

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

STATE OF FLORIDA



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

Public Service Commission

March 8, 2010

Ms. Connie McNeely
126 Cumberland Circle East
Longwood, FL 32779

FPSC CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 00505-10
DISTRIBUTION: _____

RECEIVED-FPSC
10 MAR - 8 PM 3: 55
COMMISSION
CLERK

Re: Sanlando Utilities Corporation - Docket No. 090402-WS

Dear Ms. McNeely:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Sanlando Utilities Corporation (Sanlando 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.

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

In response to your first concern regarding plant additions, the Utility originally requested recovery of six items for pro forma plant additions. These included, an engineering design of electrical improvements at Wekiva WWTP, relocation of a water main and force main in the SR 434 corridor east of I-4, upgrades to the Des Pinar WWTP to meet Total Nitrogen limits, replacement of well pumps, replacement of eight well flow meters, and an engineering evaluation and design of plant modifications to reduce nitrogen levels in the Des Pinar plant effluent. Based on Sanlando's response to a staff data request, the Utility has suspended four of those requested pro forma plant projects. The two remaining plant additions include the replacement of well pumps and the replacement of eight well flow meters. Both are for upgrades and modifications for existing customers.

Ms. McNeely
Page 2
March 8, 2010

In your letter, you indicated that you would like to know the rates charged by other utilities in your area, as well as the comparison between private and public companies. Rates do vary between utilities for a variety of reasons. As rates are designed to cover the cost to run a utility and provide a reasonable return on a utility's investment, a multitude of factors will determine the level of rates to be charged. Such factors include: the type of water treatment method used, the level of debt and equity, the number of customers and the amount of plant that is being used to serve the customers. Some utilities may have older infrastructure that is almost fully depreciated, where some may have new expensive equipment that has not been depreciated much. By statute, we do not regulate any municipal or county owned utilities, therefore, we do not have information on their rates.

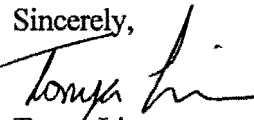
Please note that there are also many differences between Commission-regulated water and wastewater utilities and municipally-owned utilities that affect rates. For example, municipally-owned systems do not pay income or property taxes and have access to low interest construction loans. Further, a city or county may issue bonds to finance capital improvements. Municipally-owned systems often serve a varied customer base and may structure rates which result in general service customers paying more than their fair share of costs than residential customers. Also, cities and counties may subsidize their water and wastewater operations through electric rates or other sources.

In response to your fourth question, water pressure is regulated by the Department of Environmental Protection (DEP). According to DEP Rule 62-555.350(7), F.A.C., a water supplier must maintain 20 pounds of pressure per square inch up to each customer's point of connection. The Utility is not in violation with DEP at this time. For more information regarding water pressure, please contact DEP's Central Water Management Office at (407) 894-7555. There could be other factors if you are having water pressure problems such as the amount of water used and the size of your meter.

Lastly, in regards to the costs of a separate meter, the installation cost of a new 5/8" X 3/4" meter would be \$150. If an irrigation meter is installed, there would also be an additional base facility charge per month of \$4.91 at the proposed final rates.

Ms. McNeely
Page 3
March 8, 2010

We understand your concerns regarding the Utility's proposed increases. During these difficult economic times, any increase in your utility bill would create more of a hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6934 or email me at tlinn@psc.state.fl.us.

Sincerely,

Tonya Linn
Regulatory Analyst

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)
Office of General Counsel (Bennett)
Office of Commission Clerk (Docket No. 090402-WS)
Office of Public Counsel

STATE OF FLORIDA

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



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

Public Service Commission

March 1, 2010

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 00505-10
DISTRIBUTION: _____

RECEIVED-FPSC
10 FEB 26 PM 3:33
COMMISSION
CLERK

Ms. Susan Taylor
134 Glendale Dr.
Longwood, FL 32750

Re: Sanlando Utilities Corporation - Docket No. 090402-WS

Dear Ms. Taylor:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Sanlando Utilities Corporation (Sanlando 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.

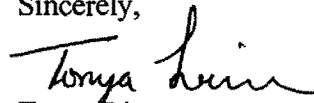
With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. Overtime, the financial needs of a Utility give rise for rate increases. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (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 quality of the water at its source; 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.

Ms. Taylor
Page 2
March 1, 2010

We understand your concerns regarding the Utility's proposed increases. During these difficult economic times, any increase in your utility bill would create more of a hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6934 or email me at tlinn@psc.state.fl.us.

Sincerely,



Tonya Linn
Regulatory Analyst

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)
Office of General Counsel (Bennett)
Office of Commission Clerk (Docket No. 090402-WS)
Office of Public Counsel

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 00505-10
DISTRIBUTION:

Application for increase in water and wastewater rates in Seminole County by

Sanlando Utilities Corporation

DOCKET NO. 090402-WS

RECEIVED-FPSC
10 FEB 26 AM 9:46
COMMISSION
CLERK

Name Connie McNeely
Address 126 Cumberland Circle E.
Longwood, Fl. 32779

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	
As a consumer I'd like questions answered or where to find answers	
① If the increase is for plant additions — what are the additions & where? How many new customers that causes the need?	
② What are rates for adjoining areas not using Sanlando?	
③ What is the rate comparison between smaller private companies (Sanlando) and larger public companies?	
④ Will increase in prices increase the pressure?	
⑤ What would be the cost of separate irrigation meters?	

200-20000



Connie McNeely
126 E Cumberland Cir.
Longwood, FL 32779



USA FIRST-CLASS

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

Fold Here

COMMENTS

Tape

Fold Here

090402-WS

RECEIVED-FPSC
10 FEB 23 AM 10:09
COMMISSION
CLERK

134 Glendale Dr.
Longwood, Fl. 32750
February 17, 2010

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Re: Docket No 090402-WS; Sanlando Utilities Corp.

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 00505-10
DISTRIBUTION: _____

Gentlemen;

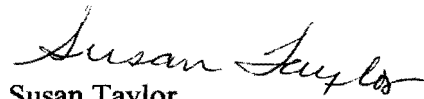
I received my notice of customer meeting three hours before the February 9 meeting. It appears that our water company wants to raise it's rates. As a business owner who faces, I'm sure, many of the same financial realities, I would like to comment.

In our service business costs are up, the number of employees we can afford is strictly limited, taxes and regulations abound and customers are harder to find. But when we face these limitations we do not have the option to force our customers to pay more. We learn to belt tighten, become creative, work harder. I recommend that the water company learn to act like a business and do the same.

The reason unfettered American business has historically been so productive is because of our profit motive. Government at no level has that incentive. But I say it is time for, yes, even my local water company to look at the economy and instead of knee jerk price increases reevaluate every aspect of it's operation for efficiency. Taxpayers are being nickled and dimed on all sides and have just had enough! At the national and local level citizens are saying stop.

Can you honestly say that there are no great minds at Sanlando Utilities who could find financial solutions without raising my rates? We need real "public service".

Sincerely


Susan Taylor
Citizen Taxpayer

RECEIVED

FEB 22 2010

Florida Public Service Commission
Division of SSC

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

STATE OF FLORIDA



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

Public Service Commission

February 12, 2010

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 00505-10

DISTRIBUTION: _____

RECEIVED-FPSC
 10 FEB 10 PM 3:31
 COMMISSION
 CLERK

Mr. Gene Markham
 704 Blue Lake Drive
 Longwood, FL 32779

Re: Sanlando Utilities Corporation - Docket No. 090402-WS

Dear Mr. Markham:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Sanlando Utilities Corporation (Sanlando 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.

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

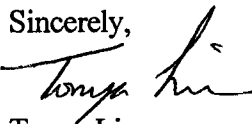
There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread 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.

Mr. Markham
Page 2
February 12, 2010

Sanlando filed for interim relief. In accordance with Section 367.082, F.S., the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the Utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company need only make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at the customer meeting being held at the Eastmonte Civic Center, Tuesday, February 23, 2010 at 6 p.m. The purpose of the meeting is to give customers and other interested persons an opportunity to offer comments to the Commission regarding the quality of service the Utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission may also attend and participate in the meeting.

We understand your concerns regarding the Utility's proposed increases. During these difficult economic times, any increase in your utility bill would create more of a hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6934 or email me at tlinn@psc.state.fl.us.

Sincerely,

Tonya Linn
Regulatory Analyst

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)
Office of General Counsel (Bennett)
Office of Commission Clerk (Docket No. 090402-WS)
Office of Public Counsel

STATE OF FLORIDA

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



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

Public Service Commission

February 12, 2010

RECEIVED-FPSC
10 FEB 10 PM 3:31
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 00505-10

DISTRIBUTION: _____

Ronald Stein
1374 North Marcy Drive
Longwood, FL 32750

Re: Sanlando Utilities Corporation - Docket No. 090402-WS

Dear Mr. Stein:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Sanlando Utilities Corporation (Sanlando 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.

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, Florida Statutes (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 quality of the water at its source; 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.

Mr. Stein
Page 2
February 12, 2010

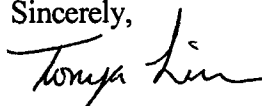
Sanlando was asked to provide a response to your complaint that was filed on January 19, 2010. In response to your first concern, the Utility stated that their technicians were adequately trained but due to the age of the meter there were additional challenges. Although, Sanlando did state that it is uncommon for their field technicians to return to a work site for a second time.

In response to your second concern, the Utility stated that the standing water at your neighbor's house was due to the subsurface storm drainage system not working properly. The second excavation cured a blockage in the subservice drainage pipe by allowing storm water to adequately percolate through the excavated soil to the drainage system.

In response to your third concern, Sanlando stated that the delay in repairing the gate valve was due to the time required to locate parts in lieu of replacing the complete valve at a much higher cost to the ratepayers. The Utility also stated that the water leakage was not significant enough to impact the nearby storm water system.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at the customer meeting being held at the Eastmonte Civic Center, Tuesday, February 23, 2010 at 6 p.m. The purpose of the meeting is to give customers and other interested persons an opportunity to offer comments to the Commission regarding the quality of service the Utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission may also attend and participate in the meeting.

We understand your concerns regarding the Utility's proposed increases. During these difficult economic times, any increase in your utility bill would create more of a hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6934 or email me at tlinn@psc.state.fl.us.

Sincerely,

Tonya Linn
Regulatory Analyst

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher, Rieger)
Office of General Counsel (Bennett)
Office of Commission Clerk (Docket No. 090402-WS)
Office of Public Counsel

Socket 090402

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 00505-10

DISTRIBUTION: _____

DISTRIBUTION CENTER
10 FEB -8 AM 7:52

February 3, 2010

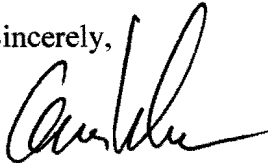
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSC
10 FEB -8 PM 3:48
COMMISSION
CLERK

To Whom It May Concern:

When Sanlando purchased the local water utility, my rates effectively doubled. This when we were told at the time that our rates would not change, etc. etc... I believe that all utilities are getting fat at the public trough and our representatives need to get rates back on track. There should be no increase with inflation and other expense areas falling in the current economy and for the immediate future.

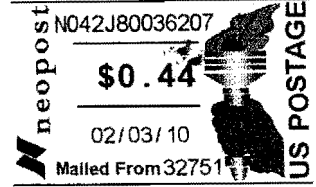
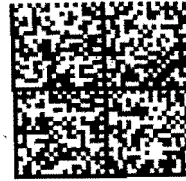
Sincerely,



Gene Markham
704 Blue Lake Drive
Longwood, FL 32779
407-875-9520

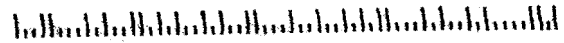
GM/lc

FEB 03 2010



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

32399+0850



**Synergy Sales Associates
601 N. Orlando Ave.
Suite 209
Maitland, FL 32751**

Katie Ely

090402-WS

From: Katie Ely
Sent: Thursday, January 28, 2010 11:20 AM
To: Tonya Linn
Subject: FW: Sanlando Utilities Corporation - Docket No. 090402-WS

Thank you for this information. This attachment has been printed and will be placed in **Docket Correspondence - Consumers and their Representatives**, in Docket 090402-WS.

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: Tonya Linn
Sent: Thursday, January 28, 2010 10:11 AM
To: 'mgrspringwood@embarqmail.com'
Cc: Cheryl Bulecza-Banks; Bart Fletcher
Subject: Sanlando Utilities Corporation - Docket No. 090402-WS

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 00505-10
DISTRIBUTION: _____

Dear Mr. Skinner:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Sanlando Utilities Corporation (Sanlando 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, Docket No. 090402-WS, for all to review.

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, Florida Statutes (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 quality of the water at its source; 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.

1/28/2010

We understand your concerns regarding the Utility's proposed increases. During these difficult economic times, any increase in your utility bill would create more of a hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6934 or email me at tlinn@psc.state.fl.us.

Sincerely,

Tonya Linn

Florida Public Service Commission
2540 Shumard Oak Blvd., Room 170-X
Tallahassee, Florida 32399-0850
Telephone: 850-413-6934
Fax: 850-413-6935 (sent directly to computer)

Contact Information:

Name: Larry Skinner

Company: Springwood Village Condos

Primary Phone: 407.767.0442

Secondary Phone:

Email: mgrspringwood@embarqmail.com

Response requested? Yes

CC Sent? No

Comments:

Docket # 090402-WS

A 11.24% rate of return would be nice. We would like to get that kind of return. The 15% rate increase gallonage charge is out of line especially now. Condo associations are having trouble collecting money to pay their monthly expenses. Springwood has not raised the monthly dues for 3 years. We have tightened up and do what we can with the funds available. Improvements continue to be made. Sanlando could do the same. Live with reality not the ideal. A 3-4% increase is more realistic.

Thank you,

Larry Skinner-Manager, Springwood Village Condos, Longwood

Katie Ely

090402-WS

From: Katie Ely
Sent: Thursday, January 21, 2010 4:10 PM
To: Ruth McHargue
Subject: FW: To CLK Docket 090402 -Response requested

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090402-WS

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: Ruth McHargue
Sent: Thursday, January 21, 2010 3:06 PM
To: Katie Ely
Cc: Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket 090402 -Response requested

FPSC, CLK - CORRESPONDENCE
Administrative Parties/Consumers
DOCUMENT NO: 00505-10
DISTRIBUTION: _____

Customer correspondence

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

From: Consumer Contact
Sent: Thursday, January 21, 2010 12:46 PM
To: Ruth McHargue
Subject: To CLK Docket 090402 -Response requested

Copy on file, see 919058C. DH

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

From: Webmaster
Sent: Tuesday, January 19, 2010 9:02 AM
To: Consumer Contact
Subject: RE: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, January 18, 2010 9:59 AM

To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:

Name: Larry Skinner
Company: Springwood Village Condos
Primary Phone: 407.767.0442
Secondary Phone:
Email: mgrspringwood@embarqmail.com

Response requested? Yes
CC Sent? No

Comments:

Docket # 090402-WS

A 11.24% rate of return would be nice. We would like to get that kind of return. The 15% rate increase gallonage charge is out of line especially now. Condo associations are having trouble collecting money to pay their monthly expenses. Springwood has not raised the monthly dues for 3 years. We have thightened up and do what we can with the funds available. Improvements continue to be made. Sanlando could do the same. Live with reality not the ideal. A 3-4% increase is more realistic.

Thank you,
Larry Skinner-Manager, Springwood Village Condos, Longwood

Katie Ely

From: Katie Ely
Sent: Thursday, January 21, 2010 12:22 PM
To: Ruth McHargue
Subject: FW: To CLK Docket 090402

CONSUMER

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090402-WS

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: Thursday, January 21, 2010 11:13 AM
To: Katie Ely
Cc: Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket 090402

Customer correspondence

From: Diane Hood
Sent: Thursday, January 21, 2010 9:58 AM
To: Ruth McHargue
Subject: To CLK Docket 090402

From: Ron S [mailto:captnronn@embarqmail.com]
Sent: Tuesday, January 19, 2010 7:54 AM
To: Consumer Contact
Subject: Proposed rate Increase by Utilities Inc.

I am writing this email to protest the proposed rate hike by Utilities Inc. (AKA Sanlando Utilities). In their recent notification to customers they sited rising costs as a reason for their request. I would submit that if the utility provided adequate training to their employees and held contractors to reasonable performance standards they would significantly lower costs. Instead they exhibit a continuing pattern of shoddy workmanship resulting in excessive costs.

To substantiate my claims I would like to submit the following:

DOCUMENT NUMBER-DATE

00505 JAN 21 e

1/21/2010

FPSC-COMMISSION CLERK

1. Last year I noticed the usage on my water bill had been 0 gallons for two straight months. I notified the company and was told a technician would be dispatched to check the meter some time within the next month. After some period of time elapsed a technician did come by on a Friday afternoon and confirmed my meter was indeed broken.

The following morning two Utilities Inc. technicians came by to replace my water meter. Four hours later the two technicians were still working on the job. Finally, after approximately another hour passed a third technician showed up to assist. It turned out that the connection fittings on the replacement meter brought by the original technicians was not the correct size for the water line. The third tech left and returned with a new meter with the correct fittings. During the replacement process the technicians damaged and repaired the water line connection on the house side of the meter.

The following morning (Sunday morning) I awoke to find my front lawn flooded with water flowing from the meter connection. I immediately called Utilites Inc. to report the problem. Two other technicians showed up approximately two hours later. The final outcome was that the repairs made to the house connection done the previous day were substandard. The pipe had cracked where the patch was made.

I would estimate the required time for to complete the original meter replacement should have been approximately one hour or less. Instead multiple technicians spent numerous hours each to complete this simple task.

2. Last year a crew with a backhoe showed up to repair a leak at a neighbor's house located at 1338 North Marcy Drive, Longwood. They dug an excavation approximately 3' wide X 6' long X 6' deep. After several days (with the hole left open) the leak was repaired, the hole filled in and the sod was replaced. Approximately 2 months later another leak appeared in the same area. Once again a crew with a backhoe showed up to repair the leak. They again dug an excavation approximately 3' wide X 6' long X 6' deep. After several days (with the hole left open) the leak was again repaired, the hole filled in and the sod was replaced. If the initial repair were not shoddily done the first time the cost to the utility for this repair would have been significantly less.
3. Approximately February 2009 crews from Utilities Inc. installed water and sewage facilities to a new subdivision (Bela Tuscany) being developed along EE Williamson Rd in Longwood. As a part of the work a new shut off valve was installed in the existing water main at the NW corner of EE Williamson Rd and North Marcy Dr. The work was done by a contractor and supervised by Utilities Inc. employees.

Within days of the completion of the work the new valve began to leak. Several residents of the Bay Lagoon Subdivision (neighboring where the new valve was installed) contacted Utilities Inc. to report the problem. Utilites Inc.'s response was that it would be too costly to repair the problem. Instead they placed a temporary barricade over the faulty valve location. For the last 10 months water from the faulty valve has been steadily flowing into the storm water runoff system. The ground around the faulty valve has become so wet the "temporary" barricade has sunken into the saturated ground from its own weight (see pictures below).



In summary, in my opinion, if Utilities Inc provided adequate training to their employees and held their contractors responsible for their work the utility would realize reduced labor costs and significant productivity savings. This would offset or eliminate the need for the increase requested by Utilities Inc.

Sincerely,

Ronald Stein
1374 North Marcy Drive
Longwood, FL 32750

407-332-8473