of forming a corporation under the Florida Not For Profit Corporation Act, do hereby adopt the following Articles of Incorporation:

ARTICLE I

NAME AND PRINCIPAL PLACE OF BUSINESS

The name of the corporation shall be Mobile Manor Water Company, Inc. The principal place of business of this corporation shall be 150 Lantern Lane, North Fort Myers, Florida 33917.

ARTICLE II

NATURE OF BUSINESS

The purpose of this corporation is to operate the water facilities and utilities serving the Mobile Manor residential subdivision located in Lee County, Florida permitted under Water Certificate Number 056-W.

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NON STOCK BASIS

The corporation is organized and shall exist on a non-stock basis as a corporation not for profit under the laws of the State of Florida, and no portion of any earnings of the corporation shall be distributed or inure to the private benefit of any member, Director or officer. For the accomplishment of its purposes, the corporation shall have all of the common law and statutory powers and duties of a corporation not for profit under the laws of the State of Florida

ARTICLE IV

REGISTERED OFFICE AND AGENT

The street address of the initial registered office of the corporation shall be 150 Lantern Lane, North Fort Myers, Florida 33917, and the name of the initial registered agent of the corporation at that address is Mobile Manor, Inc., 150 Lantern Lane, North Fort Myers, Florida 33917.

ARTICLE V

TERM OF EXISTENCE

This corporation is to exist perpetually.

ARTICLE VI
DIRECTORS

This corporation shall have nine (9) directors all of whom shall always be the same persons who serve concurrently as the nine (9) directors of Mobil Manor, Inc. The number of directors may be changed from time to time in accordance with the Bylaws, but shall never be less than one (1). The name and addresses of the initial directors of the corporation are as follows:

Orin Queen
150 Lantern Lane,
North Fort Myers, Florida 33917

Harold Doolin
150 Lantern Lane,
North Fort Myers, Florida 33917

Margaret Morrison
150 Lantern Lane,
North Fort Myers, Florida 33917

Kathleen Fae Chalfin
150 Lantern Lane,
North Fort Myers, Florida 33917

Richard Griffith
150 Lantern Lane,
North Fort Myers, Florida 33917

Robert Edmunds
150 Lantern Lane,
North Fort Myers, Florida 33917

Don Hawks
150 Lantern Lane,
North Fort Myers, Florida 33917

Ted E. Johnson
150 Lantern Lane,
North Fort Myers, Florida 33917

Paul Schmidt
150 Lantern Lane,
North Fort Myers, Florida 33917

ARTICLE VII
INCORPORATOR

The name and street address of the incorporator to these Articles of Incorporation is:

Mobile Manor, Inc.
150 Lantern Lane,
North Fort Myers, Florida 33917

ARTICLE VIII
INDEMNIFICATION

The Corporation shall indemnify each Officer and Director, including former officers and directors, to the fullest extent permitted by law.

The undersigned incorporator has signed these Articles of Incorporation on this _____ day of March, 2004.

Mobile Manor, Inc.

By: _____,
Orin Queen as President of Mobile Manor,
Inc., Incorporator and Registered Agent,
who is familiar with and accepts the
obligations of a registered agent under
Florida law

STATE OF FLORIDA
COUNTY OF LEE

Before me personally appeared Orin Queen as President of Mobile Manor, Inc., to me well known and known to me to be the person described in and who executed the foregoing Articles of Incorporation and acknowledged to and before me that said instrument was signed for the purposes therein expressed.

Witness my hand and official seal this _____ day of March, 2004.

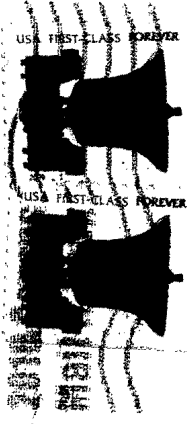
Notary Public

My commission expires: _____

[SEAL]

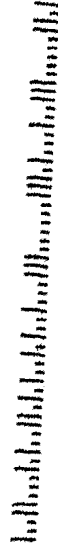
Church
3700 S Rd
Myers, FL

FT MYERS FL 339
29 MAR 2010 PM 1 L



Florida Public Service Commission
Division of the Commission
Clerk and Administration
2540 Skunard Oak Blvd
Tallahassee, FL 32399-0850

32399-0850



090170

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO 09742-9		
DISTRIBUTION: _____		

RECEIVED-FPSC

10 MAR 22 AM 10:00

To Public Service Commission
COMMISSION
CLERK

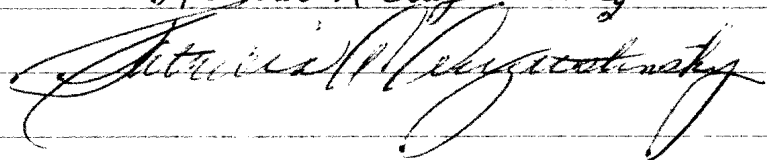
Dear Sirs

My wife + I Do not wish To Pursue A FORMAL
HEARING on Docket # 090170 - W. mobile manoh water co
we would like our names TAKEN OF THE
PETITION For A higher RATE Increase. we were
NOT Fully Informed OF ALL Things ABOUT The RATE
Increase.

I will Accept The decision OF The Commission on
The amount of Water Increase.

Thank you

Ronald + Pat Augustinsky
128 Campbellton Lane
North Fort Myers 33917

Ronald R Augustinsky


Ruth Nettles

From: on behalf of Filings@psc.state.fl.us
To: rmart106@earthlink.net
Cc: Marguerite McLean; Dorothy Menasco
Subject: FW: " Mobile Manor doc. 01665-10"

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09742-10		
DISTRIBUTION: _____		

Dear Mr. Martin:

This message was delivered to the electronic filings in-box. This message will be placed in Consumer Correspondence for Docket 090170-WU, without further action.

For future inquiries or comments, please send your email to clerk@psc.state.fl.us; for official filings, please use filings@psc.state.fl.us. A link to the Commission's e-filing requirements is included for your convenience: <http://www.psc.state.fl.us/dockets/e-filings/>

Please feel free to contact our office if you have any questions.

Sincerely,

Ruth Nettles
 Commission Deputy Clerk II
 Office of Commission Clerk
 850-413-6770

From: Robert Martin [mailto:rmart106@earthlink.net]
Sent: Sunday, March 21, 2010 8:03 PM
To: Filings@psc.state.fl.us
Subject: " Mobile Manor doc. 01665-10"

10

Doc. 01665-
 March 21, 2010

I hesitate to add to this rate increase discussion as **too much** has already been said and I feel its **time to stop the back and forth.**

Please be aware, however that one side does nothing but complain. The other side is presenting solutions and much factual information. One side presented 94 signatures in opposition. The other side presented 226 signatures for saving the water co.. One side has presented **no suggestions** for improvements. The other side is actually making the improvements, changing out meters, investigating possible leakage areas and making the repairs. One side is only interested in **being against**. The other side is doing the will of its elected membership and trying to work things out. One side wants to give the water company to the county **at any cost**. The other side is trying to do what is most **cost effective** for our community and make budget. At the over four (4) hour "PSC Meeting" of Jan. 29, 2010 one side was even **unwilling** to make a commitment of a compromise for just \$4.00. The other side quickly agreed and was willing to work this out with those in opposition. One side constantly presents misinformation and reacts bitterly. The other side still loves them and willing to answer all questions they might have.

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You have observed and heard all the information you need to make the right decision. Please allow us to

3/22/2010

make our budget, continue to operate for the large majority of our community.

S/ Robert B. Martin
Mobile Manor
N. FT. Myers, FL

_____ Information from ESET Smart Security, version of virus signature database 4961 (20100320) _____

The message was checked by ESET Smart Security.

<http://www.eset.com>

_____ Information from ESET Smart Security, version of virus signature database 4961 (20100320) _____

The message was checked by ESET Smart Security.

<http://www.eset.com>

_____ Information from ESET Smart Security, version of virus signature database 4961 (20100320) _____

The message was checked by ESET Smart Security.

<http://www.eset.com>

_____ Information from ESET Smart Security, version of virus signature database 4963 (20100321) _____

The message was checked by ESET Smart Security.

<http://www.eset.com>

_____ Information from ESET Smart Security, version of virus signature database 4963 (20100321) _____

The message was checked by ESET Smart Security.

<http://www.eset.com>

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 09742-09
 DISTRIBUTION:

Application for a staff-assisted rate case by
Mobile Manor Water Company, Inc.

DOCKET NO. 090170-WU

Name Roy Church
 Address 224 FLAME Lane
N/FT MYERS, FL 33917

RECEIVED-FPSC
 10 MAR - 1 AM 9:51
 COMMISSION
 CLERK

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

Sirs:

IF YOU CHECK THE FINANCIAL STATEMENT FOR 2008, YOU'LL FIND THEY SHOWED A NET PROFIT OF \$8800.00.

DURING THIS PERIOD SOME METERS AND WATER LINES WERE REPLACED BY WHAT IS NOW MOBILE MANOR WATER CO. INC. YOU HAVE NO DOUBT WONDERED WHAT HAPPENED IN 2009 THAT CAUSED THEM TO INCUR A LOSS. "COULD IT HAVE BEEN THE HIRING OF AN OUTSIDE MANAGEMENT FIRM?"

MY METER RATE HAS BEEN \$877 PER MONTH NOT \$6.94 WHILE THEY SHOWED A PROFIT.

PLEASE DO NOT HIDE AND HET SUCH TACTICS AS THEY ARE NOW USING BY GIVING IN TO THEIR SCARE TACTICS BY AUTHORIZING ANOTHER RATE INCREASE. WE IN THIS SUBDIVISION WOULD LIKE TO PUT THIS ISSUE TO REST AND A RATE IS NOT IN OUR BEST INTERESTS. THANK YOU

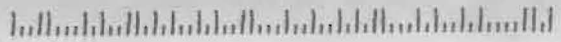
Roy Church
224 FLAME Lane
N/FT. MYERS, FL 33917

FT MYERS FL 339



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

32399+0850



Fold Here

Tape

Fold Here

CONCERNING MOBILE MANOR WATER RATES
I UNDERSTOOD THE WATER COMMISSIONER
TO SAY MOBILE MANOR COULD GET ONE
RATE INCREASE PER YEAR. I'M
SENDING YOU A COPY OF 2-10 WATER
BILL & BILL FROM 3-09. ALONG
WITH COPY OF LETTER I RECEIVED
FROM MOBILE MANOR IN FEB - 2010
MOBILE MANOR HAS HAD TWO
INCREASES IN LAST 10 MONTHS
& WILL GET THE THIRD ONE
ON 3-1-10 IF I UNDERSTAND
THIS LETTER.

C. Ellen Sears

C. Ellen Sears
234 Lamplighter Ln.
N. Ft. Myers, Fla.
33917

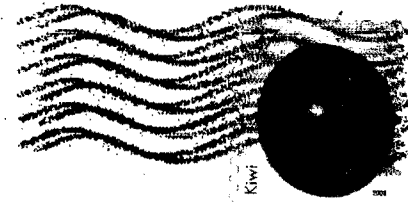
1-239-543.9833

FPSC CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 09170-09
DISTRIBUTION:

090170-WU

Mobile Manor Water

150 LANTERN LANE
NORTH FORT MYERS, FL 33917
239-543-2160



107

March 2009 Reading 307020
Feb. 2009 Reading 305920
Feb. 2009 Used 1100
Feb. 2009 Net 11.48
Feb. 2009 Pmt. 9.04
March 2009 Prev. Chg. 0
March 2009 Total Due 11.48

107

11.48

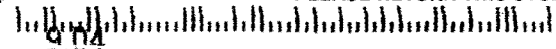
Ellen Sears
234 Lamplighter Lane

N. Ft. Myers FL 33917

03/31/09

PLEASE RETURN THIS STUB FOR PROPER CREDIT

7+6345 COIG



Urgent Message To all water customers of Mobile Manor Water Company

Please be advised that the Public Service Commission has sent in a **Settlement Agreement** based on the meeting held by them January 29, 2010. If you are interested in **saving** our Water Company I urge you to **sign the settlement agreement** in the office by 3/01/2010. If you have signed a petition for or against water rates, prior to the January meeting it will **NOT** be included or considered in the settlement agreement. The NEW rate for a customer that uses 3,000 gallons of water a month will be \$29.06 (less than you now pay under the interim rate of \$37.75 listed below)

MOBILE MANOR WATER COMPANY, INC.		DOCKET NO. 090170-WU			
TEST YEAR ENDING 12/31/08					
MONTHLY WATER RATES					
	RATES	COMMISSION	COMMISSION		MONTHLY
	PRIOR TO	APPROVED	PROPOSED	SETTLEMENT	RATE
	FILING	INTERIM	FINAL	RATES	REDUCTION
Residential and General Service					
Base Facility Charge by Meter Size: 5/8"X3/4"	\$6.94	\$10.21	\$7.26	\$10.34	\$0.06
Residential Gallonage Charge Gallonage Charge (all gallons)	\$6.24	\$9.18	\$6.53	\$6.24	
General Service Gallonage Charge Gallonage Charge (all gallons) Typical Residential 5/8" x 3/4" Meter Bill Comparison	\$6.24	\$9.18	\$6.53	\$6.24	
3,000 Gallons	\$25.66	\$37.75	\$26.85	\$29.06	
5,000 Gallons	\$38.14	\$56.11	\$39.91	\$41.54	
10,000 Gallons	\$69.34	\$102.01	\$72.56	\$72.74	

RECEIVED-FPSC
 10 FEB 25 PM 3:51
 COMMISSION
 CLERK

Settlement Agreement
Deadline for signing is
March 1, 2010

Tom Hawkins

President Mobile Manor Water Co, Inc.

[Faint stamp: PUBLIC SERVICE COMMISSION]

Mobile Manor Water Co., Inc.

150 LANTERN LANE
NORTH FORT MYERS, FL 33917
239-543-2160

R107

FT MYERS, FL 339

28 FEBRUARY 2010



Feb. 2010 Reading 11790
Jan. 2010 Reading 11190
Jan. 2010 Used 600
Jan. 2010 Net 15.72
Jan. 2010 Pmt. 14.07
Jan. 2010 Prev. Chg. 0
Feb. 2010 Total Due 15.72

R107 15.72

Ellen Sears

234 Lamplighter Ln

No. Ft. Myers FL 33917

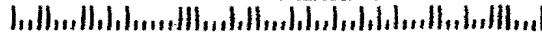
Reading Date: 1/28/10
Period Covered: 12/29/09 - 01/28/10
Due Date: 03/01/10

Rate: \$9.18/1,000 gals.

Base Meter Charge: \$10.21

PLEASE RETURN THIS STUB FOR PROPER CREDIT

317+6548



090170-WU

STATE OF FLORIDA

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
DAVID E. KLEMENT
BEN A. "STEVE" STEVENS III



OFFICE OF THE GENERAL COUNSEL
S. CURTIS KISER
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

February 22, 2010

Mr. Edward LeMeur
128 Coachlight Lane
Mobile Manor
North Fort Myers, FL 33917

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 09742-09
DISTRIBUTION: _____

RECEIVED-FPSC
10 FEB 22 PM 3:30
COMMISSION
CLERK

In re: Your telephone call and letter to the Commission in regards to Docket No. 090170-WU, Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Mr. LeMeur:

As discussed at our telephone call this morning, I apologize for not returning your call sooner as I was out sick at the end of last week. This letter is in response to your telephone call to Mr. Fletcher, and your follow-up letter to the Commission received by the Commission on February 18, 2010.

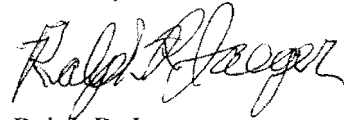
In regards to a hearing in this matter, pursuant to Rule 25-22.029(3), Florida Administrative Code, any petition for a hearing would have to have been filed by December 21, 2009, and any cross-petition would have to have been filed by December 31, 2009. As you know over 160 customers filed a timely petition on Proposed Agency Action Order No. PSC-09-0790-PAA-WU, and initially requested a formal hearing. However, those customers are now compiling a settlement agreement to be presented to the Commission when the customers get the appropriate signatures. Upon reception of the proposed settlement (expected in early March), staff will draft a recommendation for the Commission's consideration and schedule the matter for an Agenda Conference. It will depend on the Commission's decision on the customers' settlement offer whether a formal hearing will be held.

In any event, as we discussed, you will have the opportunity to address the Commission when it considers the settlement offer. Pursuant to your request, I will forward a copy of the recommendation on the settlement offer, and also advise you of the time, date, and place of the Agenda Conference. This item will be identified as interested persons may participate, and you have indicated that you plan to address the Commission. The agendas usually are held on Tuesdays and usually start at 9:30, but there may be several items taken up before the Commission considers this item. So, it is impossible to say exactly when your item may be considered. If you are going to be late, please let me know and I will try to have the Commission accommodate your schedule to the extent possible.

Mr. Edward LeMeur
Page 2
February 22, 2010

If you have any questions, or if I can be of any further assistance, please call me at 850-413-6234 (facsimile is 850-413-6235), or e-mail me at RJaeger@PSC.State.FL.US.

Sincerely,

A handwritten signature in black ink, appearing to read "Ralph R. Jaeger". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Ralph R. Jaeger
Senior Attorney

Cc: Division of Economic Regulation (B. Fletcher, A. Smith, S. Hudson, Bulecza-Banks)
Office of Commission Clerk
Mobile Manor Water Company, Inc.
Tom Hawkins

Application for a staff-assisted rate case by

Mobile Manor Water Company, Inc.

DOCKET NO. 090170-~~W~~FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 09742-09

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10 FEB 11 AM 1:24

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RECEIVED FPSC
10 FEB 18 AM 11:20
DISTRIBUTION CENTER

Name EDWARD LEMEUR

Address 128 Coach Light Lane

MOBILE MANOR N. FT. MYERS FL 33917
239-731-8796 Home 239-671-4974 Cell

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 JUST FOUND OUT THAT I HAVE TO PUT THIS IN WRITING. YOUR STAFF SAID THAT I DIDN'T HAVE TO. GIVING THEM MY NAME WAS GOOD ENOUGH. MYSELF AND OTHERS ARE AGAINST ANY RATE INCREASE FOR MOBILE MANOR WATER CO. BECAUSE THEY ARE THROWING GOOD MONEY AFTER BAD. THEY SAY THEY DON'T HAVE THE MONEY TO FIX THE WATER LINES. THE WATER QUALITY IS THE SAME AS IT WAS 2 YEARS AGO (BAD). THE RATE INCREASE WILL GO TO BENSON + ADMINISTRATION COSTS NOTHING FOR FIXING THE WATER LINES. YOUR STAFF TOLD US THAT THEY WOULD KEEP US INFORMED AS TO WHAT'S GOING ON AND ABOUT A HEARING THAT WE COULD TESTIFY THEY DON'T RETURN ANY OF MY CALLS THANK YOU FOR YOUR TIME

DOCUMENT NUMBER-DATE

Fold and tape - see back for address

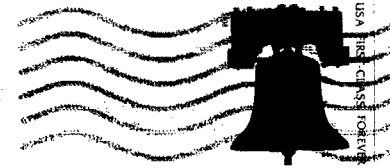
Edward L. Lemeur



Mr. Edward T. Lemeur
128 Coachlight Ln
Fort Myers, FL 33917-6529

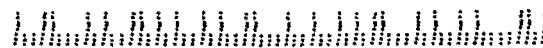
FORT MYERS FL 339

16 FEB 2010 PM 2 T



FLORIDA PUBLIC SERVICE COMMISSION
OFFICE OF COMMISSION CLERK
2540 SHUMARD OAK BLVD.
TALLAHASSEE FL. 32399-0850

ATTN: DOCKET # 090170-WU



To: Public Service Commission

Re:Docket #090170-WU

Concerning the hearing held November 10, 2009 we as residents of Mobile Manor and customers of Mobile Manor Water Company question the validity of some of Mr. Martin's and Ms. Vandal's statements.

Mobile Manor Water Co. was solvent until Mr. Martin and his new board took office. The water rates have not increased to Mobile Manor Water Co. , yet they want to increase our rates. AS a matter of fact the residential rates from Lee Co. Utilities is \$2.85 per thousand gallons ,that is quite a bit lower than \$9.18 per thousand!

The board was aware of the fact that Benson Management team knew nothing about running a water company and said at a meeting that they would not be running it. Therefore we are paying them huge amounts of monies just to learn, rather than the board doing their job or a least checking for a company that did know what they were doing.

Ms. DeMere pulls the daily water test, does the boil water notices during the week, she also prepares the water bills and collects the payments .Not Benson.! We do not need a management company to do the CCR mailings. The previous manager did all mailings with the help of a volunteer or the board secretary.

Benson takes the minutes for the association and hands them to the secretary to read,. They do the same with the treasurer's reports. So exactly what is the board doing? Paying Benson to do their work at our expense.

We did not want Benson and were not permitted to vote on the hiring of them even though we were paying members,. The by-laws requires a majority vote.

We are never permitted to attend a meeting regarding the water company. We were notified that they had applied for an increase but never notified when the interim rate was approved.

The excessive water loss is because leaks go unchecked. If we call Benson a tape responds telling us that they will return our call within 24 hours.

The rent of the shed should be disallowed . Mobile Manor Inc. is using it for a storage unit . Now we no longer use volunteers and must use a plumber who provides his own materials.

We were never polled concerning this increase and we are certain there are not 160 paying members who approve of this. These are senior citizens on very limited incomes, unlike most of the board members who have retirement and social security .They are very intimidated by Mr. Martin and Mr. Hawkins and are afraid to speak up for themselves.

There is a deficit only because we have a management team we can not afford and miss management by the board.

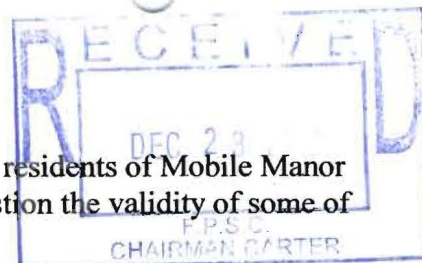
Because of the way the board has handle the hiring of Benson and of course other things, they have lost a large number of their paying members and wish to make that up through the water prices.

We are a subdivision with a club. You may or may not belong just as with any other club .Those who choose not to belong do not wish to pay for improvements to their clubhouse and that is exactly what this increase is intended to do.

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CLERK



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 _Administrative_Parties_Consumers
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The solution to the problem is remove Benson ,pay Ms.DeMere a little more and let her continue to handle the water company or remove her and shut down the office and the shed and let Benson mail out the bills and we will mail our payments to them. The water company managed all these years with no increases,and if the board would do their jobs there would be no need now.

Mr.Martin mentioned that we voted down a 68cent raise (it was actually 65 cents)after telling us we were in better shape than any park around us.He failed to mention he raised the maintenance \$12.00 per month a year later.

Ms.Vandal said we had IRS problems that she had to deal with,that was back in 1999,before Mr.Martin or Mr. Hawkins moved here and way before Ms. Vandal was hired.The previous board and manager diligently took care of that problem a long time ago!

Mobile Manor owns the water company and as residents of Mobile Manor we feel we should have some input as to the day to day operation of such company.

Respectfully,

Bob, I have taken the liberty to list a few things that I think, as a board, we need to address. Most of the season is gone and we have not made the appropriate headway in getting some of the park issues resolved. We can't continue telling everyone that these are study items. Board members need to be assigned jobs and given due dates.

Here is my list of suggestions, which I hope you will use to call a special board meeting to discuss and resolve these issues.

Hire a Maintenance Man

Seawall repairs

Roof leak in clubhouse

Repair or refurbish clubhouse floor

How much money is to be held in reserve?

How much money should be held in SunTrust for Mobile Manor operations expense?

Fill in holes around clubhouse created by tree removal. Plan for replacing trees.

Status on handling trash. Is the land available for sale or not?

Sign on road at both entrances indicating that light bill is due.

Back up systems manual for office.

Set up reserve fund for Water Company for repairs of water lines. How much should be set aside?

Make plans to have office cleaned and painted during summer months.

Office paper work should be filed and sorted by year. Far to many documents missing from disc that were run.

Deed of restriction violations, we currently have in excess of 17. Status of 55 and over issue. The membership wants results.

~~I would like to make a recommendation to consider raising the amount we charge for water. By doing this, all residents would contribute, (not just those paying maintenance) in bringing additional revenue into the park.~~

Respectfully

Tom Hawkins 3/5/2007
Tom Hawkins

To:P.S.C.

Docket #090170-WU

I Roy Church of 224Flame Ln. Mobile Manor was informed by a neighbor Cheryl Flack that a board member was seeking signatures from the residents under false pretenses.

I personally spoke to Mr. Schaffer, a board member . Mr.Schaffer represented this petition as being for lowering the water rates. He stated that we need to stabilize the waters company but without a rate increase the water company would go bankrupt. HE also said we cannot go back to volunteer work , that will be separate now.

HE mentioned a figure of \$4,000.00 per household if the county had to take over the water company.

I regard this as scare tactics by the board to obtain signatures ..

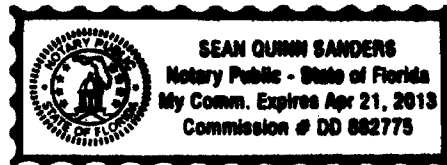
This meeting took place December 16, 2009 at 5:15 pm

Signature: Roy Church

Notary: [Signature]

Date: December 17th, 2009

*On this day 12/17/09 Personally appeared Roy P. Church
who provided Florida Drivers License - C620-736-39-454.0
As identification.*



Thomas W. West
Cheryl Slack
~~Ann [redacted]~~
Judy Travis
Lester Lewis
Roy E. Swaggart
Dorothy Potter
Roger Elrod
Joan Yordy
Amanda K. King
Jessie W. Sanchez
James Beesley Sr
Kathleen F. Chalfin
Henry John Frost
Paul R. Kocher
David A. Prescott
E. Ellen Sears
Thelma Baker
Phil Zogare

Gene Logan
Richard R. Livan
~~Mary [redacted]~~
John Retchey
Shirley Garmov
Terry Golis
Carol Julius
Small Radio Rental
Thomas W. McGovern
Henry C. Arbuckle
Mary L. Vifford
Beulah Clark
J. B. G.
J. F. Hood
Garry Barclay
John Marshall
Ruelle Armstrong
Louise Steier
Donald Scott. B.E.

Lorraine Schaug (B.D.)

Harold Doda

Melba Gehring

Mitzi Duncan (MS)

Marjorie Stanbrough

Bilmi Warlin - rental

Ronald J. Curry

Helen L. Hayes

Monka Frank

Lloyd Stone

Cindy Michael

Lillian P. Kasulich (B.D.)

Jaye Marking

Dan Renfro

Bob Small

Lloyd W. (MS)

Gail C. Fox

E. Sharon Wingate

Robert Dunn (MS)

Florida Public Service
2540 Shumard Oak Blvd.
Tallahassee
FL 32399-0950

Attest
Commissioner

Katie Ely

090170

From: Katie Ely
Sent: Friday, November 06, 2009 2:58 PM
To: Ruth McHargue
Subject: FW: Docket # 090170-WU Mobile Manor Water Company
Attachments: Sandy Gilliland letter to PSC Docket .pdf

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090170

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.

From: Ruth McHargue
Sent: Friday, November 06, 2009 2:57 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: Docket # 090170-WU Mobile Manor Water Company

Customer correspondence

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09742.09		
DISTRIBUTION: _____		

From: Consumer Contact
Sent: Friday, November 06, 2009 2:12 PM
To: Ruth McHargue
Subject: FW: Docket # 090170-WU Mobile Manor Water Company

More correspondence from Mr. Hawkins on this issue. DH

From: Tom Hawkins [mailto:hawkclub@gmail.com]
Sent: Thursday, October 29, 2009 8:04 PM
To: Consumer Contact
Subject: Docket # 090170-WU Mobile Manor Water Company

Please find attached my comments that I would like the commissioners to review at the November 10th meeting.

Thank You

Sandra Gilliland

11/6/2009

To: Public Service Commission
From: Sandra Gilliland
Date: October 29th, 2009
Subject: Docket # 090170-WU Mobile Manor Water Company

After attending the meeting held by the PSC on September 30, 2009 and reviewing the letters submitted to the commission I felt I needed to explain why the current board approved hiring a Professional Management Company to manage the water company. It certainly wasn't to raise rates that affect all board members also.

The board was concerned after the resignation of the past manager that we would once again hire someone at minimum wage that had no management background or training in Florida Statutes and Laws.

The bylaws for Mobile Manor dictate that the President and Vice President only serve a one year term and must be reelected each year. The President can only serve for a Maximum of 4 years assuming he or she is reelected. The directors only serve a two year term with a maximum of two consecutive two year terms.

The only individuals that can run for a Board position, is the residents that pay their annual maintenance fees to Mobile Manor Inc. to maintain the community and property values. We currently only have about half the community paying maintenance. With this being a retirement community and only half the residents available to run for a board position, we virtually have no one that wants the responsibility of running two separate companies and all the headaches and time required to maintain a community that has struggled and faced bankruptcy on more than one occasion over the years.

The current board has basically all new members and the knowledge needed to run a public utility was nonexistent. The Board made the decision to hire Bensons to add stability to the Water Company Operation. It is vital that the manager along with the systems and procedures are in place and do not change from year to year. As new board members were appointed to help run the community they wanted to change things without knowing what the requirements of a Public Utility were.

Per the bylaws the board approved hiring Bensons to add the stability we needed plus 24/7 emergency hotline and having someone in place 365 days out of the year to make decisions and attend the necessary training classes available to stay on top of the ever changing statutes and laws. We are working with the following organizations EPA, DEP, DOH, LCHD and the PSC, and I believe we need someone with the necessary resources and skills to handle the day to day operation.

Eight out of nine of the board members are not living in the community year round. You cannot make intelligent decisions from long distance if you have unskilled personnel. Benson's eliminates that problem and takes full responsibility for their actions and communicates daily, if necessary, with the board president or myself as treasurer of the board.

After careful consideration by the board, we felt (and still do) that the best course of action and the least expense to the community was to have someone that has extensive experience in managing communities and the necessary skills and programs in place to handle a small community.

As I stated, the **new board** did not have any experience in running a utility and the past manager and board members did not have an annual budget to refer to or have the insight to develop an instruction manual, systems or procedures guidelines or have a map of waterline locations and shutoff valves. Basically the new board was left in the dark with nothing to refer to as far as running the water company.

We have had the ability in past years to rely on volunteer labor to help with meter readings and water related issues. Unfortunately, that is no longer the case. A group of residents got together and decided that they didn't like the board hiring Benson's so they put up **NO TRESSPASSING SIGNS**. In addition to the signs they harassed the volunteers and Benson's personnel if anyone attempted to go on their property. Name calling was common and if we had a water line

break they would harass anyone (including the licensed plumber that we are required to have per code enforcement) involved in trying to help. Based on these residents actions the volunteer work force **WILL NOT** work on any water related issues (like meter readings) to help keep the cost down.

After the board finally got the office and financials worked out and up to standard we requested and welcomed an audit to show the community that the water company is operating per the codes and statues that apply. With no information available from the past manager or board to refer to, we had nothing to follow for us to determine how much of Benson's time would actually be used for the water company. After several months of getting everything in place it was obvious that the majority of the time that Bensons and the office clerical use was related to the water company. Based on the board findings we determined that 70% of Benson's time was spent on water company business. The expenses being charged to the water company are accurate and do not include any work performed in regard to Mobile Manor Inc. business.

After reviewing the decision of the audit committee that determined that only 30% of Benson's time should be charged to the water company, I would like you to explain to me how this small amount of time could have possibly resulted in them **recreating the water company from the ground up**. Complete new accounting procedures were put into place that includes all financials, communications with water agencies, input of all meter readings, maintaining records for all water customers, creating budgets that never existed, on call 24/7 emergency hotline and handling all water line breaks to include passing out boil notices and recission notices. All of these things mentioned is **ongoing and handled** by Benson's park manager John Morgan or Bonita Vandal.

The office manager you refer to is a **part time clerical** and has no authority to make any decisions. She doesn't supervise anyone and doesn't fit the Federal Government's definition of a manger. All of your contact for the documentation required for the audit was provided by Benson's and you only dealt with the CEO, Bonita Vandal. Benson's furnished you with **6100** documents per your request and that alone should tell you that the water company business requires far more than 30% of their time.

The water company requires that all 313 residents receive monthly billings in addition to all documentation being updated in the same time frame. However, Mobile Manor Inc. maintenance program only applies to the paying membership of 160 residents. The majority of the residents pay the maintenance in January for the entire year.

In closing I would like to say that I am a third generation community resident and have seen firsthand what can happen to a community when there are no professional employees and knowledgeable board members holding such important positions. I believe we have implemented the necessary programs that were lacking in the past, and that we now have the best of both worlds and have a program in place that will withstand the test of time, regardless of how many board members come and go over the years.

Respectfully Submitted

Sandy Gilliland
112 Lantern Place
North Fort Myers, FL 33917

Katie Ely

090170

From: Katie Ely
Sent: Tuesday, November 03, 2009 9:49 AM
To: Ruth McHargue
Subject: FW: "Docket # 090170-WU"

Thank you for this information. This attachment has been printed and will be placed in **Docket Correspondence - Consumers and their Representatives**, in Docket 090170

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.

From: Ruth McHargue
Sent: Tuesday, November 03, 2009 9:29 AM
To: Katie Ely
Cc: Cheryl Bulecza-Banks; Ann Cole; Dorothy Menasco; Diane Hood
Subject: FW: "Docket # 090170-WU"

Customer correspondence

From: Consumer Contact
Sent: Monday, November 02, 2009 4:51 PM
To: Ruth McHargue
Subject: FW: "Docket # 090170-WU"

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09742.09		
DISTRIBUTION: _____		

From: Robert Martin [mailto:rmart106@earthlink.net]
Sent: Saturday, October 31, 2009 3:57 PM
To: Consumer Contact
Subject: "Docket # 090170-WU"

To: Public Service Commission
Subject: Docket # 09017-WU
From: Robert Martin
110 Amber Ave.
N. Ft. Myers, FL
Date: Oct.31,2009

I have been following doc. # 090170 and have been quite please until now with your lengthy and thorough deliberation.

Even your previous posted **interim rate seemed fair.**

I can tell you that the board is unanimous and that the membership strongly supports the board in what it is trying to do.

The misunderstanding seems to be with your understanding of the 70/30 split between Mobile Manor Water vs. Mobile Manor Inc. As the past president 2005-08 just previous to our present president I will go on record stating that it is at least 70% Water vs. 30% Mobile Manor Inc. and am willing to testify if necessary at your Tallahassee meeting of Nov. 10, 2009.

Respectfully Submitted,
Robert Martin
110 Amber Ave.
(239) 543-1313

Information from ESET Smart Security, version of virus signature database 4561
(20091031) _____

The message was checked by ESET Smart Security.

<http://www.eset.com>

Katie Ely

090170

From: Katie Ely
Sent: Wednesday, October 28, 2009 4:44 PM
To: Ruth McHargue
Subject: FW: To CLK Docket No. 090170-WU

Attachments: Response to PSC meeting.docx

Thank you for this information. This attachment has been printed and will be placed in **Docket Correspondence - Consumers and their Representatives**, in Docket 090170

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.

From: Ruth McHargue
Sent: Wednesday, October 28, 2009 4:25 PM
To: Katie Ely
Cc: Cheryl Bulecza-Banks; Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket No. 090170-WU

customer correspondence

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09742.09		
DISTRIBUTION: _____		

From: Consumer Contact
Sent: Tuesday, October 27, 2009 9:28 AM
To: Ruth McHargue
Subject: To CLK Docket No. 090170-WU

Copy on file, see 899368C. DH

From: cynthia hawkins [mailto:pokergirl59@hotmail.com]
Sent: Monday, October 26, 2009 8:40 PM
To: Consumer Contact
Subject: Docket No. 090170-WU

Attached, please find my letter of concern in regard to the rate increase for Mobile Manor Water Company.

Cynthia L. Greshel-Hawkins

Windows 7: It works the way you want. [Learn more.](#)

10/28/2009

Public Service Commission

Docket No. 090170-WU

I am a second generation resident in Mobile Manor. My parents purchased their first property in Mobile Manor in 1984 and owned multiple properties throughout the years. I am familiar with the history and the problems over the last several decades. My parents loved this park and when they were no longer able to be on their own, we purchased a home in Mobile Manor to be near them and care for them so that they would not have to leave the place they loved. We have come to love this park as my parents did. Since the passing of my parents, I inherited their home as well. I hope to be able to pass this place on to my children so that they may have a nice place to go for their retirement.

Many years ago, Mr. Ness, the park manager for years, was pushed out by a group of people who decided they could do a better job. He did his best to run the park and was a very honest man. When he was ousted from the position, Carol Julius was put in as park manager. She had no park management experience or water management experience, nor did she go to any classes or seminars (which were recommended) to become proficient in her job. She, along with some others, have run this park in the ground. She never requested a rate increase for the water company during her time in the office. She did her best to control the board of directors and little or no information was ever conveyed to the rest of the association. The financials remained a mystery and many residents say there has been funny business with the books for both Mobile Manor, Inc. and Mobile Manor Water Company for years. There was never a meter program to replace water meters and when water lines broke, she was also the (unlicensed) maintenance person. She used volunteers from the park to help her and things were repaired the cheapest way with no regard for doing it right. Thus, breaks in the same locations continued to happen because of the poor work. Over the years, she was aware that we were losing water due to undetected leaks, but did nothing about it. When she resigned as manager, it was because she knew she was about to be fired. Among other things, she had not kept the water company in compliance and we were facing the possibility of serious fines from the EPA, which she withheld from the board of directors for several months. Yes, there was money in the water company when she resigned, but if there had been a water meter replacement program, water testing, and all other procedures required to be in compliance, there would have been a deficit long before now. Not to mention the loss of revenue due to no rate increase in the last 15 years.

After reading all correspondence posted on your website from residents in the park, there seems to be confusion about the subject at hand. The fact that Mobile Manor, Inc. has monthly dues and that they were increased in 2009 (which was voted on by the residents and passed by a landslide), has nothing to do with Mobile Manor Water Company. The way I understand it from the meeting held by the PWC is that the audit showed MMWC needed more revenue to run efficiently. Since the two companies are separate, I am not sure why some residents seem to think that the monthly maintenance increase has any bearing on the running of MMWC. As far as the increase itself, some resident letters state that they are on a fixed income and will have to make sacrifices in order to pay their water bill. This is a retirement community and almost all of us are retired and on a fixed income, but that has not deterred any increases in all aspects of our living expenses from groceries, gas, healthcare, etc.

The way I see it is this: It is obvious that we needed a management company that had knowledge of Florida statutes and laws governing not only Mobile Manor, Inc. but Mobile Manor Water Company as well, to get us in compliance and keep us there. The board of directors we have had over the last couple of years have done nothing but clean up the mess left us by Carol Julius and her faithful followers. The board has worked tirelessly along with our management company, Benson, Inc., to get us in compliance with the EPA, get the books cleaned up, get on a water meter replacement program and above all,

communicate with the rest of the owners the truth about what's going on. We need the increase to get us into the 21st century, and to try to get our park where it should be. We appreciate that an audit was requested so everything could be reviewed and we could get an increase that would truly help us to move forward.

I attended the meeting on September 30, 2009 held by the PWC. I will say that most of the residents that spoke were all "Julius" followers and many things were said that I know for a fact were not true. The one person who had the most complaints was Paul Schmidt. It is interesting to note that he served on the board for several years and helped create the very problems he was complaining about. He resigned as Vice-President in mid-term and I feel as though it was because he knew about the letter from the EPA and also knew that there would be a great deal of problems as a result of it. (Interesting side note: Faye Chalfin and Carol Julius also resigned at the same time) They continue to undermine everything the current board of directors is doing to make Mobile Manor a nice place to live.

One point in particular I would like to note is that a statement was made at the PWC meeting about a water line break that was not attended to by Benson, Inc. for over 24 hours. I submit that the truth is Benson, Inc. was not notified for over 24 hours on purpose. As soon as they were contacted, action was taken to repair the break. They provide 24/7 service and all residents have been given the phone numbers to call.

Thank you,

Cynthia L. Greshel-Hawkins
257 Fireball Lane
266 Fireball Lane

Katie Ely

090170

From: Katie Ely
Sent: Wednesday, October 28, 2009 3:07 PM
To: Ruth McHargue
Subject: FW: Docket Number 090170-WU
Attachments: Harold Kinder.pdf

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090170

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.

From: Ruth McHargue
Sent: Wednesday, October 28, 2009 2:36 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: Docket Number 090170-WU

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09742-09		
DISTRIBUTION: _____		

From: Harold D Kinder [mailto:hkinder@msn.com]
Sent: Wednesday, October 28, 2009 11:46 AM
To: Consumer Contact
Subject: Docket Number 090170-WU

Please find (attached) my response to the meeting held at Mobile Manor clubhouse for Mobile Manor Water Company.

Harold Kinder

To: Public Service Commission
From: Harold Kinder
Subject: Docket Number 090170-WU
Date: October 26, 2009

As a past board member I would like to respond to the comments about Mobile Manor Water Company I have read on the PSC website.

Per our bylaws (and confirmed by our attorney) the hiring of management personnel and the salary decisions are the responsibility of the board of Directors. The residents of Mobile Manor do not have involvement or a vote in this process.

The board members were voted into office (per the bylaws) by the residents **that pay** monthly maintenance fees to make these decisions.

The reason the Audit was requested by the current board is to make sure we are following the guidelines for a public utility. We wanted an unbiased opinion to evaluate and determine what our needs are to operate the utility properly. In addition this would show the community that we have nothing to hide and have set the company up to run per the guidelines that exist. The current board assumed the responsibility for the Water Company and Mobile Manor Inc. in 2008. Here are just a few things they ran into when taking over.

A potential fine of \$32,500.00 a day for failure to comply with EPA stage one procedure. An attorney was required to get involved to buy us time to get the program in place that the past management team ignored.

MMWC & MMI were breaking **federal law** by not providing workers compensation for employees. (Way to keep cost down by past park manager Carol Julius and board members)

No separate officers and directors insurance for the water company were in place to protect board members.

Records were not maintained per PSC guidelines. Your audit division can confirm this based on the number of documents that were not available when requested.

The water lines were being repaired by unskilled volunteer residents for the past 15 years. This, according to code enforcement, is not allowed as we should have been using a licensed plumber. (Another way to keep cost down and stay under the radar)

The increased rate if approved by the commission will only average \$5.00 to \$7.00 per household per month. **The first of its kind in more than 15 years.** We should already be at the rate that is being recommended based on the preliminary audit findings.

The expenses for electricity, phones, internet service, leased space, office supplies have all gone up over the years.

Water testing for LCHD has doubled in the last several years.

Mileage for running water samples to LCHD was not an issue prior 2008. LCHD cut their budgets and we now have to drive the samples to their office.

The cost of water meters and valves have gone up. We have the first meter change out program in place. The water loss we have is due to old meters that should have been changed out per EPA guidelines or bench tested for accuracy. Here again we were out of compliance due to past management choosing to ignore a change out program to keep cost down. No index increases requested for 15years **why not?**

New EPA water testing is running \$4,000.00 a year that wasn't in existence until 2008

Lee County raised the cost per 1000 gals of water in 2007

There was no map available prior to 2008 showing the locations of the water lines and shutoff valves.

Here is the ridiculous part of it; Minimum wage is \$7.25 an hour. This amounts to \$15,008.00 a year for a full time person working 2080 hours a year.

The water company is only paying a portion of Benson's management fee based on the services they provide. The combination of office clerical and Benson's amounts to \$25,000.00 a year, which only averages out to be \$12.01 an hour for a person working 2080 hours a year. Benson's offers 24/7 emergency service in addition to staying on top of changes to Florida law. They have unlimited access to information at no additional cost to us.

We have **two new** programs going into effect in the next several weeks for Bensons to manage. EPA ground rule training and compliance. Annual DOH/DEP hurricane Boiled Water Noticed Program.

What the residents are asking for is an unskilled person to operate the water company just to keep the cost down to make residents happy. This is how we got into the mess we are in now.

When the request for the interim rate increase was submitted you **used two examples of Class C Utilities** to determine if our expenses were in line and reasonable. The two examples you refer to showed that our expenses **were considerably** lower than the two communities you approved for an interim rate increase. Please review your documents to verify the accuracy of my comments.

In closing, I would like to point out that the comments about Mobile Manor Inc. have no bearing on the issue of the Water Company. It is two separate corporations and as such the water company audit should stand alone. The expenses for the Water Company speak for themselves; the company is being run as efficiently as possible. No hidden Mobile Manor Inc. expenses are being transferred into or being paid by the Water Company customers.

Thank You

Harold Kinder

090170

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

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Public Service Commission

October 21, 2009

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DOCUMENT NO. 09742.09		
DISTRIBUTION: _____		

Mr. & Mrs. Donald W. Scott
100 Gaslight Ave.
N. Fort Myers, Florida 33917

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Mr. & Mrs. Scott:

Thank you for your letter in which you expressed your concerns about the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review. The operation and maintenance expenses are being examined very carefully, including the management fee. Costs found to be imprudent or unreasonable will be disallowed. All consumer comments, including those that were received at the customer meeting, will be taken into consideration by the Commissioners in reaching their decision.

If you wish to contact staff members assigned to this docket, you may call Avy Smith at 850-413-6425 for technical questions, or Ralph Jaeger 850-413-6234 for legal questions.

Sincerely,

Shannon J. Hudson
Regulatory Analyst IV

SH/as

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Bulecza-Banks, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
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KATRINA J. MCMURRIAN
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Public Service Commission

October 21, 2009

John Ritchey
277 Fireball Lane
N. Fort Myers, Florida 33917

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DOCUMENT NO. <u>09742.09</u>		
DISTRIBUTION: _____		

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Mr. Ritchey:

Thank you for your letter in which you expressed your concerns about the proposed rate increase for Mobile Manor Water Company, Inc., and the customer meeting held on September 30, 2009 at the Mobile Manor Clubhouse. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review. The operation and maintenance expenses are being examined very carefully, including the management fee. Costs found to be imprudent or unreasonable will be disallowed. All consumer comments, including those that were received at the customer meeting, will be taken into consideration by the Commissioners in reaching their decision.

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Sincerely,

Shannon J. Hudson
Regulatory Analyst IV

SH/as

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Bulecza-Banks, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

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MATTHEW M. CARTER II, CHAIRMAN
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KATRINA J. MCMURRIAN
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09 OCT 22 AM 10:52
COMMISSION
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Public Service Commission

October 21, 2009

Carol R. Julius
110 Gaslight Avenue
N. Fort Myers, Florida 33917

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09742.09		
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Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Ms. Julius:

Thank you for your letter in which you expressed your concerns about the proposed rate increase for Mobile Manor Water Company, Inc., and the customer meeting held on September 30, 2009 at the Mobile Manor Clubhouse. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review. The operation and maintenance expenses are being examined very carefully, including the management fee. Costs found to be imprudent or unreasonable will be disallowed. All consumer comments, including those that were received at the customer meeting, will be taken into consideration by the Commissioners in reaching their decision.

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Sincerely,

Shannon J. Hudson
Regulatory Analyst IV

SH/as

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Bulecza-Banks, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

Untitled

OCT. 12, 2009

DOCKET NO. 090170-WS
MOBILE MANOR WATER CO., INC.

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09 OCT 16 AM 9:15
09 OCT 16 AM 7:23
COMMISSION
CLERK

TO WHOM IT MAY CONCERN:

RECENTLY THE PUBLIC SERVICE COMMISSION MET HERE IN MOBILE MANOR WITH ALL THE RESIDENTS CONCERNING A RAISE IN OUR WATER RATES. THERE HAS BEEN CONSIDERABLE DISAGREEMENTS OVER THIS AND AT THIS MEETING, I FEEL THINGS WERE NOT RESOLVED AT ALL.

WHEN OUR BOARD HIRED BENSON MGT. CO. WITHOUT OUR VOTE IN THE MATTER AT ALL, MANY OF US DROPPED OUT OF THE ASSOCIATION BECAUSE WE OPPOSED WHAT OUR BOARD HAS DONE. NOW, WITH THE FUNDS BECOMING SO LOW DUE TO THESE DROP OUTS, THEY ARE TRYING TO KEEP RAISING OUR FEES ON WATER AND OTHER THINGS SO HIGH THAT MANY OF US ON FIXED INCOMES ARE BECOMING STRAPPED FOR MONEY. WHEN WE HAVE TO START GIVING UP OUR CABLE TV OR NEWSPAPERS OR CELL PHONES ETC., THIS MEANS SOMETHING IS WRONG SOMEWHERE.

ON OUR SEPT. 30TH MEETING, I FEEL OUR SIDE WAS NOT PRESENTED AT ALL IN THE MANNER IT SHOULD HAVE BEEN. MANY OF US JUST DID NOT KNOW HOW TO PRESENT OURSELVES AND WITH SO MUCH TENSION IN THIS PARK RIGHT NOW, MANY JUST WOULDN'T SPEAK UP. SO, OUR PROBLEM IS DEFINITELY NOT SOLVED AND THIS IS NOT FAIR. THEY ARE EXPECTING A LARGE RAISE FOR THE SECOND TIME THIS YEAR WITH OUR WATER BILLS, AND I FEEL SOMETHING NEEDS TO BE DONE. WE CHECKED WITH NEIGHBORING PARKS ABOUT THEIR FEES PAID FOR WATER, AND MOST ARE VERY MUCH LOWER THAN WHAT WE ARE PREDICTED TO PAY.

SO, WOULD SOMEONE LOOK INTO THIS FURTHER AND TRY TO HELP US OUT?

THANK YOU,

Marjorie Stanbrough

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 Administrative Parties Consumer
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Page 1

Ms. Marjorie Stanbrough
205 Fireball Ln
N Ft Myers, FL 33917

090170

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09 OCT 15 AM 7:29

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09 OCT 15 AM 10:09

COMMISSION
CLERK

From the Desk of Carol R. Julius
110 Gaslight Avenue
N. Ft. Myers, FL 33917

To: Commissioner
Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket #090170-WU

FPSC, CLK - CORRESPONDENCE		
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Dear Sir:

I'm going to break the rules of business correspondence with this letter because I know of no way to keep it short and sweet. I'm going to start at the very beginning and hope that someone will take the time and make an effort to understand what we are trying to say regarding the proposed rate increase in the above referenced docket number. The PSC staff holding the meeting here in Mobile Manor on the 30th of September was very courteous and tried to listen, but I'm certain that they left without understanding what was actually being said by the residents here. So here goes my attempt at explaining what we were trying to present.

I was involved in the operation of Mobile Manor, Inc. and Mobile Manor Water Company, Inc. for almost 15 years. So I have a lot of experience and first hand information to draw on. I worked with many different Boards during that time span, but found none so unwilling to learn what they needed to know in order to conduct the business of the private club, which is what Mobile Manor, Inc. is, or the water company which is owned by Mobile Manor, Inc. I retired December 31, 2007, and am now living on my Social Security income.

In December, 2007 in the monthly meeting of Mobile Manor, Inc., we were told that the Board of Directors was considering hiring an outside management company to oversee the operation of our private club here in Mobile Manor. We were told that all members in good standing would be given a chance to vote on this recommendation at the annual meeting the first week of February, 2008 as covered by the by-laws of the corporation. We gathered our friends and neighbors together and attended the meeting in force so that we could vote to reject the Board's recommendation. When it was time to vote, we were told that no vote would be taken since the Board had already hired the management company. There was no way that Mobile Manor could afford to pay approximately \$2000. per month for management personnel and there was really no need for us to do so. Our Board of Directors had done the management in the past and could have continued to do so.

As a result of being denied a vote in this matter, many of us signed off our membership and refused to pay dues any longer, causing Mobile Manor, Inc. to have a shortage of funds to operate the private clubhouse and grounds in our subdivision. This action lead to a mandatory

rate increase in membership fees for the year 2009. The new rate would be raised from \$13.00 per month to \$25.00 per month and would increase an additional \$.75 per month for the next several years. This action caused the withdrawal of several more members, causing additional hardships for Mobile Manor, Inc.

At this point Mobile Manor, Inc. decided to try a different approach and started paying part of the management company fees from the water company funds. Mobile Manor Water Company, Inc. has been a viable company on its own until that time. There has always been \$10,000 or more in excess funds that have been paid to Mobile Manor, Inc. for rent etc. This is the Board's attempt to force all residents to help cover the cost of their private club, but denying us the right to make a protest because we are not members anymore.

Most of us here in Mobile Manor Subdivision are retired, living on Social Security as our primary income. We have already been told that we will not be receiving increases in our monthly Social Security benefits, so where are we to get the money to pay these additional water charges. I have personally given up my telephone, my internet and my satellite television service in order to live more economically. I don't know what else I can give up in order to provide Mobile Manor's Board of Directors a figurehead management company.

We have been living with the results of this management company for nearly two years and, frankly, the result has been a decrease in our water service. Repairs take longer which, of course, results in larger losses of water. There has to be a way to get things back where they were two years ago and cut the extreme expenses of the water company, allowing it to become viable again without the proposed increases in our rates. The cost of water to the water company has really not gone up enough to justify an increase other than the pass through which occurred in April of this year.

My suggestion would be to terminate the management company and separate the boards of the two companies having different people governing both companies. The current Board does not have the best interest of Mobile Manor Water Company or the residents at heart.

Another suggestion would be to sell Mobile Manor Water Company to an outside source who would make repairs and replace the existing bad pipes that are here.

Thank you for your time.

Sincerely,

Carol R. Julius

090170

Untitled

OCT. 12, 2009

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09 OCT 15 AM 10:08

DOCKET NO. 090170-WS
MOBILE MANOR WATER CO., INC.

COMMISSION
CLERK

TO WHOM IT MAY CONCERN:

RECENTLY THE PUBLIC SERVICE COMMISSION MET HERE IN MOBILE MANOR WITH ALL THE RESIDENTS CONCERNING A RAISE IN OUR WATER RATES. THERE HAS BEEN CONSIDERABLE DISAGREEMENTS OVER THIS AND AT THIS MEETING, I FEEL THINGS WERE NOT RESOLVED AT ALL.

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ON OUR SEPT. 30TH MEETING, I FEEL OUR SIDE WAS NOT PRESENTED AT ALL IN THE MANNER IT SHOULD HAVE BEEN. MANY OF US JUST DID NOT KNOW HOW TO PRESENT OURSELVES AND WITH SO MUCH TENSION IN THIS PARK RIGHT NOW, MANY JUST WOULDN'T SPEAK UP. SO, OUR PROBLEM IS DEFINITELY NOT SOLVED AND THIS IS NOT FAIR. THEY ARE EXPECTING A LARGE RAISE FOR THE SECOND TIME THIS YEAR WITH OUR WATER BILLS, AND I FEEL SOMETHING NEEDS TO BE DONE. WE CHECKED WITH NEIGHBORING PARKS ABOUT THEIR FEES PAID FOR WATER, AND MOST ARE VERY MUCH LOWER THAN WHAT WE ARE PREDICTED TO PAY.

SO, WOULD SOMEONE LOOK INTO THIS FURTHER AND TRY TO HELP US OUT?

THANK YOU,

John Ritchey
~~211 Fireball La~~ Page 1
277 Fireball La.
n. Ft. Myers, Fl.
33917

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090172

COMMISSIONERS:
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LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
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STATE OF FLORIDA



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

Public Service Commission

October 8, 2009

RECEIVED-FPSC
09 OCT - 9 PM 1:24
COMMISSION
CLERK

Tom Hawkins
150 Lantern Lane
N. Fort Myers, Florida 33917

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 09742.09
DISTRIBUTION: _____

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Mr. Hawkins:

Thank you for your letter in which you addressed comments made at the customer meeting held on September 30, 2009 at the Mobile Manor Clubhouse. To ensure that the Commission staff and the Commissioners have knowledge of your response, your letter has been placed on the correspondence side of the docket file for all to review, and will be taken into consideration by the Commissioners in reaching their decision.

If you wish to contact staff members assigned to this docket, you may call Avy Smith at 850-413-6425 for technical questions, or Ralph Jaeger 850-413-6234 for legal questions.

Sincerely,

Shannon J. Hudson
Regulatory Analyst IV

SH/as

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Bulecza-Banks, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

To: Public Service Commission **Docket No. 090170-WU**

Attention: Shannon Hudson, Avy Smith, Robert Simpson, Bart Fletcher, Sonica Bruce, Ralph Jaeger

From: Tom Hawkins President of Mobile Manor Water Company Inc.

Date: October 5th, 2009

Subject: Response to Questions ask or comments made by Mobile Manor water customers at the PSC meeting held on September 30th, 2009

Financial reports not available to residents

- The Board held open meetings in 2008 and 2009 for non paying residents to cover water company issues. Only 8-10 residents out of 130 chose to attend the meetings.
- Notes from the Annual Association meeting covering water company annual financial information and state and federal regulations issues are available in the water company office for all residents to review.
- In addition all the financial information is available on the PSC website on the annual report.

A. Water line break mentioned by Paul Schmidt

- The Park Manager got the call at 3 AM in the morning. Franzcese plumbing was called and the repair was made immediately.
- We can no longer use volunteer labor to assist in shutting off the water line until the plumber arrives due to a complaint filed by Ed Lemeur with Code Enforcement. Code enforcement has ruled that we must have a licensed plumber to handle all water related issues. Just another expense that will be going up in 2009 that was not part of the 2008 financials reviewed in this audit.
- We have a map of the water lines and shut off valves posted at the office that all residents can see 24/7. In addition our plumbing contractor carries one and an additional copy is available in the supply shed that holds all of our plumbing supplies.
- I seriously doubt that we had a 2 1/2 inch pipe running for 24 hrs before it was fixed. It would have affected too many people and someone would have called complaining they had no water pressure. Benson's offers a 24/7 emergency hotline and has to be notified of a water line break before they can respond.

B. The comment on the water running all day when they busted the water line installing the handicap ramp is not true.

- The contractor had a plumber on site and the water was shutoff and the repair made after the line had time to drain to allow for the proper repairs. Code enforcement was also on the scene and approved everything.

C. Comment on amount of rent for the office that was on Annual Report

- This was a combination of rent and **sharing** for MMWC which included payroll for Dee Demers(new employee), Carol Julius(Park Manager that resigned and trained Dee) and Chris Airtrip (maintenance man) in addition to **all office expense and supplies**.
- We have since changed the reporting process and **separated** the office rent from payroll expense using a commercial lease agreement effective January 1, 2009
- The annual rent for 2009 is \$9,600.00 which includes the office and storage sheds for water supplies.
- **No** Mobile Manor Inc. expenses were included or co-mingled with Mobile Manor Water Company Inc. records. Only water related expenses are included on the annual report.

D. We are a not for profit water company based on 2004 Incorporation Papers.

- We have about 130 residents that do not pay the monthly maintenance fees. According to your attorney Ralph Jaeger if there is resident's not paying maintenance the PSC has authority to make decisions on behalf of the water company and allow the utility a fair rate of return on its investment.

E. Comment on Water Loss and quality of Water.

- On site office personal completes daily water testing 5 days a week per LCHD and records it on the required form that must be sent to the LCHD on a monthly basis.
- If the testing shows that the chlorine levels drop below a certain level, the lines must be flushed and retested until chlorine levels are satisfactory.
- In addition we are required to flush the system per LCHD guidelines on an annual basis regardless of chlorine levels.
- LCHD completes annual testing and found **no problems** with compliance of the required programs in 2008 and 2009 test of the utility
- We are in compliance with all EPA stage II testing
- Loss of water is due largely to **old meters** that do not record accurate water usage. We now have the water company's **first meter replacement program** in place with plans to have all meters changed out over a three to four year period. Unfortunately the lack of income only allows for changing out a few meters each year. With a more aggressive Base Facility charge by meter we could achieve our goal on replacement and reduce the water losses.

F. Address the issue of two companies using the office space.

Mobile Manor Water Company is under a commercial lease agreement that allows for a minimum amount of work to be performed for Mobile Manor Inc...Benson's office handles the

majority of the work out of their office in Fort Myers. The water company lease is for the entire office and includes two storage sheds for water supplies. If necessary the work performed for MMI could be handled at the Fort Myers location.

G. Board meetings open to public.

- I find it interesting that Paul Schmidt ask this question as a past board member and Vice President for years, his board did not allow residents to attend water company board meetings and only shared minimal financial information once a year at the annual meeting with maintenance paying residents. Water customers were not allowed to attend.
- MMWCI did not have a budget in place until the current board implemented it in 2008
- Per Bart Fletchers comment at the meeting we are a private utility and do not have to allow access to MMWCI board meetings.

In closing I just want to point out that no Index increases were applied for in fifteen years. If the utility would have submitted a request for increases over the years we would already be at these rates and the meeting would not have been necessary. This was also the first audit performed on the utility.

Unfortunately the interim rate increase applied for April 6, 2009 is only going in effect October 1, 2009 (six months after the original request) we have received no relief with funding prior to the October 1, 2009 date, with this in mind I don't think the numbers used to calculate our needs is correct any longer.

Through August of 2009 we have a loss of over \$15,000.00 with an estimated loss around \$23,000.00 for 2009. The rates that were included in the preliminary audit will not offset our current loss (or help repay a \$20,000.00 operating loan made to MMWC pending the outcome of the audit) or allow us a fair rate of return on our investment. I can send you a copy of our financial statements through August if that would help. An index increase next year will not make up the difference needed to provide us with the necessary funds to run the company. I believe the recommended base facility meter rate needs to be looked at again.

C.C
Benson's
Board of Directors

090170

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

October 8, 2009

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Everett Lawson
145 Lamplighter Lane
N. Fort Myers, Florida 33917

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Mr. Lawson:

Thank you for your letter in which you expressed your concerns about comments made at the customer meeting held on September 30, 2009 at the Mobile Manor Clubhouse, by Mr. Cliff Brown. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review. All consumer comments, including those that were received at the customer meeting, will be taken into consideration by the Commissioners in reaching their decision.

If you wish to contact staff members assigned to this docket, you may call Avy Smith at 850-413-6425 for technical questions, or Ralph Jaeger 850-413-6234 for legal questions.

Sincerely,

Shannon J. Hudson
Regulatory Analyst IV

SH/as

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Bulecza-Banks, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

Everett Lawson
145 Lamplighter Lane
N. Ft. Myers, Florida
33917

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COMMISSION
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TO: Florida Public Service Commission
Docket # 090179-WU

I would like to rebut something Paul Schmidt said at the water commission meeting at the Mobile Manor Club House on Sep. 30, 2009. Cliff Brown, who lives at 133 Lamplighter Lane complained about Benson Mgnt. to Paul. Prior to and after hiring Benson's, Mobile Manor used unlicensed plumbers. Cliff Brown wanted the job, but stipulated that he must be paid under the table and off the books. Our Board President Tom Hawkins, told Cliff that we absolutely could not do that. Then someone turned us in for using unlicensed plumbers. They also turned us in for having no handicapped ramp at the club house entrance. In the process of installing the ramp, a water line was broken on 4-14-09. It wasn't damaged on purpose; nobody knew the line was there. The water line was repaired within several hours by the contractor's licensed plumber. You would have thought the world had ended, with all the complaining. The group that is against a water raise has not tried to help make Mobile Manor a better place to live. They only put up roadblocks in anyway they can in order to foster discontent. Living in Mobile Manor with this group makes me feel like I'm back in kindergarten.

The same Cliff Brown that complained to Paul Schmidt about how Benson's handled the water breaks failed to call them at 1AM on the morning of the last break at 160 Lamplighter Ln. I questioned Cliff as why he didn't call Benson's and he said he figured someone else had. Benson's can't fix a break if they don't know it's broken. If Cliff

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had informed me that we had a water break, I would have turned the water off and isolated the break, It would have saved many gallons of water. Cliff still wants to be our plumber. Mobile Manor cannot hire Cliff because he is not a licensed plumber and he absolutely insists he be paid under the table. On Cliff's part, in my opinion, it's strictly sour grapes. It's difficult at best dealing with the Neanderthals and naysayers, but I believe we all should share in the benefits and expenses of a very decrepit water system.

Thank you for your time and patience.

Respectfully,


Everett Lawson

090170

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
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(850) 413-6900

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October 8, 2009

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Beverly Clark
243 Lantern Lane
N. Fort Myers, Florida 33917

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Ms. Clark:

Thank you for your letter in which you expressed your concerns about the proposed rate increase for Mobile Manor Water Company, Inc., and the customer meeting held on September 30, 2009 at the Mobile Manor Clubhouse. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review. All consumer comments, including those that were received at the customer meeting, will be taken into consideration by the Commissioners in reaching their decision.

If you wish to contact staff members assigned to this docket, you may call Avy Smith at 850-413-6425 for technical questions, or Ralph Jaeger 850-413-6234 for legal questions.

Sincerely,

Shannon J. Hudson
Regulatory Analyst IV

SH/as

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Bulecza-Banks, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

COMMISSIONERS:
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Ellen Sears
234 Lamplighter Lane
N. Fort Myers, Florida 33917

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Ms. Sears:

Thank you for your letter in which you expressed your concerns about the proposed rate increase for Mobile Manor Water Company, Inc., and the customer meeting held on September 30, 2009 at the Mobile Manor Clubhouse. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review. All consumer comments, including those that were received at the customer meeting, will be taken into consideration by the Commissioners in reaching their decision.

If you wish to contact staff members assigned to this docket, you may call Avy Smith at 850-413-6425 for technical questions, or Ralph Jaeger 850-413-6234 for legal questions.

Sincerely,

Shannon J. Hudson
Regulatory Analyst IV

SH/as

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Bulecza-Banks, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

Application for a staff-assisted rate case by
Mobile Manor Water Company, Inc.

DOCKET NO. 090170-WU

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Name C Ellen SEARS

Address 234 Lamplighter LN

N. Ft Myers, FLA. 33817

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.

9-30-09	CONSUMER COMMENTS
I ATTENDED THE MEETING AND IT	
SOUNDS LIKE MOBILE MANOR WATER INC.	
IS GOING TO GET THEIR RATE INCREASE	
SO THEY CAN MUCK UP OUR MURKYS	
AGAIN. THE PRESIDENT OF THE	
ASSOCIATION IS A SHY DUKE HE	
KNOWS HOW & WHEN TO FILE THINGS	
SO THAT ALL MOST OF THE RESIDENTS ARE ABSENT.	
I NOTICED HE DID NOT SHOW HIS	
FACE AT THE MEETING.	
I TOTALLY DISAGREE WITH THE	
PRICE INCREASE	

090170

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CLERK

Everett Lawson
145 Lamplighter Lane
N. Ft. Myers, Florida
33917

TO: Florida Public Service Commission
Docket # 090179-WU

I would like to rebut something Paul Schmidt said at the water commission meeting at the Mobile Manor Club House on Sep. 30, 2009. Cliff Brown, who lives at 133 Lamplighter Lane complained about Benson Mgmt. to Paul. Prior to and after hiring Benson's, Mobile Manor used unlicensed plumbers. Cliff Brown wanted the job, but stipulated that he must be paid under the table and off the books. Our Board President Tom Hawkins, told Cliff that we absolutely could not do that. Then someone turned us in for using unlicensed plumbers. They also turned us in for having no handicapped ramp at the club house entrance. In the process of installing the ramp, a water line was broken on 4-14-09. It wasn't damaged on purpose; nobody knew the line was there. The water line was repaired within several hours by the contractor's licensed plumber. You would have thought the world had ended, with all the complaining. The group that is against a water raise has not tried to help make Mobile Manor a better place to live. They only put up roadblocks in anyway they can in order to foster discontent. Living in Mobile Manor with this group makes me feel like I'm back in kindergarten.

The same Cliff Brown that complained to Paul Schmidt about how Benson's handled the water breaks failed to call them at 1AM on the morning of the last break at 160 Lamplighter Ln. I questioned Cliff as why he didn't call Benson's and he said he figured someone else had. Benson's can't fix a break if they don't know it's broken. If Cliff

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had informed me that we had a water break, I would have turned the water off and isolated the break, It would have saved many gallons of water. Cliff still wants to be our plumber. Mobile Manor cannot hire Cliff because he is not a licensed plumber and he absolutely insists he be paid under the table. On Cliff's part, in my opinion, it's strictly sour grapes. It's difficult at best dealing with the Neanderthals and naysayers, but I believe we all should share in the benefits and expenses of a very decrepit water system.

Thank you for your time and patience.

Respectfully,



Everett Lawson

090170

Application for a staff-assisted rate case by
Mobile Manor Water Company, Inc.

DOCKET NO. 090170-WU

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Name C ELLEN SEARS

Address 234 Lamplighter LN
N. Ft Myers, FLA. 33917

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.

9-30-09	CONSUMER COMMENTS
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I TOTALLY DISAGREE WITH THE PRICE INCREASE	

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Public Service Commission

September 25, 2009

Kathleen Chalfin
142 Flame Lane
N. Fort Myers, FL 33917

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Administrative Parties ~~Consumer~~
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Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Ms. Chalfin:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware that sometimes residents are unable to attend customer meetings for various reasons. Unfortunately, the timing of the customer meeting is dictated by the time the application for a staff assisted rate case is initiated. Because this case was initiated on April 21, 2009, the schedule for this case required that the customer meeting be scheduled for late September so that the Commission could issue a Proposed Agency Action Order (PAA Order) no later than November 30, 2009. Florida Statutes (F.S.) dictates the timing of the case. Pursuant to Section 367.0814, F.S., the Legislature has given the Commission limited time in which it must issue a final order. To issue a PAA Order by that date, Commission staff must complete an initial draft of its recommendation on the rate increase to the Commission by October 22, 2009, with a final recommendation being filed on October 29, 2009, for consideration by the Commission at the November 10, 2009, Agenda Conference. To adequately address issues or concerns raised by the customers, staff needs at least three weeks from the date of the customer meeting (or the date that the information was obtained from the customer) in which to conduct further investigation and draft its recommendation.

Ms. Chalfin
Page 2
September 25, 2009

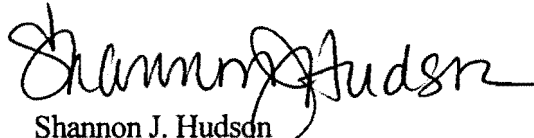
If you, or others, are unable to attend the customer meeting, you may send written comments to the following address:

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

All correspondence should refer to "Docket No. 090170-WU, Staff Assisted Rate Case for Mobile Manor Water Company, Inc." Any written comments provided by customers are treated in the same manner as if you had spoke at the customer meeting. Also, if you wish to contact the Commission regarding complaints about service, you may call the Commission's Division of Service, Safety and Consumer Assistance at the following toll-free number: 1-800-342-3552.

Finally, if you wish to contact staff members assigned to this docket, you may call Avy Smith at 850-413-6425 for technical questions, or Ralph Jaeger 850-413-6234 for legal questions.

Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090172

COMMISSIONERS:
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(850) 413-6900

Public Service Commission

September 25, 2009

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Ron Curry
138 Flame Lane
N. Fort Myers, FL 33917

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Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Mr. Curry:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware that sometimes residents are unable to attend customer meetings for various reasons. Unfortunately, the timing of the customer meeting is dictated by the time the application for a staff assisted rate case is initiated. Because this case was initiated on April 21, 2009, the schedule for this case required that the customer meeting be scheduled for late September so that the Commission could issue a Proposed Agency Action Order (PAA Order) no later than November 30, 2009. Florida Statutes (F.S.) dictates the timing of the case. Pursuant to Section 367.0814, F.S., the Legislature has given the Commission limited time in which it must issue a final order. To issue a PAA Order by that date, Commission staff must complete an initial draft of its recommendation on the rate increase to the Commission by October 22, 2009, with a final recommendation being filed on October 29, 2009, for consideration by the Commission at the November 10, 2009, Agenda Conference. To adequately address issues or concerns raised by the customers, staff needs at least three weeks from the date of the customer meeting (or the date that the information was obtained from the customer) in which to conduct further investigation and draft its recommendation.

Mr. Curry
Page 2
September 25, 2009

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Office of Commission Clerk
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2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
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STATE OF FLORIDA



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Public Service Commission

September 25, 2009

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Paul & Grace Bolling
116 Lamplighter Lane
N. Fort Myers, FL 33917

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Mr. & Mrs. Bolling:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Mr. & Mrs. Bolling
Page 2
September 25, 2009

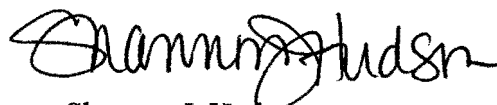
All correspondence should refer to "Docket No. 090170-WU, Staff Assisted Rate Case for Mobile Manor Water Company, Inc." Any written comments provided by customers are treated in the same manner as if you had spoke at the customer meeting. Also, if you wish to contact the Commission regarding complaints about service, you may call the Commission's Division of Service, Safety and Consumer Assistance at the following toll-free number: 1-800-342-3552.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, 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 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 Utility 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.

Finally, if you wish to contact staff members assigned to this docket, you may call Avy Smith at 850-413-6425 for technical questions, or Ralph Jaeger 850-413-6234 for legal questions.

Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

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

STATE OF FLORIDA



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(850) 413-6900

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Public Service Commission

September 25, 2009

Louise Drouin
231 Lamplighter Lane
N. Fort Myers, FL 33917-6546

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Administrative Parties Consumer

DOCUMENT NO. 09742-09

DISTRIBUTION: _____

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Ms. Drouin:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware that sometimes residents are unable to attend customer meetings for various reasons. Unfortunately, the timing of the customer meeting is dictated by the time the application for a staff assisted rate case is initiated. Because this case was initiated on April 21, 2009, the schedule for this case required that the customer meeting be scheduled for late September so that the Commission could issue a Proposed Agency Action Order (PAA Order) no later than November 30, 2009. Florida Statutes (F.S.) dictates the timing of the case. Pursuant to Section 367.0814, F.S., the Legislature has given the Commission limited time in which it must issue a final order. To issue a PAA Order by that date, Commission staff must complete an initial draft of its recommendation on the rate increase to the Commission by October 22, 2009, with a final recommendation being filed on October 29, 2009, for consideration by the Commission at the November 10, 2009, Agenda Conference. To adequately address issues or concerns raised by the customers, staff needs at least three weeks from the date of the customer meeting (or the date that the information was obtained from the customer) in which to conduct further investigation and draft its recommendation.

Ms. Drouin
Page 2
September 25, 2009

If you, or others, are unable to attend the customer meeting, you may send written comments to the following address:

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

All correspondence should refer to "Docket No. 090170-WU, Staff Assisted Rate Case for Mobile Manor Water Company, Inc." Any written comments provided by customers are treated in the same manner as if you had spoke at the customer meeting. Also, if you wish to contact the Commission regarding complaints about service, you may call the Commission's Division of Service, Safety and Consumer Assistance at the following toll-free number: 1-800-342-3552.

Finally, if you wish to contact staff members assigned to this docket, you may call Avy Smith at 850-413-6425 for technical questions, or Ralph Jaeger 850-413-6234 for legal questions.

Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
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NANCY ARGENZIANO
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TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

September 25, 2009

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Administrative Parties Consumer
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Paulette Armstrong
125 Lantern Lane
N. Fort Myers, FL 33917

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Ms. Armstrong:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware that sometimes residents are unable to attend customer meetings for various reasons. Unfortunately, the timing of the customer meeting is dictated by the time the application for a staff assisted rate case is initiated. Because this case was initiated on April 21, 2009, the schedule for this case required that the customer meeting be scheduled for late September so that the Commission could issue a Proposed Agency Action Order (PAA Order) no later than November 30, 2009. Florida Statutes (F.S.) dictates the timing of the case. Pursuant to Section 367.0814, F.S., the Legislature has given the Commission limited time in which it must issue a final order. To issue a PAA Order by that date, Commission staff must complete an initial draft of its recommendation on the rate increase to the Commission by October 22, 2009, with a final recommendation being filed on October 29, 2009, for consideration by the Commission at the November 10, 2009, Agenda Conference. To adequately address issues or concerns raised by the customers, staff needs at least three weeks from the date of the customer meeting (or the date that the information was obtained from the customer) in which to conduct further investigation and draft its recommendation.

Ms. Armstrong
Page 2
September 25, 2009


If you, or others, are unable to attend the customer meeting, you may send written comments to the following address:

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

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Sincerely,


Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

COMMISSIONERS:
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September 25, 2009

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Robert Hall
160 Lamplighter Lane
N. Fort Myers, FL 33917

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Mr. Hall:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware that sometimes residents are unable to attend customer meetings for various reasons. Unfortunately, the timing of the customer meeting is dictated by the time the application for a staff assisted rate case is initiated. Because this case was initiated on April 21, 2009, the schedule for this case required that the customer meeting be scheduled for late September so that the Commission could issue a Proposed Agency Action Order (PAA Order) no later than November 30, 2009. Florida Statutes (F.S.) dictates the timing of the case. Pursuant to Section 367.0814, F.S., the Legislature has given the Commission limited time in which it must issue a final order. To issue a PAA Order by that date, Commission staff must complete an initial draft of its recommendation on the rate increase to the Commission by October 22, 2009, with a final recommendation being filed on October 29, 2009, for consideration by the Commission at the November 10, 2009, Agenda Conference. To adequately address issues or concerns raised by the customers, staff needs at least three weeks from the date of the customer meeting (or the date that the information was obtained from the customer) in which to conduct further investigation and draft its recommendation.

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Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Mr. Hall
Page 2
September 25, 2009

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With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, 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 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 Utility 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.

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Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

COMMISSIONERS:
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September 25, 2009

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Gerald W. Boswell, Sr.
106 Flame Lane
No. Ft. Myers, FL 33917

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
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Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Mr. Boswell:

Thank you for your letter and email in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware that sometimes residents are unable to attend customer meetings for various reasons. Unfortunately, the timing of the customer meeting is dictated by the time the application for a staff assisted rate case is initiated. Because this case was initiated on April 21, 2009, the schedule for this case required that the customer meeting be scheduled for late September so that the Commission could issue a Proposed Agency Action Order (PAA Order) no later than November 30, 2009. Florida Statutes (F.S.) dictates the timing of the case. Pursuant to Section 367.0814, F.S., the Legislature has given the Commission limited time in which it must issue a final order. To issue a PAA Order by that date, Commission staff must complete an initial draft of its recommendation on the rate increase to the Commission by October 22, 2009, with a final recommendation being filed on October 29, 2009, for consideration by the Commission at the November 10, 2009, Agenda Conference. To adequately address issues or concerns raised by the customers, staff needs at least three weeks from the date of the customer meeting (or the date that the information was obtained from the customer) in which to conduct further investigation and draft its recommendation.

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

Mr. Boswell
Page 2
September 25, 2009

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Finally, if you wish to contact staff members assigned to this docket, you may call Avy Smith at 850-413-6425 for technical questions, or Ralph Jaeger 850-413-6234 for legal questions.

Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

COMMISSIONERS:
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September 25, 2009

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Ellen Sears
234 Lamplighter Lane
N. Fort Myers, FL 33917

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Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Ms. Sears:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware that sometimes residents are unable to attend customer meetings for various reasons. Unfortunately, the timing of the customer meeting is dictated by the time the application for a staff assisted rate case is initiated. Because this case was initiated on April 21, 2009, the schedule for this case required that the customer meeting be scheduled for late September so that the Commission could issue a Proposed Agency Action Order (PAA Order) no later than November 30, 2009. Florida Statutes (F.S.) dictates the timing of the case. Pursuant to Section 367.0814, F.S., the Legislature has given the Commission limited time in which it must issue a final order. To issue a PAA Order by that date, Commission staff must complete an initial draft of its recommendation on the rate increase to the Commission by October 22, 2009, with a final recommendation being filed on October 29, 2009, for consideration by the Commission at the November 10, 2009, Agenda Conference. To adequately address issues or concerns raised by the customers, staff needs at least three weeks from the date of the customer meeting (or the date that the information was obtained from the customer) in which to conduct further investigation and draft its recommendation.

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

Ms. Sears
Page 2
September 25, 2009


All correspondence should refer to "Docket No. 090170-WU, Staff Assisted Rate Case for Mobile Manor Water Company, Inc." Any written comments provided by customers are treated in the same manner as if you had spoke at the customer meeting. Also, if you wish to contact the Commission regarding complaints about service, you may call the Commission's Division of Service, Safety and Consumer Assistance at the following toll-free number: 1-800-342-3552.

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Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
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DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

September 25, 2009

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Administrative Parties Consumer

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Jessie Fancher
109 Coachlight Ave.
N. Fort Myers, FL 33917

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Ms. Fancher:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware that sometimes residents are unable to attend customer meetings for various reasons. Unfortunately, the timing of the customer meeting is dictated by the time the application for a staff assisted rate case is initiated. Because this case was initiated on April 21, 2009, the schedule for this case required that the customer meeting be scheduled for late September so that the Commission could issue a Proposed Agency Action Order (PAA Order) no later than November 30, 2009. Florida Statutes (F.S.) dictates the timing of the case. Pursuant to Section 367.0814, F.S., the Legislature has given the Commission limited time in which it must issue a final order. To issue a PAA Order by that date, Commission staff must complete an initial draft of its recommendation on the rate increase to the Commission by October 22, 2009, with a final recommendation being filed on October 29, 2009, for consideration by the Commission at the November 10, 2009, Agenda Conference. To adequately address issues or concerns raised by the customers, staff needs at least three weeks from the date of the customer meeting (or the date that the information was obtained from the customer) in which to conduct further investigation and draft its recommendation.

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

Ms. Francher
Page 2
September 25, 2009

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Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090172

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

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September 25, 2009

FPSC, CLK - CORRESPONDENCE

Administrative Parties ~~Consumer~~

DOCUMENT NO. 09742-09

DISTRIBUTION: _____

Paul Schmidt
101 Gaslight Avenue
N. Fort Myers, FL 33917

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Mr. Schmidt:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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Mr. Schmidt
Page 2
September 25, 2009


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

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Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

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

STATE OF FLORIDA



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

Public Service Commission

September 25, 2009

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Majorie Stanbrough
205 Fireball Lane
N. Fort Myers, FL 33917

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
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DISTRIBUTION: _____

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Ms. Stanbrough:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Ms. Stanbrough
Page 2
September 25, 2009

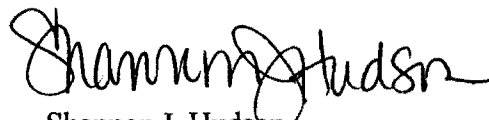
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Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

090170

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

September 25, 2009

RECEIVED-FPSC
09 SEP 25 PM 12: 24
COMMISSION
CLERK

James Ramm
5121 Brandon Road
Toledo, OH 43615

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 09742-09
DISTRIBUTION: _____

Re: Docket No. 090170-WU – Application for a staff-assisted rate case in Lee County by Mobile Manor Water Company, Inc.

Dear Mr. Ramm:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Mobile Manor Water Company, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware that sometimes residents are unable to attend customer meetings for various reasons. Unfortunately, the timing of the customer meeting is dictated by the time the application for a staff assisted rate case is initiated. Because this case was initiated on April 21, 2009, the schedule for this case required that the customer meeting be scheduled for late September so that the Commission could issue a Proposed Agency Action Order (PAA Order) no later than November 30, 2009. Florida Statutes (F.S.) dictates the timing of the case. Pursuant to Section 367.0814, F.S., the Legislature has given the Commission limited time in which it must issue a final order. To issue a PAA Order by that date, Commission staff must complete an initial draft of its recommendation on the rate increase to the Commission by October 22, 2009, with a final recommendation being filed on October 29, 2009, for consideration by the Commission at the November 10, 2009, Agenda Conference. To adequately address issues or concerns raised by the customers, staff needs at least three weeks from the date of the customer meeting (or the date that the information was obtained from the customer) in which to conduct further investigation and draft its recommendation.

If you, or others, are unable to attend the customer meeting, you may send written comments to the following address:

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

Mr. Ramm
Page 2
September 25, 2009

All correspondence should refer to "Docket No. 090170-WU, Staff Assisted Rate Case for Mobile Manor Water Company, Inc." Any written comments provided by customers are treated in the same manner as if you had spoke at the customer meeting. Also, if you wish to contact the Commission regarding complaints about service, you may call the Commission's Division of Service, Safety and Consumer Assistance at the following toll-free number: 1-800-342-3552.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, 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 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 Utility 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.

Finally, if you wish to contact staff members assigned to this docket, you may call Avy Smith at 850-413-6425 for technical questions, or Ralph Jaeger 850-413-6234 for legal questions.

Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

Enclosure

cc: Division of Economic Regulation (A. Smith, Bruce, Hudson, Fletcher, Simpson, Daniel)
Office of the General Counsel (Jaeger)
Division of Regulatory Compliance (Deamer)
Office of Commission Clerk (Docket No. 090170-WU)

FROM:

Mr. Richard Quiram
125 Lantern Pl.
North Fort Myers, FL 33917-6513

090170

Sept. 23, 2009

TO: Director - Office of Commissioner
Fla. Public Service Commission

IN REFERENCE TO:

DOCKET # 090170-WS

MOBIL MANOR WATER COMPANY INCORPORATED

ORDER # PSC-09-0421-PCO-W4

ISSUED: SEPTEMBER 11 2009

SUBJECT: INTERM INCREASE IN WATER RATES

RECEIVED-FPSC
SEP 25 PM 12:23
COMMISSION
CLERK

RESPONSE
Alternative Parties Consumer
DOCUMENT NO. 0974208
DISTRIBUTION:

DIRECTOR,

I feel that this is totally unfair to Mobil Manor Property Owners for the following reasons.

1 Due to the fact that at this time of year the majority of owners in Mobil Manor are "SNOW BIRDS" and will not be here to voice their opinions until around the first of January. Therefore they will not be able to attend the meeting or have a say in the matter.

* QUESTION: WHAT IS YOUR OPINION ON THIS MATTER?

2 It seems strange to me that we will have a meeting on Sept, 30, 09 at 6:00 PM on something that goes into effect on Oct, 1, 09. That is only 14 hrs, "at nite", to change anything if need be.

* QUESTION: WHY IS THIS TIME BETWEEN SEPT 30 6:00PM AND OCT 1, SO SHORT - COULD IT BE THAT SOMETHING SNEAKY IS GOING ON? - WOULD LIKE YOUR COMMENT!

#2 Just a few months ago, we had a 20% raise in our water bills, at that time MOBIL MANOR WATER CO. INC. decided that they would bill us over (3) THREE months, However after 2 months we received our Bill,

They then decided to go back to billing Monthly. Now MOBIL MANOR WATER CO. INC. is trying to give us another increase in our water Bill at a rate of 30%. I don't think MOBIL MANOR WATER CO. INC. even knows what they want or should do

I do believe that this needs further ~~investigation~~ Investigation before any decisions can be properly made.

* QUESTION: Is this FAIR, IS THIS LEGAL - WHAT IS YOUR STAND POINT ON THIS?

#3 NOTE: IF this goes thru I firmly believe that any money's obtained from this increase should be stipulated in ~~such~~ such a way that said money's can not be used for any thing other than water.

* QUESTION: DO YOU BELIEVE THAT THIS REQUEST IS ONLY FAIR? (IT SEEMS THAT A LOT OF OTHER MONIES HAVE DISAPPEARED AROUND MOBIL MANOR UTILITIES)

(OVER)

THANK YOU

Richard R. Luram

IN CLOSED IS A COMPLETE
COPY OF COMPLETE INFORMATION SENT
TO ME ON THIS MATTER. THIS
WAS SENT FROM:

BENSON'S INC

12650 WHITEHALL DRIVE

FT. MYERS FL. 33907

INTERIM NOTICE

TO CUSTOMERS OF MOBILE MANOR WATER COMPANY, INC. AND ALL OTHER INTERESTED PERSONS

DOCKET NO: 090170-WU
ORDER NO : PSC-09-0421-PCO-WU
ISSUED : September 11, 2009

Notice is hereby given that the Florida Public Service Commission approved an interim increase in water rates for Mobile Manor Water Company, Inc. (Mobile Manor or Utility) by the above referenced order. The interim increase in water rates is subject to refund with interest, and the Commission approved rates are as follows:

	UTILITY'S EXISTING RATES	COMMISSION APPROVED INTERIM
<u>Residential and General Service</u>		
<u>Base Facility Charge by Meter Size:</u>		
5/8"X3/4"	\$6.94	\$10.21
<u>Residential Service Gallonage Charge</u>		
Per 1,000 Gallons	\$6.24	\$9.18
<u>General Service Gallonage Charge</u>		
Per 1,000 Gallons	\$6.24	\$9.18
<u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u>		
3,000 Gallons	\$25.66	\$37.75
5,000 Gallons	\$38.14	\$56.11
10,000 Gallons	\$69.34	\$102.01

The rates shall be effective for service rendered as of the Commission's stamped approval date on the tariff sheets provided the customers have received notice.

If the effective date of the new rates falls within a regular billing cycle, the initial bills at the new rate may be prorated. The old charges shall be prorated based on the number of days in the billing cycle before the effective date of the new rates. The new charges shall be prorated based on the number of days in the billing cycle on or after the effective date of the new rates. If you have any questions about your bill, please call the Utility at (239) 543-2160.

NAME OF COMPANY: MOBILE MANOR WATER COMPANY, INC.

WATER TARIFF

GENERAL SERVICE

RATE SCHEDULE GS

- AVAILABILITY - Available throughout the area served by the Company.
- APPLICABILITY - For water service to all Customers for which no other schedule applies.
- LIMITATIONS - Subject to all of the Rules and Regulations of this Tariff and General Rules and Regulations of the Commission.
- BILLING PERIOD - Monthly
- RATE - \$10.21 per month Base Facility Charge plus
\$9.18 per 1,000 Gallons Usage
- MINIMUM CHARGE - Base Facility Charge of \$10.21 per month
- TERMS OF PAYMENT - Bills are due and payable when rendered. In accordance with Rule 25-30.320, Florida Administrative Code, if a Customer is delinquent in paying the bill for water service, service may then be discontinued.
- EFFECTIVE DATE - October 1, 2009
- TYPE OF FILING - Interim Rates

WALLACE HAWKINS
ISSUING OFFICER

PRESIDENT
TITLE

NAME OF COMPANY: MOBILE MANOR WATER COMPANY, INC.

WATER TARIFF

RESIDENTIAL SERVICE

RATE SCHEDULE RS

- AVAILABILITY - Available throughout the area served by the Company.
- APPLICABILITY - For water service to all Customers for which no other schedule applies.
- LIMITATIONS - Subject to all of the Rules and Regulations of this Tariff and General Rules and Regulations of the Commission.
- BILLING PERIOD - Monthly
- RATE - \$10.21 per month Base Facility Charge plus
\$9.18 per 1,000 Gallons Usage
- MINIMUM CHARGE - Base Facility Charge of \$10.21 per month
- TERMS OF PAYMENT - Bills are due and payable when rendered. In accordance with Rule 25-30.320, Florida Administrative Code, if a Customer is delinquent in paying the bill for water service, service may then be discontinued.
- EFFECTIVE DATE - October 1, 2009
- TYPE OF FILING - Interim Rates

WALLACE HAWKINS
ISSUING OFFICER

PRESIDENT
TITLE

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
NOTICE OF CUSTOMER MEETINGS
TO THE CUSTOMERS OF MOBILE MANOR WATER COMPANY, INC.
AND
ALL OTHER INTERESTED PERSONS
DOCKET NO. 090170-WU
APPLICATION OF MOBILE MANOR WATER COMPANY, INC.
FOR A STAFF-ASSISTED RATE CASE IN
LEE COUNTY

Issued: SEPTEMBER 11, 2009

Notice is hereby given that the staff of the Florida Public Service Commission (Commission) will conduct a customer meeting to discuss the application of Mobile Manor Water Company, Inc. (Mobile Manor or Utility) for a staff-assisted rate case (SARC) in Lee County. The meeting will be held at the following time and place:

6:00 p.m., Wednesday, September 30, 2009
Mobile Manor Clubhouse
150 Lantern Lane
North Fort Myers, FL 33917

All persons who wish to comment are urged to be present at the beginning of the meeting, since the meeting may be adjourned early if no customers are present. One or more of the Commissioners of the Commission may attend and participate in this meeting. The meeting will begin as scheduled and will continue until all the customers have been heard.

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to the parties. Notice of the cancellation of the meeting will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Commission's Office of the General Counsel at 850-413-6199.

Any person requiring some accommodation at the customer meeting(s) because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770 at least five calendar days prior to the meeting(s). Any person who is hearing or speech impaired should contact the Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

PURPOSE

The purpose of this meeting is to give customers and other interested persons an opportunity to offer comments to Commission staff regarding the quality of service the utility provides, the proposed rate increase, and to ask questions and comment on staff's preliminary rates included in this notice as well as other issues. Staff members will summarize Mobile Manor's proposed filing, the preliminary work accomplished, and answer questions to the extent possible. A representative from the utility has also been invited to respond to questions.

At the beginning of the meeting, procedures will be established for the order of comments. Commission Staff will have sign-up sheets, and customers will be called to speak in the order that they sign-up. Staff will be available to coordinate customers' comments and to assist members of the public.

Any person who wishes to comment or provide information to staff may do so at the meetings, orally or in writing. Written comments may also be sent to the Commission at the address given at the end of this notice. Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Commission's toll-free facsimile line at 1-800-511-0809.

BACKGROUND

Mobile Manor was granted water Certificate No. 056-W on July 22, 1976. Mobile Manor changed its name from Mobile Manor, Inc. to Mobile Manor Water Company, Inc. on November 29, 2004.¹

Mobile Manor Water Company, Inc. (Mobile Manor or Utility) is a Class C utility serving 315 water customers in Lee County. The Utility applied for a staff-assisted rate increase on April 6, 2009. The test year for setting rates is the historical twelve-month period ending December 31, 2008. Mobile Manor's 2008 annual report indicates gross revenues of \$50,531 and operating expenses of \$70,979 for water.

¹ See Order No. PSC-04-1104-FOF-WU, issued in Docket No. 040602-WU, In re: Application for name change on Certificate No. 56-W in Lee County from Mobile Manor, Inc. to Mobile Manor Water Company, Inc.

CURRENT AND PRELIMINARY RATES AND CHARGES

Staff has compiled the following rates and charges for the purpose of discussion at the customer meeting. These rates are preliminary and subject to change based on information gathered at the customer meeting, further staff review, and the final decision by the Commission. The utility's current, and staff's preliminary rates and charges are as follows:

Mobile Manor Water Company, Inc.		
MONTHLY WATER RATES		
	UTILITY'S EXISTING RATES	STAFF PRELIMINARY RECOMMENDED RATES
Residential and General Service		
<u>Base Facility Charge by Meter Size:</u>		
5/8"X3/4"	\$6.94	\$12.22
3/4"	\$0.00	\$18.33
1"	\$0.00	\$30.55
1-1/2"	\$0.00	\$61.10
2"	\$0.00	\$97.76
3"	\$0.00	\$195.52
4"	\$0.00	\$305.50
6"	\$0.00	\$611.00
 <u>Residential Service Gallonage Charge</u>		
Gallonage Charge (all gallons)	\$6.24	\$6.24
 <u>General Service Gallonage Charge</u>		
Gallonage Charge (all gallons)	\$6.24	\$6.24
 <u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u>		
3,000 Gallons	\$25.66	\$30.94
5,000 Gallons	\$38.14	\$43.42
10,000 Gallons	\$69.34	\$74.62

CUSTOMER DEPOSITS

Currently, the Utility's tariff has no provision for customer deposits. Rule 25-30.311, Florida Administrative Code, provides guidelines for collecting, administering and refunding customer deposits. It also authorizes customer deposits to be calculated using an average monthly bill for a two-month period. The Utility's existing tariff does not authorize the Utility to collect a customer deposit. Staff has calculated customer deposits using the recommended rates and an average monthly bill for a two-month period. A schedule of the Utility's existing and staff's recommended deposits follows:

Water Customer Deposits

Residential and General Service

Meter Size	Existing Deposit	Recommended Deposit
5/8" x 3/4"	N/A	\$20.94*
All over 5/8" x 3/4"	N/A	2 x average bill

*Based on average billing consumption for 2008 of 1,398 gallons.

STAFF REPORTS AND UTILITY APPLICATION

The results of staff's preliminary investigation are contained in a staff report dated September 9, 2009. Copies of the report may be examined by interested members of the public from 9:30 a.m. to 12:00 p.m., Monday through Thursday at the following location:

Mobile Manor Clubhouse
150 Lantern Lane
North Fort Myers, FL 33917

PROCEDURES AFTER CUSTOMER MEETINGS

After the meetings, Commission staff will prepare a recommendation which is scheduled to be submitted to the Commission on October 29, 2009. The Commission will then vote on staff's recommendation at its November 10, 2009 Agenda Conference. The Commission will thereafter issue a proposed agency action (PAA) order containing rates which may be different from those contained in staff's final recommendation. Substantially affected persons have 21 days from the date that the PAA order is issued to protest the Commission's PAA order. Five to ten customers or persons who attend the meeting, and who wish to receive a copy of the recommendation and the order should so indicate at the meeting. Those individuals are expected to distribute the information in the recommendation and the order to other customers. Anyone

who is unable to attend and who wishes to obtain a copy of the recommendation or the order may do so in writing to the Commission at the address at the end of this notice.

HOW TO CONTACT THE COMMISSION

Written comments regarding the utility and the proposed rates, and requests to be placed on the mailing list for this case, may be directed to this address:

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

All correspondence should refer to "Docket No. 090170-WS, Mobile Manor Water Company, Inc." If you wish to contact the Commission regarding complaints about service, you may call the Commission's Division of Service, Safety and Consumer Assistance at the following toll-free number: 1-800-342-3552. This notice was prepared by Commission staff for distribution by the utility to its customers.

090170

To: P.S.C.

Docket #090170-WS
Mobile Manor Water

Re: Mobile Manor N. Fort Myers

We are writing this letter to protest the meeting to be held September 30, 2009.

We like two thirds of the residents are snowbirds and will not be able to attend, we are requesting that the meeting be postponed until November. As a fifteen year customer we feel it is only fair to the residents.

As far as the rate increase, my husband and I are former board members and know that an increase is not needed at this time. The new board has raised the office rent and hired an office girl and a management team without searching for better pricing, these are being paid at ridiculous amounts that we cannot afford nor did we want.

Mobile Manor is a subdivision not a mobile home park and the water company does not service 315 units. We are sure if you are able to delay this meeting we can provide more information that will help in your decisions.

If at all possible in all fairness to our community please try to reschedule this meeting.
Thank-You

Respectfully,
Mr. & Mrs. Harold Doolin
1176 St. Rt. 350
Wilmington, Oh 45177
Ph#937-382-1342
cell#239-464-5215

Harold Doolin
Billie J. Doolin

RECEIVED--FPSC
09 SEP 25 AM 8:56
COMMISSION
CLERK

FPSC CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 09742-09
DISTRIBUTION: _____

090170

**Mobile Manor Water
Company, Inc.**

254 Fireball Lane
N. Ft. Myers, FL 33917

September 22, 2009

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

Dear Office of the Commission:

Docket # 090170-WS

I am writing this letter in regards to a scheduled meeting at our Club House September 30, 2009 at 6pm. The majority of the residents are not here at this time, they are seasonal. I disagree with the water rate increase because I don't want to fund Benson's Inc. The former president of the association was a full time resident there was no need for a company to be paid to read the water meters. Please consider postponing this upcoming meeting until all residents can participate in a fair voting. Thank you for your time in this matter.

RECEIVED-FPSC
09 SEP 24 AM 9:50
COMMISSION
CLERK

Sincerely,

Terry Golis
Linda Golis
Mr. & Mrs. Terry Golis
Mobile Manor Resident

FPSC CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 09742.09
DISTRIBUTION: _____

9.21.09 090170

RECEIVED-FPSC

FLORIDA PUBLIC SERVICE COMMISSION
09 SEP 23 AM 10:11

THIS IS AN UNFAIR ^{COMMISSION} ~~MEASURE~~
THERE IS ABOUT 10 TO 15% OF
THE RESIDENTS BACK FROM UP
NORTH. IF WE DON'T HAVE
ENOUGH PEOPLE TO HAVE A MEETING
THE PRESIDENT OF OUR ASSOCIATION
WILL RAISE OUR WATER RATES
HE HAS RAISED THEM ONCE

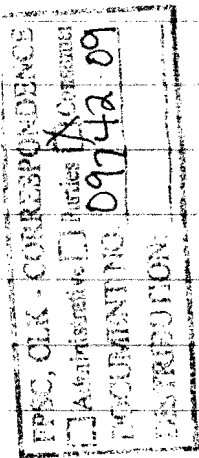
THIS SUMMER - FOR THE PEOPLE
NOT USING WATER THE STAND
BY PRICE PER MONTH FOR
KEEPING OUR METERS WAS \$5.77
PER MONTH HE RAISED IT TO
\$6.94 PER MONTH NOW HE WANTS TO
RAISE IT AGAIN FROM \$6.94 TO
\$10.21 FOR THE METER TO SET
SIDE DURING THE SUMMER.

ALSO WANT TO RAISE OUR WATER
RATES AGAIN

THE WATER COMPANY WAS DOING FINE
ON OUR OLD RATES.

THE ASSOCIATION IS NOT THEY
ARE TAKING WATER CO MONEY
TO RUN THE ASSOCIATION

C. Ellen Sloan 234 Lamplighter Ln. N. Myers 33917



Sept. 20, 2009

To -> Director, Office of Commission Clerk

This letter is in regard to
 Docket No. 090170-WS Mobile Manor
 Water Co Inc.

I received your letter about raising
 our water rates here at our sub-division
 the meeting is to be held on Sept 30, 09
 I am a year round resident with
 not many neighbors, it's a small
 sub-division with about 315 mobile
 homes here. Most of the residents
 are still up north, they usually
 occupy the place is full by
 January, I do think it is
 so unfair to have an
 important meeting of
 this nature, without
 everyone here, maybe
 you can reconsider
 your meeting date. Thank you



PSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 097742.09		
DISTRIBUTION:		

for hearing my point of
view.

Sincerely,
Ms. Paulette Armstrong
125 LANTERN LANE
N. F. MYERS, Fla. 33917

RECEIVED-EPSC

09 SEP 23 AM 10:08

COMMISSION
CLERK

090170
Sept 21-2009

Response: To who it may CONCERN:

RECEIVED-FPSC
09 SEP 23 AM 10:08

Mobile MANOR water Co Inc.
Docket NO. 090170-WW
ORDER NO. PSC-09-0421-PCO-WW
ISSUED SEPT 11-2009

COMMISSION
CLERK

MY NAME IS Robert Hall I AM A FULL TIME RESIDENT
LIVING AT 160 LANPLIGHTER LANE IN MOBILE MANOR TRAILER
PARK N. Fort MYERS FL. 33917

THERE IS ONLY ABOUT 8 TO 10% OF THE RESIDENTS THAT LIVE
HERE YEAR ROUND THE OTHER 90% OF THE FOLKS COME
DOWN BETWEEN 3 AND 4 MONTHS A YEAR, SO I

OPPOSE A RATE INCREASE UNTIL ALL FOLKS ARE
HERE IN JAN AND FEB TO VOTE OR CAN BE HEARD. A RATE
INCREASE WOULD ONLY HURT THE FULL TIME RESIDENTS.
PART TIME RESIDENTS COULD CARE LESS, BECAUSE THEY
ONLY PAY A MINIMUM PAYMENT FOR THE 8 OR 9
MONTHS THAT THEY ARE NOT HERE. MY SOLUTION IS
CHARGE PART TIME RESIDENTS A LARGER MINIMUM PAY-
MENT. AND FULL TIME RESIDENTS A LOWER MINIMUM
PAYMENT. AND DO NOT RAISE THE RATES THIS IS OR WOULD
BE THE 2ND INCREASE THIS YEAR.

Robert Hall
160 LANPLIGHTER LN
N. FT MYERS FL.
33917

Thank you
Robert G Hall

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumers
DOCUMENT NO		09742.09
DISTRIBUTION		

890170

Untitled

RECEIVED-FPSC

SEPT. 21, 2009

09 SEP 23 AM 10:08

DOCKET NO. 090170-WS
MOBILE MANOR WATER CO., INC.

COMMISSION
CLERK

TO WHOM IT MAY CONCERN,

I AM WRITING IN REGARD TO A SCHEDULED MEETING AT OUR CLUB HOUSE ON
SEPT. 30, 2009 AT 6 P.M. I FEEL THIS WILL NOT TREAT ANY ISSUES FAIRLY, DUE
TO THE FACT THAT A GREAT MAJORITY OF OUR RESIDENTS ONLY RESIDE HERE
DURING

THE WINTER MONTHS. MANY WILL NOT BE HERE UNTIL LATE NOV. OR DEC. WE
ALSO

FEEL THE NEED FOR RATE INCREASES ARE DEMANDED SO BENSON MGT. CO. CAN
BE PAID AS THE GENERAL FUND IS LOW. MANY OF US DID NOT VOTE FOR OR WANT

BENSON'S IN THE FIRST PLACE, SO FEEL THIS IS JUST A WAY TO FORCE US TO PAY
THAT COMPANY.

PLEASE CONSIDER POSTPONING THIS UPCOMING MEETING.

THANK YOU,

Marjorie Stanbrough
205 Fireball Lane



Marjorie Stanbrough
205 Fireball Ln.
North Fort Myers, FL 33917

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09740.09		
DISTRIBUTION:		

9/18/09

090170

RECEIVED-FPSC

DOCKET No. 090170-W 09 SEP 23 AM 10:07
Mobile Manon Water Co. Inc. COMMISSION
Director, CLERK

I feel at this time the meeting of Sept. 30, 2009 be moved to a later date. Possibly in late Nov. 2009.

Because the customers of Mobile Manon Water Co. Inc. are still up north, they are snowbirds and are about $\frac{2}{3}$ of the Water Co. customers. Please consider this. I think they should have a right to attend this meeting.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumers
DOCUMENT NO. 09742-09		
DISTRIBUTOR:		

Thank You
Paul Schmidt
101 Gaslight Ave.
North Fort Myers, FL
33917

090170

RECEIVED-FPSC

09 SEP 23 AM 10:06

COMMISSION
CLERK

I protest the Sept. 30, 2009
meeting NU 090170-WS
Mobile Manor, Jan. 12010 Better.

Most of the Subdivision
people will not be back to
represent themselves.

This increase is due to keep
Benson in control and not to
maintain the water repairs and
maintenance, that's why they show
a loss.

James Ramm

J Ramm
5121 BRANDON
TOLEDO, OHIO
43665

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09742-09		
DISTRIBUTION:		

Kathleen Fae Shalfer
142 Flame Lane
N. Fort Myers, Fl. 33917
9/18/09

RECEIVED-FPSC
09 SEP 23 AM 10:06
COMMISSION
CLERK

Florida Public Service Commission
540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Attn.: Commissioner

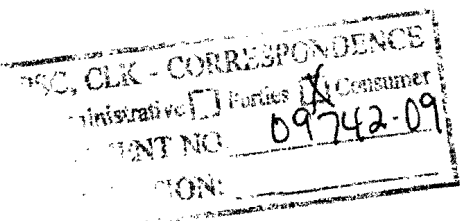
Re: Docket #090170-WS, Mobile Manor Water Co., Inc.

I am a resident of Mobile Manor subdivision and a customer of Mobile Manor Water Co., Inc. which is a class C utility serving 315 water customers in Lee County.

I have been notified that a meeting with the Public Service Commission has been scheduled for 6:00 P.M. Wednesday, 9/30/2009 at the Mobile Manor Club House regarding increase in water rates and minimum Base Facility charge.

I feel that the timing of this meeting is a deliberate attempt to sneak these increases through when there is only a very small amount of the customers available at this time of year, most of the residents in this subdivision are seasonal and have not yet returned.

The only fair meeting should be scheduled when there is a majority of the 315 customers available.



Sincerely,
Kathleen Fae Shalfer

090170

ron curry
mobile manor
138 flame lane
n ft myers,fla 33917

RECEIVED-FPSC

09 SEP 23 AM 10: 00

COMMISSION
CLERK

florida public service commission

DOCKET # 090170-WS MOBILE MANOR WATER CO INC.

i am a year round resident of mobile manor subdivision and customer of mobile manor water co inc.i have received a letter pertaining to a meeting on 9/30/2009 concerning raising rates and base useage of water.

i think the meeting shöuld be held at a later date when the majority of the residents will be back as most are "snow birds".i am sure their voices and votes should be heard .this early meeting of 9/30

will only produce a "hand full" of customers/residents and that would not be fair to our winter residents/customers

thanks
ron curry

Ron Curry

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 09742.09		
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090170

Attn: Commissioner
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-PPSC
09 SEP 23 AM 10:00
COMMISSION
CLERK

Re: Docket No. 090170-WS, Mobile Manor Water Company, Inc.

Dear Sir:

I am a resident of the small mobile home community serviced by the above referenced water company and feel that the scheduling of this hearing at this time is unfair. The majority of my neighbors will not return to Florida until late November and they should be permitted a voice in what happens here.

The board of directors of the water company appear to be using water funds to help pay the management company they hired to oversee the operation of Mobile Manor, Inc. We felt this firm was unnecessary and have refused to pay maintenance fees, causing a shortage of funds in Mobile Manor, Inc., thus causing the use of funds from the water company.

Any help you can give in rescheduling this event or denying this increase will be appreciated.

Sincerely,

Paul Ballin
Grace Ballin
116 Hamp Lighter Ln
N. Ft. Myers
FL 33917

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090170 9/18/09

Public Service Commission

I have received notice of increase in Water Rates. as we are a seasonal park & most of our residents ~~do~~ not return until January of 2010 it would be unfair to have a meeting regarding this increase until they come back and can attend such meeting.

Wicket
Mobile Manor Co, Inc.
090170-WS

Louise Drouin
Mobile Manor
231 Lamplighter Ln
N. Fort Myers, FL
731-8971 33917

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09 SEP 21 AM 8:53

COMMISSION
CLERK

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Ms. Louise Drouin
231 Lamplighter Ln.
N. Ft. Myers, FL 33917-6546

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09 SEP 21 AM 7:56

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CONSUMER

Attn: Commissioner
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

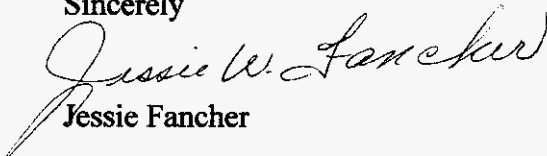
Re: Docket # 090170-WS, Mobile Manor Water Company, Inc.

Dear Sir:

I am a resident of the small mobile home community served by Mobile Manor Water Company, Inc. and feel that the above referenced docket should be held at a later date. Most of the residents of our community do not return until November or later and will not be able to voice an opinion in this matter.

I feel that Mobile Manor, Inc. is using funds from the water company to pay their management company fees and this rate increase should not be granted.

Sincerely


Jessie Fancher

Jessie W. Fancher
109 Coachlight Ave.
N. Fort Myers, FL 33917

DOCUMENT NUMBER-DATE

89742 SEP 21 8

FPSC-COMMISSION CLERK