

Ruth Nettles

090170-WU

From: Tom Hawkins [hawkclub@gmail.com]
Sent: Wednesday, November 04, 2009 12:21 PM
To: Filings@psc.state.fl.us
Cc: Tom Hawkins Sr.
Subject: Re: FW: Docket Number 090170-WU Mobile Manor Water Company
Attachments: Sandy Gilliland letter to PSC Docket # 090170-WU.pdf

Ruth, I have made the correction per our phone conversation and email.

Please let me know if is acceptable. Docket number 090170-WU

Sandy Gilliland

On Wed, Nov 4, 2009 at 9:36 AM, Filings@psc.state.fl.us <Filings@psc.state.fl.us> wrote:

Dear Ms. Gilliland:

We are in receipt of your attached e-filing. However, this document is not eligible for electronic filing, and will need to be revised and resubmitted in order to be officially accepted for filing.

Please note that, per the Commission's e-filing requirements, documents are to include an official signature.

Manner of Electronic Transmission:

- Documents shall be signed by typing "s/" followed by the signatory:

s/ First M. Last

A link to the Commission's e-filings requirements is included for your convenience:

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

Please call our office if you have any questions.

Sincerely,

Ruth Nettles
Office of Commission Clerk
850-413-6770

From: Tom Hawkins [mailto:hawkclub@gmail.com]
Sent: Wednesday, November 04, 2009 12:27 AM
To: Filings@psc.state.fl.us; Avy Smith
Subject: Docket Number 090170-WU Mobile Manor Water Company

I sent in communication several days ago and it has not appeared on the website based on the information passed out at Mobile Manor water company meeting.

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I am resubmitting (attached) to make sure that this is reviewed by the commission at the November 10th meeting.

Sandy Gilliland
112 Lantern Place
North Fort Myers, FL 33917

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

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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

s/Sandy L Gilliland
112 Lantern Place
North Fort Myers, FL 33917