

**Eric Fryson**

120611

**From:** Ruth McHargue  
**Sent:** Monday, January 09, 2012 4:10 PM  
**To:** Eric Fryson; Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket 120011

Customer correspondence  
-----Original Message-----  
**From:** Consumer Contact  
**Sent:** Monday, January 09, 2012 9:41 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 120011

**CONSUMER**

Copy on file, see 1047259C. DH

-----Original Message-----  
**From:** consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
**Sent:** Sunday, January 08, 2012 12:15 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 30777

CUSTOMER INFORMATION

**Name:** Ted Apple  
**Telephone:** 352-489-0692  
**Email:** tedapple@hotmail.com  
**Address:** 19521 SW 77th Place Dunnellon FL 34432

BUSINESS INFORMATION

**Business Account Name:** Ted Apple  
**Account Number:**  
**Address:** 19521 SW 77th Place Dunnellon Florida 34432

**Water County Selected:** MARION

COMPLAINT INFORMATION

**Complaint:** Other Complaint against Rainbow Springs Utilities, L.C.

**Details:**

This is not a personal complaint, but rather concerns the ongoing purchase of Rainbow Springs Utilities, LC by the neighboring City of Dunnellon. The City is purchasing the water and sewer system, which has been fully operational and serving unincorporated Rainbow Springs for decades. The City, saddled by its own separate, dilapidated systems and further in deep financial trouble in the wake of an over-reaching attempt to establish a regional information network, has made it clear: they are purchasing the Rainbow Springs Utilities company in order to gain access to the customer base, so that they can fix thier budgetary woes by slamming the residents with a confiscatory pricing increase. Dunnellon stands to reap millions of profits from the captive group that resides outside their city limits.

RECEIVED

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

**Eric Fryson**

120011

**From:** Ruth McHargue  
**Sent:** Monday, January 09, 2012 2:29 PM  
**To:** Eric Fryson  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket 120011

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Monday, January 09, 2012 1:19 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 120011

Copy on file, see 1047375C. DH

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

**From:** consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
**Sent:** Monday, January 09, 2012 1:10 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 30781

CUSTOMER INFORMATION

**Name:** Arnold Rodgers  
**Telephone:** 352 489 0387  
**Email:** arnrodg@bellsouth.net  
**Address:** 19811 SW 88th Place Road Dunnellon FL 34432

BUSINESS INFORMATION

**Business Account Name:** Arnold Rodgers  
**Account Number:** 100280  
**Address:** 19811 SW 88th Place Road Dunnellon Florida 34432

Water County Selected: MARION

COMPLAINT INFORMATION

**Complaint:** Improper Billing against Rainbow Springs Utilities, L.C.

**Details:**

Recently, Rainbow Springs Utilities, L.C. sold their company to The City of Dunnellon. Now, without any approval from the PSC who has controlled our water rates forever, the City of Dunnellon increases our water rates by a considerable amount. My question is: How can that happen without an approval from the PSC? Who controls the City of Dunnellon from increasing the rates to double of what they were? There is something very wrong here when suddenly I have to pay the City for my water when I live 3 miles from the City. This effects about 900 homes here in Rainbow Springs along with Juliette Falls. There has to be some protection for the consumer from these type things happening without any warning or alternative. Someone please tell me how this can happen.

Arnold G. Rodgers