

Application for certificates to provide water and wastewater service in Lake County by  
**COL Utility Systems, L.L.C.**

DOCKET NO. 110021-WS

FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 04728-11  
DISTRIBUTION:

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11 NOV 18 AM 11:12  
COMMISSION  
CLERK

Name HAROLD P. WHITE  
Address 36120 CHERRY AVE  
GRAND ISLAND, FL 32735

Please submit your comments about this docket to the Florida Public Service Commission by completing 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
<p>I feel that installing water &amp; sewer meters in Grand Island Resort will cause a hardship for many residents with the high cost to be charged. In the recent winters that I am here we have had to bail water many times as well as contending with very low water pressures.</p> <p>I cannot see that anyone will benefit by installing meters except the owners of the property in which the residents will be charged for a service that is now covered in the rent payment.</p>

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

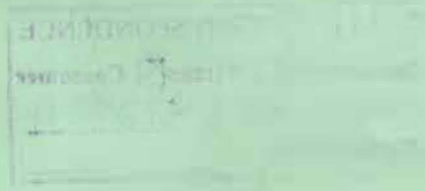


**H. White**  
36120 Cherry Ave.  
Grand Island, FL 32735-9206



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



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Application for certificates to provide water and wastewater service in Lake County by  
**COL Utility Systems, L.L.C.**

DOCKET NO. 110021-WS

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04728-11	
DISTRIBUTION:	

Name EDYTHE & Jim EKENSTEM

Address 13053 ORANGE AVE  
GRAND ISLAND, FL 32735

Please submit your comments about this docket to the Florida Public Service Commission by completing 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
WE THINK THE <del>BASE</del> BASE RATES ARE TOO HIGH. ESPECIALLY THE WASTEWATER RATE OF \$15.81. THIS PARK IS MADE UP OF MOSTLY SS PEOPLE.
I CAN'T AGREE WITH THE HIGH RATES OF THE GALLONAGE CHARGES.
PLEASE LOOK AT THE RATES FOR THE PEOPLE
THANKS Jim EKENSTEM

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

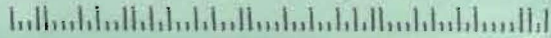
J EKENSTEN  
13033 ORANGE DVE  
GR. ISLAND, FL 32735

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

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COMMISSIONERS:  
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EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
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## Public Service Commission

August 2, 2011

John & Stephanie Neborsky-Thrower  
36134 Citrus Blvd.  
Grand Island, FL 32735-9214

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04728-11		
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**Re: Docket No. 110021-WS - Application for certificates to provide water and wastewater service in Lake County by COL Utility Systems, L.L.C.**

Dear Mr. & Mrs. Neborsky-Thrower:

Thank you for your letter dated July 11, 2011, in which you expressed your concerns regarding the above-referenced docket.

COL Utility Systems, L.L.C. (COL Utility or Utility) is required by the Florida Department of Environmental Protection (DEP) to follow specific rules relating to such things as maintenance of the facilities, repairs needed, the use of proper treatment methods, and management of the plants by certified operators. DEP staff periodically inspects the Utility's facilities and determines whether they are in or out of compliance. If the Utility is deemed out of compliance, the DEP will require that specific deficiencies are corrected within a provided timeframe. You may wish to request additional information regarding compliance from the DEP, which can be contacted through its website located at: <http://www.dep.state.fl.us>. Florida Public Service Commission (Commission) staff is reviewing COL Utility's overall compliance with DEP Rules and will provide its conclusions regarding the same in its recommendation.

COL Utility will continue to provide water and wastewater services to its customers using its existing facilities during the pendency of the application process. The Utility has proposed to exclude the cost of providing these essential services from lot rental fees and instead establish Commission-approved rates and charges. The Utility has indicated in its application for water and wastewater certificates that the approved rates will be offset by appropriate decreases in current lot rental fees.

If the Commission approves the Utility's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121(1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should COL Utility fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to

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regulate the quality of service that the Utility provides as well as the rates and charges that the Utility charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

Section 367.121(2), F.S., grants the Commission the authority to enter a utility's facilities during all reasonable hours for the purpose of investigating, inspecting, examining, testing, and exercising any power granted by Chapter 367. In addition, Section 367.121(1)(c), F.S., grants the Commission the authority to require repairs, improvements, additions, and extensions to any facility, or to require the construction of a new facility, if reasonably necessary to provide adequate and proper service to any person entitled to service or, if reasonably necessary, to provide any prescribed quality of service. However, Section 367.081(2), F.S., further provides that a utility may earn a fair return on its investment in property used and useful in the public service. This means that any investment that a utility makes in its facilities that are deemed reasonable and prudent by the Commission can be recovered by the utility in its rates.

Additionally, the Commission requires every regulated utility to comply with a set of Rules and Regulations designed to protect both the customer and the utility. These Rules and Regulations discuss such topics as policy disputes, refusal or discontinuance of service, and customer billing. COL Utility submitted with its application a set of Water and Wastewater Tariffs to be reviewed and approved by Commission staff. The Rules and Regulations can be found within each of these Tariffs. Once the Utility receives approved Tariffs from the Commission, the Utility is required by Commission Rules contained within Chapter 25-30 of the Florida Administrative Code (F.A.C.) to make them available to customers at the Utility's main office during regular business hours.

Regarding your concerns about irrigation, the Commission recognizes that a portion of a customer's water usage does not return to the utility's wastewater facilities. Thus, an allowance is made and is reflected in the rates such that a customer does not incur wastewater charges for every drop of water used.

COL Utility has indicated in its application that water meters will be installed so that service rendered to customers may be measured and billed based upon Commission-approved rates. The Utility will incur the costs of installation. Should the Utility decide to expand its service area in the future, it must submit an application with the Commission requesting approval to charge certain service availability charges – such as meter installation fees and main extension charges – for new connections. Any such service availability charges would apply only to new connections made on or after the date that the Utility's revised Tariff has been approved by the Commission. The Utility has not proposed any such charges at this time. The installation of meters is not expected to change the current water pressure.

A utility is expected to exercise caution when installing meters so as not to damage a customer's property while doing so; and it is expected to correct damages to a customer's property, if such damage is incurred. Rule 25-30.260, F.A.C., provides that a utility under Commission jurisdiction should install meters at or near a customer's curb or property line or, when it is impractical to do so, in any other reasonably accessible place.

Commission staff has determined that COL Utility's plants are managed by certified plant operators as well as licensed contractors that provide supplemental services. Staff will address the Utility's technical ability in its recommendation. Under the Commission's jurisdiction, salaries and contractor services are included in the Utility's operation and maintenance costs, and total operation



John & Stephanie Neborsky-Thrower


Page 3

August 2, 2011

and maintenance costs are included in the calculation of the investment on which the Utility is allowed to earn a fair rate of return.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact the undersigned by phone at (850) 413-6997 or [mjonesal@psc.state.fl.us](mailto:mjonesal@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Melissa Jones-Alexis". The signature is written in a cursive style with a large, looping initial "M".

Melissa Jones-Alexis  
Regulatory Analyst  
Bureau of Certification, Economics, and Tariffs

cc: Division of Economic Regulation (Walden)  
Office of the General Counsel (Klancke)  
Office of Commission Clerk (Docket No. 110021-WS)

110021-WS

COMMISSIONERS:  
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JULIE I. BROWN

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MARSHALL WILLIS, DIRECTOR  
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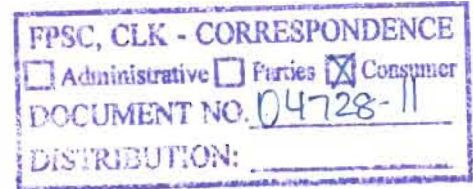
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# Public Service Commission

July 21, 2011



Don & Lois Clahane  
36209 Cherry Avenue  
Grand Island, FL 32735

**Re: Docket No. 110021-WS - Application for certificates to provide water and wastewater service in Lake County by COL Utility Systems, L.L.C.**

Dear Mr. & Mrs. Clahane:

Thank you for your letter dated July 14, 2011, in which you expressed your concerns regarding the above-referenced docket.

COL Utility Systems, L.L.C. (COL Utility or Utility) has submitted to the Florida Public Service Commission (Commission) for review proposed rates and charges in its application for water and wastewater certificates. These rates and charges can be reviewed in its application, which is accessible on the Commission's website located at:

<http://www.floridapsc.com/dockets/cms/docketdetails.aspx?docket=110021>. Commission staff is reviewing the proposed rates and charges and is currently scheduled to file its recommendation regarding this matter on August 11, 2011.

Regarding your concerns about discontinuance of water and wastewater services, please note that COL Utility will continue to provide these essential services to its customers during the pendency of the application process. The Utility has proposed to exclude the cost of providing water and wastewater services from lot rental fees and instead establish Commission-approved rates and charges. The Utility has indicated in its application that the approved rates will be offset by appropriate decreases in current lot rental fees. If the Commission approves the Utility's application, its regulation by the Commission will ensure that customers receive these services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact the undersigned by phone at (850) 413-6997 or [mjonesal@psc.state.fl.us](mailto:mjonesal@psc.state.fl.us).



Don & Lois Clahane  
Page 2  
July 21, 2011

Sincerely,

A handwritten signature in cursive script that reads "Melissa Jones-Alexis".

Melissa Jones-Alexis  
Regulatory Analyst  
Bureau of Certification, Economics, and Tariffs

cc: Division of Economic Regulation (Walden)  
Office of the General Counsel (Klancke)  
Office of Commission Clerk (Docket No. 110021-WS)

COMMISSIONERS:  
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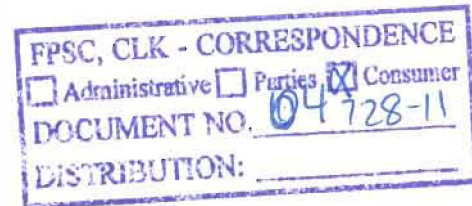
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# Public Service Commission

July 19, 2011



Bill Darre  
36111 Citrus Blvd.  
Grand Island, FL 32735

**Re: Docket No. 110021-WS - Application for certificates to provide water and wastewater service in Lake County by COL Utility Systems, L.L.C.**

Dear Mr. Darre:

Thank you for your letter filed on July 13, 2011, in which you expressed your concerns regarding the above-referenced docket.

COL Utility Systems, L.L.C. (COL Utility or Utility) has submitted to the Florida Public Service Commission (Commission) for review proposed rates and charges in conjunction with its application for water and wastewater certificates. These can be reviewed in its application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails.aspx?docket=110021>. Commission staff is reviewing the proposed rates and charges and is currently scheduled to file its recommendation regarding this matter on August 11, 2011.

COL Utility has proposed to exclude the cost of providing water and wastewater services from lot rental fees and instead establish Commission-approved rates and charges. The Utility has indicated in its application that the approved rates will be offset by appropriate decreases in current lot rental fees. If the Commission approves the Utility's application, its regulation by the Commission will ensure that customers receive these services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service.

Regarding your concerns about irrigation, the Commission recognizes that a portion of a customer's water usage does not return to the utility's wastewater facilities. Thus, an allowance is made and is reflected in the rates such that a customer does not incur wastewater charges for every drop of water used.

Should you have any questions regarding the above-referenced matter or the information contained herein, please feel free to contact the undersigned by phone at (850) 413-6997 or [mjonesal@psc.state.fl.us](mailto:mjonesal@psc.state.fl.us).



Bill Darre  
Page 2  
July 18, 2011

Sincerely,

A handwritten signature in cursive script that reads "Melissa Jones-Alexis". The signature is written in dark ink and is positioned above the typed name.

Melissa Jones-Alexis  
Regulatory Analyst  
Bureau of Certification, Economics, and Tariffs

cc: **D**ivision of Economic Regulation (Walden)  
Office of the General Counsel (Klancke)  
Office of Commission Clerk (Docket No. 110021-WS)

COMMISSIONERS:  
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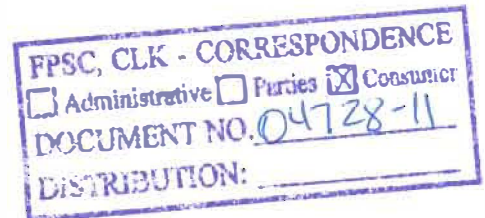
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COMMISSION  
CLERK

# Public Service Commission

July 19, 2011

Frank Simon  
13317 Sea Breeze Lane  
Grand Island, FL 32735



**Re: Docket No. 110021-WS - Application for certificates to provide water and wastewater service in Lake County by COL Utility Systems, L.L.C.**

Dear Mr. Simon:

Thank you for your letter dated July 11, 2011, in which you expressed your concerns regarding the above-referenced docket.

The Florida Department of Environmental Protection (DEP) regulates environmental concerns such as boil water notices. Utilities are required to report to the DEP incidences that necessitate the issuance of boil water notices to its customers. In some cases, boil water notices are issued as a precautionary measure, for example, when water pressure is low. You may wish to address your concerns regarding boil water notices to the DEP, which can be contacted through its website located at: <http://www.dep.state.fl.us>.

COL Utility Systems, L.L.C. (COL Utility or Utility) has submitted to the Florida Public Service Commission (Commission) for review proposed rates and charges in conjunction with its application for water and wastewater certificates. The Utility's proposed residential rates for water service are a base facility charge of \$15.14 and a gallonage charge of \$2.08 per 1,000 gallons. The Utility's proposed residential rates for wastewater service are a base facility charge of \$15.81 and a gallonage charge of \$2.51 per 1,000 gallons up to 10,000 gallons. The Utility has also proposed miscellaneous service charges, which can be reviewed in its application, accessible online at the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails.aspx?docket=110021>. Commission staff is reviewing the proposed rates and charges and is currently scheduled to file its recommendation regarding this matter on August 11, 2011.

The Utility has indicated in its application that the approved rates will be offset by appropriate decreases in current lot rental fees. If the Commission approves the Utility's application, its regulation by the Commission will ensure that customers receive these services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service.

COL Utility has stated that it currently does not have intentions to expand its service area. However, if the Utility decides to do so, it must submit an application with the Commission as a

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Frank Simon  
Page 2  
July 18, 2011

predicate to any expansion of service territory, and it must request approval to charge certain service availability charges for new connections (customers), which it has not proposed at this time.

Regarding your concerns about a "backup plan," COL Utility is required by the DEP to follow specific rules relating to such things as maintenance of the facilities, repairs needed, the use of proper treatment methods, and management of the plants by certified operators. DEP staff periodically inspects the Utility's facilities to determine whether they are in or out of compliance. If the Utility is deemed out of compliance, the DEP will require that specific deficiencies are corrected within a provided timeframe. You may wish to request additional information regarding compliance from the DEP.

Should you have any questions regarding the above-referenced matter or the information contained herein, please feel free to contact the undersigned by phone at (850) 413-6997 or [mjonesal@psc.state.fl.us](mailto:mjonesal@psc.state.fl.us).

Sincerely,



Melissa Jones-Alexis  
Regulatory Analyst  
Bureau of Certification, Economics, and Tariffs

cc: Division of Economic Regulation (Walden)  
Office of the General Counsel (Klancke)  
Office of Commission Clerk (Docket No. 110021-WS)



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# Public Service Commission

July 19, 2011

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DOCUMENT NO. <u>04728-11</u>		
DISTRIBUTION: _____		

Bertha Prado  
13105 Orange Avenue  
Grand Island, FL 32735

**Re: Docket No. 110021-WS - Application for certificates to provide water and wastewater service in Lake County by COL Utility Systems, L.L.C.**

Dear Ms. Prado:

Thank you for your letter dated July 9, 2011, in which you expressed your concerns regarding the above-referenced docket.

COL Utility Systems, L.L.C. (COL Utility or Utility) has proposed to exclude the cost of providing water and wastewater services from lot rental fees and instead establish rates and charges approved by the Florida Public Service Commission (Commission). The Utility has indicated in its application that the approved rates will be offset by appropriate decreases in current lot rental fees. If the Commission approves the Utility's application, its regulation by the Commission will ensure that customers receive these services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service.

Regarding your concerns about a "backup plan," COL Utility is required by the Florida Department of Environmental Protection (DEP) to follow specific rules relating to such things as maintenance of the facilities, repairs needed, the use of proper treatment methods, and management of the plants by certified operators. DEP staff periodically inspects the Utility's facilities and determines whether they are in or out of compliance. If the Utility is deemed out of compliance, the DEP will require that specific deficiencies are corrected within a provided timeframe. You may wish to request additional information regarding compliance from the DEP, which can be contacted through its website located at: <http://www.dep.state.fl.us>.

Should you have any questions regarding the above-referenced matter or the information contained herein, please feel free to contact the undersigned by phone at (850) 413-6997 or [mjonesal@psc.state.fl.us](mailto:mjonesal@psc.state.fl.us).

Bertha Prad●  
Page 2  
July 18, 2011

Sincerely,

A handwritten signature in cursive script that reads "Melissa Jones-Alexis". The signature is written in black ink on a white background.

Melissa Jones-Alexis  
Regulatory Analyst  
Bureau of Certification, Economics, and Tariffs

cc: Division of Economic Regulation (Walden)  
Office of the General Counsel (Klancke)  
Office of Commission Clerk (Docket No. 110021-WS)

COMMISSIONERS:  
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# Public Service Commission

July 19, 2011

FPSC, CLK -  
 Administrative  Parties  Consumer  
DOCUMENT NO. 110021-11  
STRIB ON:

Robena Foland  
36148 Citrus Blvd.  
Grand Island, FL 32735

**Re: Docket No. 110021-WS - Application for certificates to provide water and wastewater service in Lake County by COL Utility Systems, L.L.C.**

Dear Ms. Foland:

Thank you for your letter dated July 11, 2011, in which you expressed your concerns regarding the above-referenced docket.

COL Utility Systems, L.L.C. (COL Utility or Utility) has submitted to the Florida Public Service Commission (Commission) for review proposed rates and charges in its application for water and wastewater certificates. These can be reviewed in its application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails.aspx?docket=110021>. Commission staff is reviewing the proposed rates and charges and is currently scheduled to file its recommendation regarding the approval of the same on August 11, 2011.

COL Utility will continue to provide these essential services to its customers during the pendency of the application process. The Utility has proposed to exclude the cost of providing water and wastewater services from lot rental fees and instead establish Commission-approved rates and charges. The Utility has indicated in its application that the approved rates will be offset by appropriate decreases in current lot rental fees. If the Commission approves the Utility's application, its regulation by the Commission will ensure that customers receive these services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact the undersigned by phone at (850) 413-6997 or [mjonesal@psc.state.fl.us](mailto:mjonesal@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script that reads "Melissa Jones-Alexis".

Melissa Jones-Alexis  
Regulatory Analyst  
Bureau of Certification, Economics, and Tariffs

cc: Division of Economic Regulation (Walden)  
Office of the General Counsel (Klancke)  
Office of Commission Clerk (Docket No. 110021-WS)

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**Diamond Williams**

110021-WS

**From:** Tom Walden  
**Sent:** Tuesday, July 19, 2011 1:44 PM  
**To:** Diamond Williams; Matilda Sanders  
**Cc:** Melissa Jones-Alexis  
**Subject:** need to move pages in another document



In Docket No. 110023-WS, Document No. 04214-11, the first six pages involve correspondence from Robena P. Foland and in her letter she references Docket No. 110023-WS. Ms. Foland's address on Citrus Boulevard in Grand Island, shows that she is actually a customer of the Grand Island system in Docket No. 110021-WS.

Please move these six pages from Docket No. 110023-WS to Docket No. 110021-WS.

Tom Walden, ECR

COMMISSIONERS:  
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RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



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(850) 413-6900

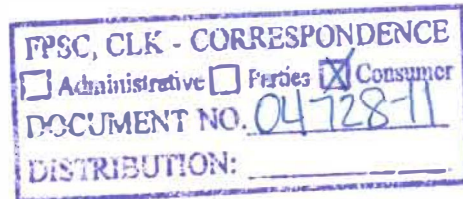
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11 JUL 19 AM 9:31

COMMISSION  
CLERK

# Public Service Commission

July 18, 2011



James & Edythe Ekensten  
13053 Orange Avenue, Lot 382  
Grand Island, FL 32735

**Re: Docket No. 110021-WS - Application for certificates to provide water and wastewater service in Lake County by COL Utility Systems, L.L.C.**

Dear Mr. & Mrs. Ekensten:

Thank you for your letter dated July 6, 2011, in which you expressed your concerns regarding the above-referenced docket.

COL Utility Systems, L.L.C. (COL Utility or Utility) has submitted to the Florida Public Service Commission (Commission) for review proposed rates and charges in conjunction with its application for water and wastewater certificates. The Utility's proposed residential rates for water service are a base facility charge of \$15.14 and a gallonage charge of \$2.08 per 1,000 gallons. The Utility's proposed residential rates for wastewater service are a base facility charge of \$15.81 and a gallonage charge of \$2.51 per 1,000 gallons up to 10,000 gallons. As the wastewater gallonage charge is capped at 10,000 gallons, the maximum gallonage charge is \$25.10 (\$2.51 per 1,000 gallons x 10,000 gallons). The Utility has also proposed miscellaneous service charges, which can be reviewed in its application, accessible online at the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails.aspx?docket=110021>. Commission staff is reviewing the proposed rates and charges and is currently scheduled to file its recommendation regarding this matter on August 11, 2011.

Regarding your concerns about irrigation, the Commission recognizes that a portion of a customer's water usage does not return to the utility's wastewater facilities. Thus, an allowance is made and is reflected in the rates such that a customer does not incur wastewater charges for every drop of water used.

Regarding your concerns about an "emergency plan," COL Utility is required by the Florida Department of Environmental Protection (DEP) to follow specific rules relating to such things as maintenance of the facilities, repairs needed, the use of proper treatment methods, and management of the plants by certified operators. DEP staff periodically inspects the Utility's facilities and determines whether they are in or out of compliance. If the Utility is deemed out of compliance, the DEP will require that specific deficiencies are corrected within a provided timeframe. You may wish to request additional information regarding compliance from the DEP, which can be contacted through its

July 18, 2011

website located at: <http://www.dep.state.fl.us>. Staff is reviewing COL Utility's overall compliance with DEP Rules and will provide its conclusions regarding the same in its recommendation.

The Commission requires every regulated utility to comply with a set of Rules and Regulations designed to protect both the customer and the utility. These Rules and Regulations discuss such topics as policy disputes, refusal or discontinuance of service, and customer billing. COL Utility submitted with its application a set of Water and Wastewater Tariffs to be reviewed and approved by staff. The Rules and Regulations can be found within each of these Tariffs. Once the Utility receives approved Tariffs from the Commission, the Utility is required by Commission Rules contained within Chapter 25-30 of the Florida Administrative Code to make them available to customers at the Utility's main office during regular business hours.

The DEP regulates environmental concerns such as boil water notices. Utilities are required to report to the DEP incidences that necessitate the issuance of boil water notices to its customers. You may wish to address your concerns regarding boil water notices to the DEP.

The Utility has indicated that it currently does not have intentions to expand its service area. However, if the Utility decides to do so, it must submit an application with the Commission as a predicate to any expansion of service, and it must request approval to charge certain service availability charges for new connections (customers), which it has not proposed at this time. The Utility's DEP permits must also be modified. Additional information regarding permitting can be obtained from the DEP. Any concerns you may have regarding violations of the community's prospectus should be addressed to the Florida Department of Business & Professional Regulation, which can be contacted through its website located at: <http://www.myfloridalicense.com/dbpr>.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact the undersigned by phone at (850) 413-6997 or [mjonesal@psc.state.fl.us](mailto:mjonesal@psc.state.fl.us).

Sincerely,



Melissa Jones-Alexis  
Regulatory Analyst  
Bureau of Certification, Economics, and Tariffs

cc: Division of Economic Regulation (Walden)  
Office of the General Counsel (Klancke)  
Office of Commission Clerk (Docket No. 110021-WS)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



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

RECEIVED-FPSC

11 JUL 19 AM 9:31

COMMISSION  
CLERK

# Public Service Commission

July 18, 2011

Roy & Marilyn Scherdin  
36022 Palm Breeze Lane  
Grand Island, FL 32735

FPSC, CLK - CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04728-11</u>	
DISTRIBUTION: _____	

**Re: Docket No. 110021-WS - Application for certificates to provide water and wastewater service in Lake County by COL Utility Systems, L.L.C.**

Dear Mr. & Mrs. Scherdin:

Thank you for your letter dated July 8, 2011, in which you expressed your concerns regarding the above-referenced docket.

Regarding your concerns about the cost impact on homeowners, COL Utility Systems, L.L.C. (COL Utility or Utility) has proposed to exclude the cost of providing water and wastewater services from lot rental fees and instead establish rates and charges approved by the Florida Public Service Commission (Commission). The Utility has indicated in its application for water and wastewater certificates that the approved rates will be offset by appropriate decreases in current lot rental fees. If the Commission approves the Utility's application, its regulation by the Commission will ensure that customers receive these services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service.

For additional information regarding this docket, please visit the Docket Details page of the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails.aspx?docket=110021>. Commission staff is reviewing the Utility's application and is currently scheduled to file its recommendation regarding this matter on August 11, 2011.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact the undersigned by phone at (850) 413-6997 or [mjonesal@psc.state.fl.us](mailto:mjonesal@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script that reads "Melissa Jones-Alexis".

Melissa Jones-Alexis  
Regulatory Analyst  
Bureau of Certification, Economics, and Tariffs

cc: Division of Economic Regulation (Walden)  
Office of the General Counsel (Klancke)  
Office of Commission Clerk (Docket No. 110021-WS)

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Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)



COMMISSIONERS:  
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STATE OF FLORIDA



RECEIVED-FPSC  
MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900  
11 JUL 19 AM 9:31

COMMISSION  
CLERK

# Public Service Commission

July 18, 2011



Henry & Joyce Scroggins  
13034 Orange Avenue  
Grand Island, FL 32735

**Re: Docket No. 110021-WS - Application for certificates to provide water and wastewater service in Lake County by COL Utility Systems, L.L.C.**

Dear Mr. & Mrs. Scroggins:

Thank you for your letter dated July 6, 2011, in which you expressed your concerns regarding the above-referenced docket.

COL Utility Systems, L.L.C. (COL Utility or Utility) has submitted to the Florida Public Service Commission (Commission) for review proposed rates and charges in its application for water and wastewater certificates. These rates and charges can be reviewed in its application, which is accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails.aspx?docket=110021>. Commission staff is reviewing the proposed rates and charges and is currently scheduled to file its recommendation regarding this matter on August 11, 2011.

Regarding your concerns about discontinuance of water and wastewater services, please note that the Utility will continue to provide these essential services to its customers during the pendency of the application process. COL Utility has proposed to exclude the cost of providing water and wastewater services from lot rental fees and instead establish Commission-approved rates and charges. The Utility has indicated in its application that the approved rates will be offset by appropriate decreases in current lot rental fees. If the Commission approves the Utility's application, its regulation by the Commission will ensure that customers receive these services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service.

Regarding your concerns about a "backup plan," COL Utility is required by the Florida Department of Environmental Protection (DEP) to follow specific rules relating to such things as maintenance of the facilities, repairs needed, the use of proper treatment methods, and management of the plants by certified operators. DEP staff periodically inspects the Utility's facilities and determines whether they are in or out of compliance. If the Utility is deemed out of compliance, the DEP will require that specific deficiencies are corrected within a provided timeframe. You may wish to request

Henry & Joyce Scroggins

Page 2

July 18, 2011

additional information regarding compliance from the DEP, which can be contacted through its website located at: <http://www.dep.state.fl.us>.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact the undersigned by phone at (850) 413-6997 or [mjonesal@psc.state.fl.us](mailto:mjonesal@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script that reads "Melissa Jones-Alexis".

Melissa Jones-Alexis  
Regulatory Analyst  
Bureau of Certification, Economics, and Tariffs

cc: Division of Economic Regulation (Walden)  
Office of the General Counsel (Klancke)  
Office of Commission Clerk (Docket No. 110021-WS)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



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

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11 JUL 19 AM 9:31

COMMISSION  
CLERK

# Public Service Commission

July 18, 2011

Robert & Lorraine Harrison  
13228 Lemon Avenue, Lot 297  
Grand Island, FL 32735

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04728-11		
DISTRIBUTION: _____		

**Re: Docket No. 110021-WS - Application for certificates to provide water and wastewater service in Lake County by COL Utility Systems, L.L.C.**

Dear Mr. & Mrs. Harrison:

Thank you for your letter dated July 7, 2011, in which you expressed your concerns regarding the above-referenced docket.

The Florida Department of Environmental Protection (DEP) regulates such environmental concerns as boil water notices. Utilities are required to report to the DEP incidences that necessitate the issuance of boil water notices to its customers. You may wish to address your concerns regarding boil water notices to the DEP, which can be contacted through its website located at: <http://www.dep.state.fl.us>.

The Florida Public Service Commission (Commission) requires every regulated utility to comply with a set of Rules and Regulations designed to protect both the customer and the utility. These Rules and Regulations discuss such topics as policy disputes, refusal or discontinuance of service, and customer billing. COL Utility Systems, L.L.C. (COL Utility or Utility) submitted with its application a set of Water and Wastewater Tariffs to be reviewed and approved by staff. The Rules and Regulations can be found within each of these Tariffs. Once the Utility receives approved Tariffs from the Commission, the Utility is required by Commission Rules contained within Chapter 25-30 of the Florida Administrative Code to make them available to customers at the Utility's main office during regular business hours.

COL Utility also submitted to the Commission for review proposed rates and charges in its application for water and wastewater certificates. The Utility's proposed residential rates for water service are a base facility charge of \$15.14 and a gallonage charge of \$2.08 per 1,000 gallons. The Utility's proposed residential rates for wastewater service are a base facility charge of \$15.81 and a gallonage charge of \$2.51 per 1,000 gallons up to 10,000 gallons. The Utility has also proposed miscellaneous service charges, which can be reviewed in its application, accessible online at the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails.aspx?docket=110021>. Commission staff is reviewing the proposed rates and charges and is currently scheduled to file its recommendation regarding this matter on August 11, 2011.

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Robert & Lorraine Harrison

Page 2

July 18, 2011

Regarding your concerns about irrigation, the Commission recognizes that a portion of a customer's water usage does not return to the utility's wastewater facilities. Thus, an allowance is made and is reflected in the rates such that a customer does not incur wastewater charges for every drop of water used.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact the undersigned by phone at (850) 413-6997 or [mjonesal@psc.state.fl.us](mailto:mjonesal@psc.state.fl.us).

Sincerely,



Melissa Jones-Alexis

Regulatory Analyst

Bureau of Certification, Economics, and Tariffs

cc: Division of Economic Regulation (Walden)  
Office of the General Counsel (Klancke)  
Office of Commission Clerk (Docket No. 110021-WS)



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

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11 JUL 19 AM 9:30

COMMISSION  
CLERK

110021  
DISTRIBUTION CENTER  
11 JUL 19 AM 7:57

John W. and Stephanie J. Neborsky-Thrower  
36134 Citrus Blvd  
Grand Island, FL 32735-9214

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04728-11		
DISTRIBUTION: _____		

Re: Application for Public Utility  
Equity Life Style Properties, Inc.  
Docket 110023

July 11, 2011

We believe that Equity Life Style Properties, Inc., hereafter known as ELS, should in NO way be granted a certificate to operate a waste treatment facility as a utility within the confines of Grand Island Resort.

ELS is not capable in our opinion of managing their existing facilities. Specifically, the water system in Grand Island Resort is a disaster. There are two wells on the property and they have over the years been poorly maintained and ELS has used a "band aid" approach to keeping this system operational. Recently one of the wells malfunctioned and it took nearly 9 months to get a part to repair and bring the well back to full operation. During this time, there were many period where the residents had to boil water. This is totally unsatisfactory. Had there been a casualty to the second well we would have been without water. The water from these wells smell and it is quite unpleasant. It is obvious to us that ELS had and has no desire to provide us with an adequate water system.

The infrastructure in this resort is over thirty (30) years old, out of date, inadequate and insufficient for this community. To our knowledge, there are no back up plans and there are not plans to upgrade this woefully needed infrastructure. ELS response to this situation is to do nothing, except to put new, uninhabitable homes on the property and tie them into the existing out moded system. Examples of ELS lack of concern for and knowledge of this resorts infrastructure is the fact that the shut off valve for the community swimming pool is located under a resident's home. This was actually discovered by accident. Another is that when it rains, water runs down the street and under the home of a resident. Is this by design or due to a poorly designed or lack of an adequate infrastructure? Yet is another is in our home is the lack of adequate water pressure and we are relatively close to the wells and pumps. Should water be

running outside or in the laundry or dish washer then water elsewhere in the home is not much more than a trickle. This does not speak well for ELS's ability to manage their existing systems for the homes in this community. To this end, we don't see them capable of managing a public utility such as a treatment plant.

Most all of the residents of Grand Island Resort are retired and on fixed incomes. Having said this, many are finding it difficult to live here because of escalating costs. A good number have left or placed their properties up for sale due to ELS nickel and diming us to death. Those that remain are struggling.

This utility is another way for ELS to squeeze more money out of us. Yes, they say we'll get and rent reduction or proration but don't be fooled. Currently our existing rent payments include our utilities of water, sewer and trash disposal. This utility as proposed would unbundle those items we are already paying for. The proposal alleges that we would get a rent decrease as we pay for these bundled items separately. Actually we'll end up paying more as we end up paying for each one separately. Here is another example of ELS nickel and diming its residents. At present as we understand it, our water rate is tied to the amount of water that is supposed to be going into the waste treatment plant and this is based on the amount of water that is coming from the well. What about the 3000 plus gallons a month that doesn't make it to the treatment plant from the well because it is used by homeowners to maintain their lawns and gardens? Why are we charged for this? Again it comes down to poor management of the existing utility.

What is the plan for the proposed public utility should there be a problem? As we understand it from meetings we've attended, there is none. We're not surprised in view of the nonexistence of an infrastructure plan for the resort at present. If there is, then it hasn't been promulgated to the homeowners nor the HOA.

As we've been able to determine, this plan calls for the installation of water meters on each home, except for the new section of the resort which already has them. Who is going to pay for this, the homeowner? How much input will the individual homeowner have as to the size of the meter or is this going to be dictated by the utility? We don't know of any homeowner who can/could afford \$757.00 for a six inch meter! If ELS is going to be the owner of this utility, they should bear all costs associated with purchase and installation of these meters. Will this then correct the horrible water pressure that was afore mentioned? How will ELS and their utility go about attaching these meters to our homes? Will they have to excavate around our homes and throughout the community? Will they restore the property to its prior condition before the excavation or will they just leave it and have the homeowner be responsible to restore the appearance of the property? None of this information is available in their plan and



probably never will be. Proper prior planning prevents pitifully poor performance, and ELS does little of this and it shows with the condition of the existing facilities.

Just who would be running and maintaining this utility? Does ELS have certified and qualified water treatment trained personnel to do this? Who is going to pay for these people? Most certainly ELS will devise a plan to raise the residents rent and or usage fees to cover the cost of hiring people to manage this system.

There are numerous issues here at Grand Island Resort all as a result of poor planning and management in the community. What used to be a 55+ community isn't any longer. ELS has a penchant for rewriting the rules and regulations to suit themselves regardless to what they had previously agreed to with the residents. This is part of their management style. The rules and regulations that we as homeowners are bound by, so is ELS, as they signed off on them. Too frequently, the management choses to overlook these rules, and does as it pleases. Is this how they will regulate and run a utility? ELS has a poor history of on site management by poor decision making as evidenced by placing 5 new homes within the community all poorly placed and three of which will probably not be occupied. Will these same woefully inept management practices continue with a public utility? We think they probably will!

We take issue with the issuance of the initial letter of intent to establish a public utility, sent to the residents of this community. Many of the residents are part time, only here in the winter. We believe this was purposely done while there were the fewest people here, knowing there would be less reaction because the residents would not be informed. These people would not be able to participate in discussion and become aware of what is going on. ELS couldn't even get the address correct for the Grand Island Resort on such an important letter. This letter came from management. With regard to ELS keeping the HOA informed is a hoax at best. ELS has been vague or non-responsive to requests or initiatives for information by our HOA. We certainly don't see this as a company that wants to keep their clientele informed.

Before ELS is granted a certificate to operate a public utility at Grand Island Resort, they should be required to update and install a modern up to date infrastructure for the existing community.

Respectfully Submitted,

John W. and Stephanie J. Neborsky-Thrower

Handwritten signatures of John W. and Stephanie J. Neborsky-Thrower. The signature for John W. is on the left and the signature for Stephanie J. Neborsky is on the right.

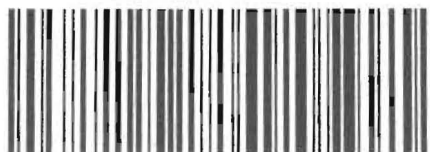
Cc: COL Utility Systems, L.L.C.

Grand Island Home Owners President

---

John & Stephanie Neborsky-Thrower  
36134 Citrus Blvd  
Grand Island, FL 32735-9214

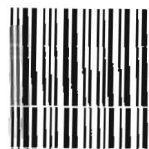
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UNITED STATES  
POSTAL SERVICE



32399

U.S. POSTAGE  
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GRAND ISLAND, FL  
32735  
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AMOUNT

**\$5.59**

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**RETURN RECEIPT  
REQUESTED**

Office of Commission Clerk

Florida Public Service Commission

2540 Shumand Oak Boulevard

Tallahassee, FL 32399-0850

32399-0850 0001





RECEIVED--FPSC

REGISTRATION CENTER  
17 JUL 18 AM 7:40

Don and Lois Clahane  
36209 Cherry Ave  
Grand Island, FL 32735

COMMISSION  
CLERK

July 14, 2011

FPSC, CLK - CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 04728-11  
DISTRIBUTION:

Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard

RE: COL Utility Systems L.L.C. Inc., Application for Public Utility - Legal Notice

To Whom It May Concern:

In response to the legal notice pursuant to Section 367.045, Florida Statutes, of the application of Col Utility Systems L.L.C. to operate a water and wastewater utility to provide service as described in said legal notice, Property/Community known as Grand Island Resort 55 and over community.

We respectfully request that you deny their request to operate a water and wastewater utility service.

When we purchased our home in this community in October 2004. We signed a contract with ELS. In that contract, water, wastewater disposal and trash pickup were part of the amenities we were to receive. In said contract there is no mention of future discontinuance of these services. They say they will lower our rent, but what is to keep them from raising our rent the next year to be right back to what we are paying now? ELS has raised our rent every year since we have lived here, making it difficult to sell our homes and bringing our property value down, adding a water bill on top of the rent we pay will only further devalue our property. One reason we decided to purchase a home where we rent a lot instead of owning a lot was the amenities which included the water being furnished.

Most people that live in this community live on a fixed income. Approval of this request for public utility will place a greater hardship on us all. Our Social Security cost of living were frozen for two years even though the cost of living increased. Approving the COL request to operate a water and wastewater utility will only add more hardship on seniors.

Again, we ask that you please deny the request of COL Utility Systems, L.L.C. to operate a water and wastewater utility at Grand Island Resort.

Respectfully,

*Don Clahane*  
*Lois Clahane*

copy to:  
COL Utility Systems, L.L.C.  
c/o Equity Lifestyle Properties, Inc.  
Grand Island Resort Mobile Home Park  
13330 Sea Breeze Lane  
Grand Island, Florida 32735



Don & Lois Clahane  
36209 Cherry Ave  
Grand Island, FL 32735

ORLANDO FL 328

16 JUL 11 PM 6 L



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

3239930850



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

RECEIVED--FPSC

11 JUL 15 PM 1:00

COMMISSION  
CLERK

DISTRIBUTION CENTER  
11 JUL 15 AM 7:10

From: Robena P. Foland  
36148 Citrus Blvd.  
Grand Island, Fl. 32735

Re: Application for Public Utility  
Equity Life Style Properties, Inc.  
Docket 110023

110021-WS

July 11, 2011

Sirs/Madams

FPSC, CLK -		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		04728-11
DISTRIBUTION:		

I sincerely hope that the powers that be will not grant a certificate to operate a waste treatment facility as a utility within the confines of Grand Island Resorts.

It is incredulous to think Equity Life Style Properties, Inc. could manage a new facility when they can't even manage the ones they have now: ref. my letter dated 1-30-11. Yes, simple but of monumental, insurmountable complexity to ELS.

When I rented said property, I was given and signed a "contract" in which both parties agreed to certain stipulations. Now in mid-stream they want to "change the conditions of contract? As it is, we pay top dollar for property rental compared to other parks and now they want to add more of a financial burden to those of us who are living on a "fixed" income? Corporate greed by any other name ----- Not only that but it occurs to me it borders on monopoly and the anti-trust law should apply somewhere in the "take over".

Before I get too emotional, let me just say, the bigger the governing power, the less efficient and more corrupt it becomes and I suggest you look at our own Federal government (attached, another example of power gone mad!)

and I rest my case.

I beg of you, DO NOT grant ELS the aforementioned certificate.

Respectfully,

A handwritten signature in blue ink, appearing to read "Robena P. Foland". The signature is written in a cursive style with a large, sweeping initial 'R'.

Robena P. Foland

CC: File

ELS

Grand Island Home Owners President

January 30, 2011

To: Management at ELS

From: Robena P. Foland  
36148 Citrus Blvd.  
Grand Island, Fl. 32735

Re: Tree/s located on property  
At 36142 Citrus Blvd.

Dear Sir/Madam

Since I have purchased my home three years ago, I have been subjected to a situation that has become untenable and which I am positive that any member of management at ELS would not tolerate. For the first two years, I was physically able to clean up the daily mess caused by the oak tree located between the properties. I approached the owner and asked her very nicely if I could take control of that side of her home since it is what I look at every day when I walk out of my door--(It is always filthy and overgrown)--I would keep it clean, the trees trimmed etc. and since she never saw that side of her house it would benefit both of us, me esthetically and she cost efficient,--- she refused stating that was her property. I was amazed that my offer was refused since my neighbor on the other side asked me the very same thing and of course I gave her my permission since I never saw that side of my house anyway and now she looks out onto a beautifully landscaped garden that gives her great joy every time she steps outside. I might add that I get great enjoyment at the sight when I approach my house. Looks lovely  
Then last summer. The limbs on the oak tree were over my roof and I was afraid if a hurricane or high winds came, it would tear my roof off., not to mention the damage to my gutters (I'm sure you saw the black stuff on my sidewalk caused by the litter in the gutters which I am sure is stuffed with leaves and seeds from this tree.) All summer long I complained to management about either getting her to trim the tree or ELS trim it. Finally, at the end of the summer, Tony from maintenance trimmed off a few limbs. When Sue returned from New Hampshire, I asked her very nicely one day (when I was sure there was a witness) if she would please trim the palm tree that is between the two homes. She stated that the palm tree was fine (even though I knew she had received a letter from ELS to trim said palm) so I gave up and haven't spoken to her since. That however did not cure the problem. Now it has become a point of physical endangerment. I have had knee surgery (full replacement) and the other night I came home after dark, stepped on one of those seeds/acorns that was on my porch, twisted my knee and have been in severe pain ever since. I have told management several times that I was concerned should one of my guests or visiting nurses trip on those seeds and now it has come to fruition.

As I see it we have two choices: (a) Cut the tree down and clean my gutters). or (b) ELS can buy my house at the price I paid for it. And I will be happy to move. The decision is yours.

Respectfully yours,

Robena P. Foland

PPS: Sue hollered at me the other day that I was to remove my butterfly crossing sign and the lights I put along my walkway or she would remove them. Such vindictiveness

CC: File



## SmartZone Communications Center

EdisonsEtchings@comcast.net

+ Font size -

---

**Passports! Your laugh for the day. LvM**

---

**From :** Martha <mth\_mv@yahoo.com>

Thu Jan 6 2011 9:49:55 AM

**Subject :** Passports! Your laugh for the day. LvM**To :** M <mth\_mv@yahoo.com>**Reply To :** mth mv <mth\_mv@yahoo.com>**ACTUAL PASSPORT APPLICATION LETTER SENT BACK TO STATE DEPARTMENT**

Dear Mrs. Ms. or Sir:

I am in the process of renewing my passport and still cannot believe this.

How is it that Radio Shack has my address and telephone number and still knows that I bought a cable TV from them in 1987 (23 years ago), and yet, the Federal Government is still asking me where I was born and on what date.

For Christ sakes, do you guys do this by hand? Ever heard of computers?

My birth date you have in my social security file. It's on EVERY income tax form I've filed for the past 30 years. It's on my Medicare health insurance card and my driver's license, It's on the last eight damn passports I've had, It's on every stupid customs declaration form I've had to fill out before being allowed off the plane for the last 30 years. And it's on all those census forms that we have to do at election times.

Would somebody please take note, once and for all, that my mother's name is Maryanne, my father's name is Robert and I'm reasonably confident that neither name is likely to change between now and when I die.

Between you an' me, I've had enough of this bureaucratic bullshit!

You send the application to my house, then you ask me for my #\*&amp;#%\*&amp; address.

What is going on? You must have a gang of bureaucratic Neanderthal morons working there!

Look at my damn picture. Do I look like Bin Laden? I just want to go and park my ass on a sandy beach. And would someone please tell me, why would you give a damn whether I plan on visiting a farm in the next 15 days? If I ever got the urge to do something weird to a chicken or a goat, believe you me, I'd sure as hell not want to tell anyone!

Well, I have to go now because I have to go to the other end of the county and get another #\*^&amp;#^\*^&amp; copy of my birth certificate to the tune of \$100.

Would it be so difficult to have all the services in the same area so I could get a new passport the same day? Nooooo, that would require planning and organization. And it would be too logical for the @&amp;^\*^%@% government.

You'd rather have us running all over the place like chickens with our heads cut off. Then, we have to find some ass hole to confirm that it's really me in the damn picture - you know, the one where we're not allowed to smile.....Hey, you know why we can't smile?

We're totally pissed off!

Signed

- An Irate Citizen.

P.S.: Remember what I wrote about getting someone to confirm that the picture is me? Well, my family has been in the United States of America since 1776. I have served in the military for something over 35 years and have had security clearances up the ying yang.. However, I have to get someone important to verify who I am - you know, someone like my doctor..... WHO WAS BORN AND RAISED IN INDIA !

And you ass holes want to run our health care system?????

Signed

- An Irate Citizen.

P.S.: Remember what I wrote about getting someone to confirm that the picture is me? Well, my family has been in the United States of America since 1776. I have served in the military for something over 35 years and have had security clearances up the ying yang.. However, I have to get someone important to verify who I am - you know, someone like my doctor..... WHO WAS BORN AND RAISED IN INDIA !

And you ass holes want to run our health care system?????

 *A flower for you from Martha.*

---



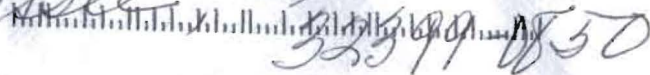
Mrs. Robena Foland  
 36148 Citrus Blvd.  
 Grand Island, FL 32735-9214



USA FIRST-CLASS FOREVER

Office of Commission Robert  
 Florida Public Service Comm.  
 2540 Shumard Oak Blvd.  
 Tallahassee, FL  
 32399-1850

32399-1850



110021-WS

July 11, 2011

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11 JUL 14 AM 7:30  
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Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.,  
Tallahassee, FL 32399-0850

11 JUL 14 AM 11:54

COMMISSION  
CLERK

Re: PSC Docket # 110021  
Objection to Petition of COL Utility Systems, L.L.C.  
For a Proposed or Existing System Requesting Initial Rates and Charges.

Dear Public Service Commissioners:

As a homeowner in Grand Island Resort this letter is a formal objection to Equity Lifestyle Properties and COL Utility Systems, L.L.C. being granted the application to becoming a public utility to operate a water and wastewater utility providing service to Grand Island Resort residents.

In the five (5) years that I have been a resident we have been without water numerous times and were told we needed to boil our water after repairs were done.

Equity Lifestyle Properties and COL Utility Systems have not provided the residents with any information as to what the costs to us will be for water rate per usage and sewer service charge per month. This community has over sixty empty lots therefore who will absorb the infrastructure cost to make these lots ready?

There is no back up plan, we have two wells, and our East Well was out of service for nearly a year waiting for a part. There is no warning system in place to boil water when there is an interruption of service due to broken water pipes, etc. except for a small sign at the entrance. Many of our residents do not go off property every day, therefore they are not aware of the boil water notice.

The residents here in Grand Island Resort have not been properly represented and informed by the HOA that is currently in place. Our community consists of two (2) areas, The west side dates back over 35 years and has an infrastructure that has sustained wear and will need to be replaced and the east side is six (6) years old but has not been completed as there are only 16 sites, with homes on those sites, developed out of a total of 57 sites.

This community consists of many elderly residents, living on limited incomes, and some living only on social security payments. Any unbundling of the rental agreement is going to have a major impact on their ability to pay separately for water and sewer services as the reduction in lot rent will be less that the total monthly costs for water and sewer services.

It does appear that this change is solely to form a separate company for monetary gain only that is not afforded the current system in place.

Respectfully,

Frank Simon  
13317 Sea Breeze Ln.  
Grand Island, FL 32735

FPSC, CLK - CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 04.728-11  
DISTRIBUTION: \_\_\_\_\_

c: COL Utility Systems, L.L.C., C/O Equity Lifestyle Properties, Inc.  
Grand Island Resort Mobile Home Park  
13330 Sea Breeze Ln., Grand Island, FL. 32735





110021-WS

RECEIVED-FPSC

11 JUL 13 PM 1:29

DEAR ELS:

COMMISSION  
CLERK

I HAVE LIVED HERE AT GRAND ISLAND RESORT SINCE OCTOBER 1996.  
MY HUSBAND WAS ILL WITH SEVERE LUNG PROBLEMS AND WE COULD  
NO LONGER LIVE IN UPSTATE NEW YORK WINTERS. HE PASSED AWAY  
APRIL 5, 2004. I WAS INTENDING TO BE HERE FOR MANY YEARS TO COME.

I AM A WIDOW, 74 YEARS OLD TRYING TO LIVE ON SOCIAL SECURITY.  
IF YOU GO AHEAD WITH THE WATER METER PLAN I MAY HAVE TO LEAVE  
HERE. THE RENT IS HIGHER EACH YEAR AND NOW THIS WATER RATE WILL  
HURT MANY OF US. PLEASE RECONSIDER.

SINCERELY,

SIMONE WARD

36052 CHERRY AVENUE

GRAND ISLAND, FL.

*Simone Ward*

*7/5/11*

11 JUL 13 PM 12:19

REGISTRATION CENTER

 Simone Ward  
36052 Cherry Ave.  
Grand Island  
FL 32735-9204

MID FLORIDA PDC  
FL 327 3 T  
08 JUL 2011 PM



*Commission Clerk  
Florida Public Service Commission  
2540 Shamard Oak Blvd.  
Tallahassee, FL 32399-0850*

32399+0850



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11 JUL 13 PM 1:28

COMMISSION  
CLERK

July 8, 2011

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04728-11</u>		
DISTRIBUTION: _____		

To whom it May Concern:

My name is Roy Scherdin. My wife and I live in Grand Island Resort, which is owned by ELS. ELS is applying to become a State of Florida regulated utility. As of now, our water costs are taken out of our monthly rent. There will be a big expense to change the system over.

I have concerns as to what the cost will be to the homeowners. Will the state be there to regulate ELS, or do they have an open book to charge whatever they want to us? This is a community of older adults. Many of us live on a fixed income. It would be a hard burden to bear if the water costs were to change from what they are now.

I appreciate your consideration.

Sincerely,



Roy & Marilyn Scherdin  
36022 Palm Breeze Lane  
Grand Island, Fl. 32735

11 JUL 13 PM 12:19

DISTRIBUTION CENTER

ROY & MARILYN SCHERDIN  
36022 PALM BREEZE LA.  
GRAND ISLAND, FL  
32735

MID FLORIDA PDC  
FL 327 3 T  
08 JUL 2011 PM



OFFICE OF THE COMMISSION CLERK  
FLORIDA PUBLIC SERVICE COMM.  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FL.

RE.

APPL. FOR PUBLIC UTILITY  
LEGAL NOTICE

32399-0850  
32399-0850



Don & Dolly Carlisle  
13152 Grape Ave.  
Grand Island, FL 32735

RECEIVED-FPSC

11 JUL 13 PM 1:28

COMMISSION  
CLERK

July 8, 2011

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04728-11		
DISTRIBUTION: _____		

RE: Application for Public Utility-Legal Notice  
Grand Island Resort, Grand Island Florida

Gentlemen:

We have been residents of Grand Island Resort for over 23 years and have not had a problem with water or sewage during that time. Since ELS took over management they have consistently raised our rental rates and are now trying to change the manner in how we pay for our water, etc. They do not follow the current rules & regulations as outlined in our prospectus and we would be concerned that they would not follow state rules. We are on fixed income as are the majority of our residents and any increase in costs would be very difficult for us.

The proposed rates outlined in the application, we feel are out of line with other communities and must be addressed by the commission before implementation of the proposed plan.

Yours truly,

*Donal W Carlisle Dolly Carlisle*

Don Carlisle/Dolly Carlisle

11 JUL 13 PM 12:20

RECEIVED IN CENTER

*P. Carlucci  
13152 Grape Ave  
Grand Island, FL 32755*

MID FLORIDA PDC  
FL 327 3 T  
08 JUL 2011 PM



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

32399+0850



Bill Darric  
36111 CITRUS BLVD  
Grand Island

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11 JUL 13 PM 1:28

COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE		
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DOCUMENT NO. 04728-11		
DISTRIBUTION: _____		

TO WHOM IS MIGHT CONCERN

AFTER READING YOUR LETTER DATED JUNE 13 2011 I HAVE CONCERNS ABOUT OUR WATER SUPPLY. I DIDN'T SEE WHAT COST IS GOING TO BE. NORMALLY I BELIEVE WE ARE ALLOWED SO MANY GALLONS AND A CHARGE FOR GOING OVER THAT. I WOULD LIKE TO KNOW ARE YOU ARE PLANNING TO DETERMINE THE COST, SOME PEOPLE WON'T WATER THEIR LAWN & REPEAT HOW ARE RESORT WILL LOOK

ANOTHER THING IS WAST WATER. I BELIEVE YOU WILL BASE ON USAGE OF THE USE OF OUR WATER USAGE. I DON'T THINK THIS MIGHT BE CASE ~~THE~~ THE SAME WATER TO WATER OUR LAWN.

I WOULD LIKE TO THANK YOU FOR READING MY LETTERS



BILL DARR  
3611 CITRUS BLVD  
Grand Island FL 32735

MID FLORIDA PDC  
FL 32735  
08 JUL 2011 PM



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

32399+0850





6/30/2011

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

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 Administrative  Parties  Consumer  
 DOCUMENT NO. 04728-11  
 DISTRIBUTION: \_\_\_\_\_

11 JUL 13 PM 1:27

COMMISSION  
CLERK

110021-WS

Re: Application for Public Utility – Legal Notice, sent to all residents of Grand Island Resort,  
from Equity LifeStyles Properties, Inc. , 13330 Sea Breeze Lane, Grand Island, FL 32735

To whom it may concern:

I strongly object to our water treatment facility changing from private to a publicly regulated utility. My wife and I have lived in this community for the last nine years, and have seen at least nine managers come and go. We have two wells in this community and one of them had not worked for at least a year. I understand it is now working, but still needs some work to complete repairs. When asked about this, during the time it was down, I was told they were waiting for a part. Later when I asked, they told me they were waiting for the State of Florida to inspect. You can never get a straight answer from management.

I have filled out maintenance forms for them to check the sprinkler system for the shrubs and flowers at the entrance to the community, at least twice. They have been coming on almost every day. Management responded that the timers were reset the first time. The second time, they said the timer was replaced. Guess what, they still come on almost every day and sometimes during the middle of the day. Today they were running at 2:00 PM. Seems like a major waste of our water.

If COL Utility Systems L.L.C., which I understand is part of ELS, is run as poorly ELS, the citizens of this community may be in worse shape down the road regarding our water treatment. I think ELS's current incompetence at managing anything would be worse than the company they are now using to run the current water system.

Respectfully,



Edward J. Keifer Jr.  
36211 Cherry Ave.  
Grand Island, FL 32735

CC: COL Utility Systems, L.L.C.  
C/o Equity Lifestyle Properties, Inc.  
Grand Island Resort Mobile Home Park  
13330 Sea Breeze Lane  
Grand Island, FL, 32735

11 JUL 13 PM 12:22

RECEPTION CENTER



Mr. Edward Keifer  
36211 Cherry Ave.  
Grand Island, FL 32735

MID-FLORIDA POC  
FL 32741  
07 JUL 2011 PM



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

32399+0850



REGISTRATION CENTER

11 JUL 13 PM 12: 21  
Henry and Joyce Scroggins  
13034 Orange Ave  
Grand Island, FL 32735

RECEIVED--FPSC

11 JUL 13 PM 1: 27

COMMISSION  
CLERK

110021-WS

July 6, 2011

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04728-11		
DISTRIBUTION: _____		

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

Re: COL Utility Systems L.L.C. Inc., Application for Public Utility - Legal Notice

To Whom It May Concern;

In response to the legal notice pursuant to Section 367.045, Florida Statutes, of the application of COL Utility Systems L.L.C. to operate a water and wastewater utility to provide service as described in said legal notice. Property/Community known as Grand Island Resort 55 and over community.

We respectfully request that you deny their request to operate a water and wastewater utility service.

We purchased a home in this community in November 2005. We signed a contract at time of purchase with ELS. In that contract, water, wastewater disposal and trash pickup were part of the amenities we were to receive. In said contract there is no mention of future discontinuance of these services.

This is a retirement community. We live on fixed incomes. Approval of this request for public utility will place a greater hardship on us all.

ELS has raised our rent each year we have resided here, making it difficult to sell our homes and bringing our property value down. Adding a water bill on top of the rent we pay will only further devalue our property.

Our understanding is that, should this be approved, and our homes metered, there is no backup plan should the wells go out. What happens to the residents then?

Retiree's cost of living raises were frozen for two years even though the cost of living increased. Approving the COL request to operate a water and wastewater utility will only add more hardship on seniors.

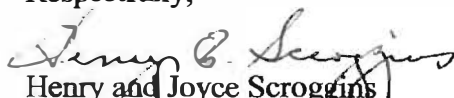
We have had some resident seniors who turned their homes over to ELS because they were unable to sell their homes and could no longer afford the rent as it had been raised yearly and will continue to be raised. This forced the seniors to either go and live with their children or go into rest homes. ELS is now renting these homes making a huge profit.

ELS is a corporation that cares only about profit and not the people who live in their many communities. Their operation of a water and wastewater utility is definitely not in the best interest of their residents.



Again, we ask that you please deny the request of COL Utility Systems, L.L.C to operate a water and wastewater utility at Grand Island Resort.

Respectfully,

  
Henry and Joyce Scroggins



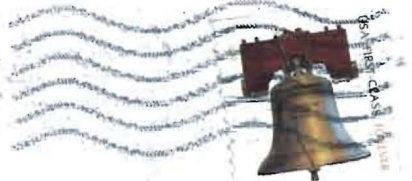
copy to:

COL Utility Systems, L.L.C.  
c/o Equity Lifestyle Properties, Inc.  
Grand Island Resort Mobile Home Park  
13330 Sea Breeze Lane  
Grand Island, Florida 32735



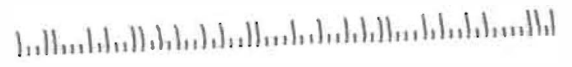
**S** Mr Henry E Scroggins  
PO Box 350088  
Grand Island, FL 32735-0088

MID FLORIDA PDC  
FL 32731  
08 JUL 2011 PM



Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Jallahassee, Florida, 32399-0850

32399+0850



110021-WS

RECEIVED-FPSC

Robert & Lorraine Harrison  
13228 Lemon Ave. Lot #297  
Grand Island, FL 32735

11 JUL 13 PM 1:26

REGISTRATION CENTER  
11 JUL 13 PM 12:22

COMMISSION  
CLERK

July 7, 2011

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04728-11		
DISTRIBUTION: _____		

RE: Application for Public Utility- Legal Notice  
Grand Island Resort, Grand Island, FL

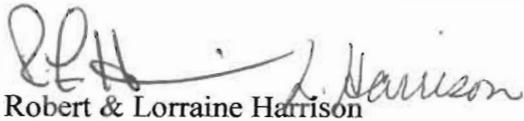
Gentlemen:

I had a phone conference call regarding the above noted application. During that call I had some questions and received some answers, one question I had was regarding the "Boil Water notice" in our Rules and Regulations. I think this has to be addressed for our safety.

Another question I had was "What would be the charges for water and sewer", I was told that they did not have a base line established yet. In the application to the PSC I came across the charge for water was \$15.14 base with \$2.08 per 1,000 gallons. Waste water charge was \$15.81 base and \$2.51 per 1,000 gallons with a cap for 10,000 gallons. This was confirmed when I called Tallahassee and spoke to a gentleman by the name of Mr. Tom Walden.

Another item I would like to address is irrigating my lawn, this water does not go into the waste water plant and I should not be charged for it, I believe that I use about 2,000 to 2,500 gallons a month for irrigation and should receive an allowance for this.

Yours Truly,

  
Robert & Lorraine Harrison

Cc: COL Utility Systems, L.L.C.

Robert Harrison  
13228 Lemon Avenue  
Grand Island, FL. 32735

FL 3274T

SEP 24 2014 08:01



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

32399+0850



Bertha Prado  
13105 Orange Ave.  
Grand Island, FL 32735

RECEIVED-FPSC  
DISTRIBUTION CENTER  
11 JUL 13 PM 1:26  
July 9, 2011 12:22

COMMISSION  
CLERK  
110021-WS

Commission Clerk  
Florida Public Service Commission  
2540 Shurmard Oak Blvd.  
Tallahassee, FL 3399-0850

RE: COL Utility Systems, L.L.C. Inc.  
Application for Public Utility-Legal Notice



To Whom It May Concern:

I am a senior resident of Grand Island Resort. I am responding to a legal notice I received in accordance to Section 367.045, Florida Statutes to operate a water and wastewater utility in providing service as described in the legal notice, Property/Community of Grand Island Resort 55 and over.

I request you refuse to give COL Utility Systems L.L.C. their request to operate a water and wastewater service.

This is a retirement community made up mostly of senior citizens 55 and over who live on fixed incomes. Retirees cost of living was frozen two years ago and I do not see a raise for any of us in the near future as the cost of living is still increasing. Approval of the COL request to operate a water and wastewater utility will add great hardship on all seniors and those who aren't that live in this community.

I purchased my home at Grand Island Resort in September 2004. The contract I signed when I purchased my home included water, wastewater disposal, trash pick up and mowing of lawns. There was never any mention of metered services in the future. Is there a back up plan for the wells? What would the residents do if something happened to the wells, like going dry?

ELS has raised our lot rents every year making it very difficult to sell a home, with our property values down. By putting a water and wastewater bill on top of rent will devaluate our property even more. Some senior residents have been forced to sell their homes. Why? Because they could not afford the yearly increases in rent. They are now either into senior citizen housing, rest homes or living with their children. These homes are being rented or sold by ELS with them making a very good profit.

ELS is a large corporation that has many communities. They do not care for the people who live in them. Their only interest is the profit and operation of a water and wastewater utility which is not in the interest of their residents.

I ask you to please deny the request of COL utility Systems L.L.C. to operate a water and wastewater utility at Grand Island Resort, Grand Island, Florida.

Respectfully

A handwritten signature in cursive script that reads "Bertha Prado".

Bertha Prado

cc: COL Utility Systems, L.L.C.  
c/o Grand Island Resort



B. Prader  
13105 Orange Blvd  
Grand Island, FL 32735

ORLANDO FL 328

08 JUL 11 PM 4 T



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

3239990850



James & Edythe Ekensten  
13053 Orange Ave. Lot 382  
Grand Island, FL 32735

July 6, 2011

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

RECEIVED--FPSC

11 JUL 11 AM 11:02

COMMISSION  
CLERK

11 JUL 11 AM 7:21

110021-WS

**CONSUMER**

RE: Application for Public Utility-Legal Notice  
Grand Island Resort, Grand Island, FL

Gentlemen:

I have had 2 phone conference calls regarding the above noted application. Both times we have had a question & answer time. Questions: 1-What will the charges for water & sewer be? Response was we don't know as we do not have a baseline established. In reviewing the application to the PSC, I see that the water tariff residential schedule base facility charge of \$15.14, gallonage charge per 1000 gal. is \$2.08. Wastewater tariff residential service rate schedule basic facility charge is \$15.81 gallonage charge with a maximum of 10,000 gal. of \$2.51. I was informed by Tallahassee that the maximum wastewater charge is \$25.10.

Next I would like to address the lawn irrigation. After checking with several sources, and going by their calculations I have come up with approximately 2000 gal. per month for lawn irrigation. As this does not go through the wastewater plant, we need an allowance for that water.

After reviewing the application, I see that there is no emergency plan and in checking with the DEP they have none on file. I would like to see an emergency plan in place.

Rules & Regulations/Boil Water Notice- This has to be clarified as to the way these are handled for the safety of our residents. These rules & regulations must be addressed.

The infrastructure in this community has some problems which ELS is addressing. What will be the resident's responsibility for any corrections? Exhibit D states there are 362 residential lot connections plus 3 common areas, this system is built out. Our prospectus under #4 Recreational & other common areas, states that if the park is expanded the maximum # of home sites which will use the shared facilities is 426. This needs to be clarified.

We have been residents here for 15 years and have never had a water or sewage problem.

Yours truly,

  
James Ekensten/Edythe Ekensten

cc: COL Utility Systems, L.L.C.

DOCUMENT NUMBER-DATE

04728 JUL 11 =

FPSC-COMMISSION CLERK