

Katie Ely

080597

From: Katie Ely  
Sent: Friday, November 20, 2009 8:17 AM  
To: Bob Casey  
Subject: FW: Docket 080597 - Complaint # 905078C

Attachments: 09544-09.pdf



09544-09.pdf (2 MB)

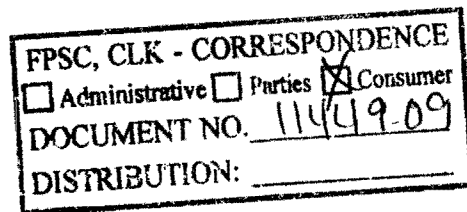
Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 080597.

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.

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

From: Bob Casey  
Sent: Thursday, November 19, 2009 1:37 PM  
To: 'wright2230@earthlink.net'  
Cc: Ruth McHargue; Katie Ely; Bob Casey  
Subject: Docket 080597 - Complaint # 905078C



Mr. Wright,

Thank you for your e-mail regarding Southlake Utilities' rate case. Southlake requested interim rates, as allowed by law, for both its water and wastewater systems. Interim, or temporary rates, are set based on data contained in the company's filing prior to any audit by Commission staff. However, interim rates are approved subject to refund in case final approved rates are less than interim rates after staff's auditors complete an audit of the utility's books. In Southlake's case, the final approved rates were greater than the interim rates, so no refund was necessary. The two rate increases were for interim rates, then final rates.

I am attaching the Commission's final Order for your reference. If you have any further questions, please feel free to contact me.

Bob Casey

Robert J. Casey  
Public Utilities Supervisor  
Florida Public Service Commission

2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
bcasey@psc.state.fl.us  
(850) 413-6974  
Fax (850)413-6975

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Monday, November 09, 2009 8:22 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 22374

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: Brian Wright  
Telephone: 407-928-7990  
Email: wright2230@earthlink.net  
Address: 15730 Bay Vista Drive Clermont 34714

BUSINESS INFORMATION

Business Account Name: Brian Wright  
Account Number:  
Address: 15730 Bay Vista Drive Clermont Florida 34714

COMPLAINT INFORMATION

Complaint: Other Complaint against Southlake Utilities, Inc.

Details:

Southlake Utilities had applied for an increase in Dec 08 and a hearing was held in March 09. I have received another letter from Southlake Utilities indicating my rates are again going up this year and there will be no hearing. Apparently they are allowed to raise rates by a certain amount with no hearing. Utilities have gone up rapidly and with seeming little control. Hopefully these raises are being justified with financial documents and the Commission is not under the influence of lobbyists. I attempted to look at the 2008 financial reports of Southlake but making sense of the 100+ page report is difficult for a citizen without an accounting background.

Katie Ely

080597-WS

**From:** Katie Ely  
**Sent:** Wednesday, November 18, 2009 12:26 PM  
**To:** Ruth McHargue  
**Subject:** FW: To CLK Docket 080597

**CONSUMER**

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 080597

Katie Ely  
Staff Assistant - Office of Commission Clerk Florida Public Service Commission  
850-413-6304

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

**From:** Ruth McHargue  
**Sent:** Wednesday, November 18, 2009 12:00 PM  
**To:** Katie Ely  
**Cc:** Cheryl Bulecza-Banks; Ann Cole; Dorothy Menasco  
**Subject:** FW: To CLK Docket 080597

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Tuesday, November 17, 2009 4:00 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 080597

Copy on file, see 905078C. DH

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

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Monday, November 09, 2009 8:22 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 22374

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

DOCUMENT NUMBER-DATE

11449 NOV 18 8

FPSC-COMMISSION CLERK

Name: Brian Wright  
Telephone: 407-928-7990  
Email: wright2230@earthlink.net  
Address: 15730 Bay Vista Drive Clermont 34714

#### BUSINESS INFORMATION

Business Account Name: Brian Wright  
Account Number:  
Address: 15730 Bay Vista Drive Clermont Florida 34714

#### COMPLAINT INFORMATION

Complaint: *Other Complaint* against Southlake Utilities, Inc.

Details:

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