

**Eric Fryson**

**From:** Ann Cole  
**Sent:** Friday, December 07, 2012 3:16 PM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Catherine Potts  
**Subject:** FW: Docket No. 120037-WS  
**Attachments:** SKMBT\_36312120715040.pdf

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00783-12</u>
DISTRIBUTION: _____

Please process. Thanks, Ann

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**From:** Katherine Fleming  
**Sent:** Friday, December 07, 2012 3:09 PM  
**To:** Commissioner Correspondence  
**Subject:** Docket No. 120037-WS

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 120037-WS.

Thank you,

Katherine E. Fleming  
Chief Advisor to Commissioner Brown  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6028 (Office)  
(850) 413-6029 (Facsimile)

*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.*



I want to discuss Rate Case Expense and its Accounting Treatment

First off, we customers find it abusive that we are required, by law, to pay the utility's expense for raising our water rates. The customer derives no benefit from this expense.

The utility hires a law firm and pays them up to \$340 an hour to put together the rate case. But what do they care what it costs? They are not the ones who are paying the bill. The PSC staff analyzes rate case expense to be sure that the amount is reasonable, but they do not take exception to the fact that it costs up to \$340 an hour for legal services. Further, we customers have no say in who is hired to prepare the rate case – our job is to simply pay the bill.

But it gets worse. Since rate case expense is amortized over four years, a portion of the expense is treated as a capital asset and we are required to pay the utility profit on it and then to gross up the profit to pay the taxes on their profit. So the utility is actually incentivized to spend as much on rate case expense as they can possibly get away with. The more they spend, the more profit they make – and we customers foot the bill.

This year (Docket 120037-WS) the utility filed to increase our rates by \$278,474 with rate case expense estimated at \$229,000. The utility planned to spend \$229,000 to raise our rates \$278,474.

And then there is “pancaking”. The PSC staff can explain it better but basically what happens is that when a new rate case is brought before the four year amortization of the old rate case is completed, the new rate case expense is added to amortization expense from the old rate case resulting in new water rates that include a double charge for rate case expense. There is an Accounting principle that states “intangible assets should be tested for impairment and written off to the extent that they have lost value”. When new rates take effect, expense relating to the old case no longer has any value. The unamortized balance of old rate case expense should be written off and not included in the new rates.

What is Needed?

- 1) Rate case Expense should be borne entirely by the utility as it provides no benefit to the customer.
- 2) Pancaking should be eliminated by requiring unamortized rate case expense to be written off upon the establishment of new rates and not be included in the calculation of new rates.
- 3) If rate case expense is allowed to continue to be charged to the customer it could be split between the two parties as is done in some other states. Rate case expense should be excluded from all profit calculations.
- 4) If rate case expense continues, the amount of approved expense (and its related amortization) should be accounted for separately from non-approved rate case expense. Currently the PSC staff wastes time going through their records to separate out approved and non-approved rate case expense. Requiring the utility to record approved and non-approved rate case expense and amortization in separate accounts will simplify the PSC staff's work.

Respectfully,

George J Auger  
552 Grand Vista Trail  
Leesburg, FL 34748  
352-728-6075

Company: Utilities, Inc. of Pensacola  
 Docket No: 120037-WS  
 Test Year Ended: September 30, 2011

Schedule: B-10  
 Page 1 of 1  
 Preparer: Nicole Winans

Explanation: Provide the total amount of rate case expense requested in the application. State whether the total includes the amount up to proposed agency action or through a hearing before the Commission. Provide a list of each firm providing services for the applicant, the individuals for each firm assisting in the application, including each individual's hourly rate, and an estimate of the total charges to be incurred by each firm, as well as a description of the type of services provided. Also provide the additional information for amortization and allocation method, including support behind this determination.

(1)	(2)	(3)	(4)	(5)	(6)	
Line No.	Firm or Vendor Name	Counsel, Consultant or Witness	Hourly Rate Per Person	Hours	Total Estimate of Charges by Firm	Type of Service Rendered
1	Rosa, Sundstrom & Bentley, LLP	Christian Marcell	315.00 <sup>240</sup>	113	35,438	Legal Fees
2	Rosa, Sundstrom & Bentley, LLP	Martin Friedman	340.00 <sup>320</sup>	113	38,250	Legal Fees
3	Rosa, Sundstrom & Bentley, LLP	n/a			7,000	Various Expenses (travel, photocopies, phone calls) associated with legal fees
4	M&R Consultants	Frank Seidman	150.00 <sup>145</sup>	240	36,150	U&U Analysis, Assist w/ MFRs, data requests, audit facilitation
5	Public Service Commission		n/a	n/a	4,000	Filing Fee
6	Water Service Corp.	Barnett, Jason	31.00 <sup>209</sup>	40	1,240	Assist w/MFRs, data requests, audit facilitation
7	Water Service Corp.	Ciacinski, David	31.00 <sup>29</sup>	200	6,200	Assist w/MFRs, data requests, audit facilitation
8	Water Service Corp.	DiPasquale, Susan	38.05 <sup>33.42</sup>	40	1,522	Assist w/MFRs, data requests, audit facilitation
9	Water Service Corp.	Durham, Rick	117.50 <sup>106.14</sup>	20	2,352	Assist w/MFRs, data requests, audit facilitation
10	Water Service Corp.	Flynn, Patrick	81.00 <sup>33.42</sup>	200	16,200	Assist w/MFRs, data requests, audit facilitation
11	Water Service Corp.	Gongre, Bryan	38.05 <sup>33.42</sup>	50	1,903	Assist w/MFRs, data requests, audit facilitation
12	Water Service Corp.	Hanks, Peggy	38.05 <sup>33.42</sup>	20	761	Assist w/MFRs, data requests, audit facilitation
13	Water Service Corp.	Hoy, John	132.00 <sup>111</sup>	40	5,280	Assist w/MFRs, data requests, audit facilitation
14	Water Service Corp.	Krugler, Adrienne	49.00 <sup>40</sup>	50	2,450	Billing Analyst, Implementation of Rates
15	Water Service Corp.	Nesved, Spencer	29.00	125	3,625	Assist w/MFRs, data requests, audit facilitation
16	Water Service Corp.	Povich, Erin	44.00 <sup>39</sup>	350	15,400	Assist w/MFRs, data requests, audit facilitation
17	Water Service Corp.	Salc, Karen	65.00	10	650	Assist w/MFRs, data requests, audit facilitation
18	Water Service Corp.	Valrie, Lavanda	22.00 <sup>43.41</sup>	120	2,640	Assist w/MFRs, data requests, audit facilitation
19	Water Service Corp.	Wicks, Kirsten	58.00 <sup>49</sup>	250	14,000	Assist w/MFRs, data requests, audit facilitation
20	Water Service Corp.	Williams, John III	61.00	30	1,830	Assist w/MFRs, data requests, audit facilitation
21	Water Service Corp.	Winans, Nicole Denise	40.00	300	12,000	Assist w/MFRs, data requests, audit facilitation
22	Water Service Corp.		n/a	n/a	5,000	Customer notices, postage
23	Water Service Corp.		n/a	n/a	3,200	Travel, Hotel/Accommodation, Rental Car, Airfare
24	Water Service Corp.		n/a	n/a	-	Temp Services
25	Water Service Corp.		n/a	n/a	12,000	Fed Ex & other misc.
26	Estimate Through				\$ 229,090	

27  PAA  
 28  Commission Hearing

29 Amortization Period 4 Years  
 30 Explanation if different from Section 367.0816, Florida

31 Amortization of Rate Case Expense

	(A) Water	(B) Wastewater	(C) Total	
32				
33	Current rate case expense	\$ 124,877	\$ 104,213	\$ 229,090
34	Annual amortization expense, current case	31,219	26,053	57,272
35	Unamortized authorized exp - prior cases	48,780	39,039	85,820
36	Annual amortization expense	\$ 78,000	\$ 65,093	\$ 143,093

37 Method of allocation between systems:

38	Customers (ERCs)	1,482.00	1,237.00	2,719.00
39	Percent of average customers	54.51%	45.49%	100.00%

32909 Crooked Oaks Ln  
Leesburg, FL 34748  
September 4, 2012

RECEIVED-FPSC

12 SEP 10 AM 9:10

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

COMMISSION  
CLERK

Docket No. 120037-WS, Utilities of Pennbrooke, Inc.

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00783-12
DISTRIBUTION: _____

Dear Sirs:

I am a customer of utilities of Pennbrooke, Inc. and appreciate the opportunity to comment on the proposed water and wastewater rate case.

My comments can be summed in the following: this utility doesn't listen, doesn't remember or doesn't care, or maybe a combination of the three.

The work on #1 well started out at \$500,000, was reduced to \$391,000, further reduced to \$20,000 and the bid came in at a little over \$11,000. Certainly a significant reduction. This work was proposed during the last rate case, was disallowed in rate base and was not done. There is still no commitment by the utility to do the work. If it was so important 2 years ago, it should have been done particularly at the current cost. A case of not remembering the last rate request.

In answering the one of the staff's data requests, the utility denies any previous knowledge of pressure or quality problems. Both have been issues in the 12 years I have living in the community and the utility was informed at every public meeting and most likely by individuals between the public meetings. A case of not listening, not remembering and most likely not caring.

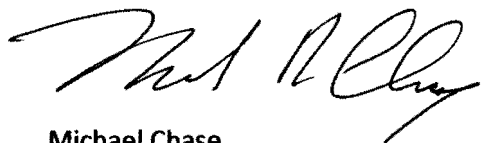
Finally the issue of increased salaries. Project Phoenix was an issue during the last rate case and the Commission allowed the project to be 100% useful. Apparently it has not slowed the increase in expense and possibly is contributing to the increase. Far too many Customer Systems cost too much and deliver too little.

With the don't listen, don't remember, don't care attitude, does this utility warrant a management efficiency penalty?

These comments do not come from a disgruntled customer, but from someone with 37 years experience in the utility industry. I would also like to commend the staff, they listen, remember and care.

Again, I appreciate the Opportunity to comment. Thank you.

Very truly yours,



Michael Chase

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

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
MARSHALL WILLIS  
DIRECTOR  
(850) 413-6900

Public Service Commission

August 30, 2012

FPSC, CLK - CORRESPONDENCE

Administrative Parties  Consumer

DOCUMENT NO. 00783-12

DISTRIBUTION: \_\_\_\_\_

Mr. Denzel D. Suggs, Sr.  
32924 Enchanted Oak Lane  
Leesburg, FL 34748

RECEIVED-FPSC  
12 AUG 30 AM 10:18  
COMMISSION  
CLERK

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Mr. Suggs, Sr.:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

Sincerely,

*Monica X Brown*

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

COMMISSIONERS:  
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STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
MARSHALL WILLIS  
DIRECTOR  
(850) 413-6900

Public Service Commission

August 30, 2012

Ms. Claudette Lewis  
209 Grand Vista Trail – M3  
Leesburg, FL 34748

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
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12 AUG 30 AM 10:18  
COMMISSION  
CLERK

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Ms. Lewis:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script that reads "Monica K Brown".

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
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STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
MARSHALL WILLIS  
DIRECTOR  
(850) 413-6900

Public Service Commission

August 30, 2012

Mr. Philip Johnson  
712 Old Oaks Lane  
Leesburg, FL 34748

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00783-12</u>
DISTRIBUTION: _____

COMMISSION  
CLERK

12 AUG 30 AM 10:18

RECEIVED-FPSC

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Mr. Johnson:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script that reads "Monica K. Brown".

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

COMMISSIONERS:  
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STATE OF FLORIDA



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ACCOUNTING AND FINANCE  
MARSHALL WILLIS  
DIRECTOR  
(850) 413-6900

Public Service Commission

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12 AUG 30 AM 10:18  
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CLERK

August 30, 2012

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00783-12
DISTRIBUTION:

Mr. Robert VanDerveer  
353 Bentwood Dr.  
Leesburg, FL 34748

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Mr. VanDerveer:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

Sincerely,

Handwritten signature of Monica K. Brown in cursive.

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel



State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** August 29, 2012  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Monica Brown, Regulatory Analyst II, Division of Economic Regulation  
**RE:** Docket No. 120037-WS - Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke

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RECEIVED - FPSC  
12 AUG 29 PM 4:08  
COMMISSION CLERK

Attached is a document for inclusion in the docket file for the above referenced docket. The document contains a letter from a customer mailed directly to staff.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	0078312	
DISTRIBUTION:	_____	

August 13, 2013

Robert VanDerVeer  
353 Bentwood Drive  
Leesburg, FL 34748

Public Service Commission,

Enclosed please find a photo of "Boil Water Alert Notice" at Pembroke Fairways shortly after a rate increase hearing.

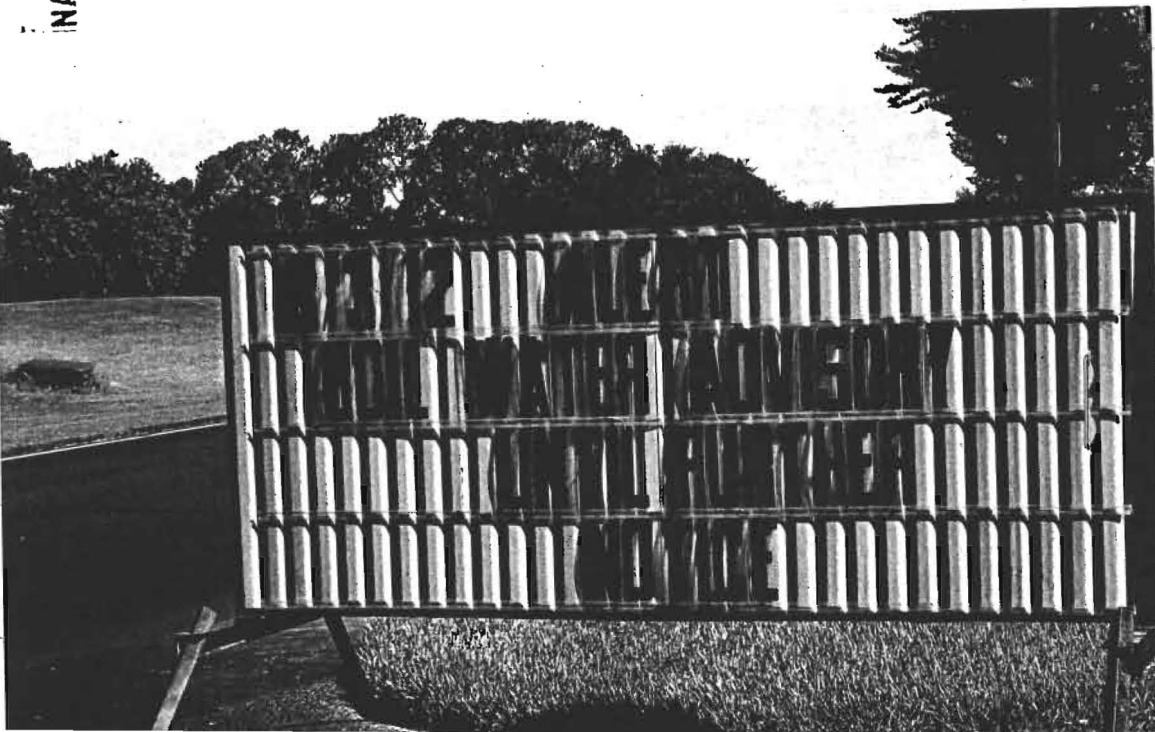
Directly opposite to what might be expected, I would call that "ironic" what are your thoughts?

Robert VanDerVeer

RECEIVED  
FLORIDA PUBLIC SERVICE  
COMMISSION

12 AUG 16 AM 9:53

FINANCE



**From:** Admin <Admin@Pennbrooke.org>  
**To:** beaucinn <beaucinn@aol.com>  
**Subject:** [Pennbrooke.org Newsletter]: HEALTH ALERT  
**Date:** Fri, Aug 3, 2012 4:53 pm

RECEIVED-FPSC  
12 AUG 20 AM 9:41  
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CLERK

Pennbrooke.org Newsletter

A BOIL WATER ADVISORY IS IN EFFECT IMMEDIATELY UNTIL FURTHER NOTICE DUE TO A MECHANICAL MALFUNCTION WITH UTILITIES OF PENNBROOKE, INC. EQUIPMENT.

AS A PRECAUTION, UTILITIES OF PENNBROOKE, INC. IS REQUESTING THAT ALL WATER USED FOR DRINKING, COOKING, MAKING ICE, BRUSHING TEETH OR WASHING DISHES BE BOILED. A ROLLING BOIL OF 1 MINUTE IS SUFFICIENT.

THIS BOIL WATER NOTICE IS IN EFFECT UNTIL UTILITIES OF PENNBROOKE, INC. GETS A SATISFACTORY BACTERIOLOGICAL RESULT ON THEIR WATER TESTS.

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT PATRICK FLYNN, REGIONAL DIRECTOR, UTILITIES, INC. AT 1-800-272-1919, EXT. 1359

- Pennbrooke.org Staff

=====  
You are receiving this Newsletter because you selected to receive it from your user page at Pennbrooke.org.  
You can unsubscribe from this service by clicking in the following URL:

<http://Pennbrooke.org/user.php?op=edituser>

then select "No" from the option to Receive Website Announcements by Email? and save your changes, if you need more assistance please contact Pennbrooke.org administrator.

**Fpsc, CLK CORRESPONDENCE**

Administrative  Parties  Consumer

DOCUMENT NO. 00783-12

DISTRIBUTION: \_\_\_\_\_

Application for increase in water and wastewater rates in Lake County by  
**Utilities, Inc. of Pennbrooke**

DOCKET NO. 120037-WS

Name PHILIP JOHNSON

Address 712 OLD OAKS LN.

LEESBURG, FL. 34748

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

PENNBROOKE FAIRWAYS IS A SMALL, LOW TO MIDDLE, INCOME RETIREMENT COMMUNITY. WE DO NOT ENJOY THE POLITICAL CLOUT OF THE LARGER COMMUNITIES, SUCH AS THE VILLAGES. BUT, WE ARE AS MUCH FLORIDIANS AS THEY ARE. WE ARE A COMMUNITY VERY MUCH LIKE ONE SOME OF YOU WILL LIVE IN ONE DAY. PERHAPS YOUR PARENTS OR GRANDPARENTS ALREADY DO. YOU HAVE RECEIVED MANY COMMENTS ABOUT THE CONDITION OF OUR WATER SYSTEM. AN EXAMPLE OF SAID SYSTEM IS ATTACHED. FOR SEVERAL YEARS, UTILITIES OF PENNBROOKE HAS TAKEN PROFITS FROM OUR UTILITY AND INVESTED IN IMPROVEMENT PROJECTS OUTSIDE OF THE STATE OF FLORIDA. NOW, THEY WANT TO TAX US TO PAY FOR PROJECTS HERE. IT WOULD SEEM THE MORAL AND FAIR THING TO DO, WOULD BE FOR UTILITIES OF PENNBROOKE TO USE PROFITS FROM THOSE OTHER COMPANIES TO MAKE THE NECESSARY IMPROVEMENTS HERE.

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.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00783-12</u>		
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Application for increase in water and wastewater rates in Lake County by  
**Utilities, Inc. of Pennbrooke**

DOCKET NO. 120037-WS

RECEIVED-PPSC  
 12 AUG 16 AM 9:03  
 COMMISSION  
 CLERK

Name CLAUDETTE LEWIS  
 Address 209 GRAND VISTA TRL M3

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
WATER HAS NOT IMPROVED SINCE LAST RATE HIKE
HAVE TO BUY WATER CONDITIONER & FILTERS
WHITE CLOTHES TURN TAN AFTER WASHING
CHLORENE SMELL VERY STRONG AT TIMES
BUY BOTTELED WATER FOR COFFEE, TEA & COOKING
& DRINKING.
TOILET BOWLS HAVE RINGS THAT WILL NOT CLEAN-
THE TANKS ARE RUST COLORED.
CANNOT IMAGINE WHAT THE WATER IS DOING TO
THE WASHER, REFRIGERATOR OR DISHWASHER.
WE SHOULD HAVE A DECREASE DUE TO WHAT
IT COSTS FOR CONDITIONERS & FILTERS

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.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00763-12</u>		
DISTRIBUTION: _____		

Application for increase in water and wastewater rates in Lake County by  
**Utilities, Inc. of Pennbrooke**

DOCKET NO. 120037-WS

RECEIVED - FPSC  
 12 AUG 16 AM 9:03  
 COMMISSION  
 CLERK

Name Denzel D. Suggs Sr.  
 Address 32924 Enchanted Oaks Lane  
Leesburg FL 34748  
352-787-5053  
Cell: 352-504-1171

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Over the last 45 years, I have lived in 9 different homes. The water service at Pennbrooke has by far been the worst. I repeatedly have to remove aerators to clean out a yellow shell like sediment that collects and reduces my H<sub>2</sub>O flow and pressure. This is particularly bad in my hot water lines, especially in both showers and the kitchen faucet. My showers are very close to worthless. When I called to complain, Utilities, Inc. of Pennbrooke finally sent someone out to the house. I was told by him that he was not permitted to come in and personally check out the problems I was having in my showers, but that he would take a sample of my outside H<sub>2</sub>O and the office would contact me. I have never heard back from anyone and this was several months ago. ~~My~~ H<sub>2</sub>O heater is drained twice a year. I really think <sup>fold and tape -- see back for address</sup> that minerals or something in the water solidifies when subjected to the hot H<sub>2</sub>O heater.

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.

then by causing a ~~buildup~~ buildup that is clogging my ~~hot~~ hot H<sub>2</sub>O lines and faucet cartridges which I have changed several times at multiple locations.  
 D.D. Suggs

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

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
MARSHALL WILLIS  
DIRECTOR  
(850) 413-6900

Public Service Commission

August 10, 2012

Ms. Shirley Gaylord  
32920 Crooked Oaks Lane  
Leesburg, FL 34748

RECEIVED - FPSC  
12 AUG 13 AM 11:34  
COMMISSION  
CLERK

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Ms. Gaylord:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

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<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00783-12</u>
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Sincerely,

Monica Brown  
Regulatory Analyst II •

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

STATE OF FLORIDA

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DIVISION OF  
ACCOUNTING AND FINANCE  
MARSHALL WILLIS  
DIRECTOR  
(850) 413-6900

Public Service Commission

August 10, 2012

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COMMISSION  
CLERK

Mr. Donald Piper  
730 Grand Vista Trail - Lot # K170  
Leesburg, FL 34748

Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke

Dear Mr. Piper:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

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Sincerely,

*Monica Brown*

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel



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COMMISSION  
CLERK

# Public Service Commission

August 10, 2012

Ms. Patricia Nichois  
33200 Grand Cypress Way  
Leesburg, FL 34748

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Ms. Nichois:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

Sincerely,

Monica Brown  
Regulatory Analyst II

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DOCUMENT NO. 00713-12
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cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

STATE OF FLORIDA

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(850) 413-6900

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August 10, 2012

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Ms. Helen Bischoff  
32707 Oak Park Dr,  
Leesburg, FL 34748

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Ms. Bischoff:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

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DOCUMENT NO. <u>0071312</u>		
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Sincerely,

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

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August 10, 2012

Ms. Patricia A. Knoll  
308 Ranchwood Dr.  
Leesburg, FL 34748

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12 AUG 13 AM 11:36  
COMMISSION  
CLERK

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Ms. Knoll:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script that reads "Monica Brown".

Monica Brown  
Regulatory Analyst II

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cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
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Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

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August 10, 2012

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Mr. Rodney Vigneau  
1044 Meadowbend Dr.  
Leesburg, FL 34748

Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke

Dear Mr. Vigneau:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

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Sincerely,

*Monica Brown*

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

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Public Service Commission

August 10, 2012

Ms. Elaine A. Payne  
705 Grand Vista Trail  
Leesburg, FL 34748

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Ms. Payne:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

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Sincerely,

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

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DIRECTOR  
(850)413-6900

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August 10, 2012

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Ms. Jolene C. Natoli  
33243 Pennbrooke Parkway, N-23  
Leesburg, FL 34748

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Ms. Natoli:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

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Sincerely,

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

STATE OF FLORIDA

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August 10, 2012

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Ms. Rebecca Schools  
225 Grand Vista Trail  
Leesburg, FL 34748

Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke

Dear Ms. Schools:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

Sincerely,

Monica Brown  
Regulatory Analyst II

FPSC, CLK CORRESPONDENCE		
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DOCUMENT NO. <u>00783-12</u>		
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cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

STATE OF FLORIDA

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(850) 413-6900

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August 10, 2012

Ms. Dorothy McHenry  
1026 Forest Breeze Path - Lot R52  
Leesburg, FL 34748

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**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Ms. McHenry:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

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<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00783-12</u>		
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Sincerely,

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel



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DIRECTOR  
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August 10, 2012

COMMISSION  
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Mr. & Mrs. Jerald Uhrman  
828 Eagles Landing  
Leesburg, FL 34748

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Mr. & Mrs. Uhrman:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

Sincerely,

Monica Brown  
Regulatory Analyst II

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00783-12</u>		
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cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

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August 10, 2012

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Mr. & Mrs. Edward Whitman Jr.  
352 Grand Vista Trail  
Leesburg, FL 34748

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Mr. & Mrs. Whitman Jr.:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script that reads "Monica Brown".

Monica Brown  
Regulatory Analyst II

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	<u>00783-12</u>
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cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

STATE OF FLORIDA

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August 10, 2012

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Mr. & Mrs. Richard Milham  
822 Forest Breeze Path  
Leesburg, FL 34748

Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke

Dear Mr. & Mrs. Milham:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

Sincerely,

Monica Brown  
Regulatory Analyst II

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<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	00783-12
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cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

COMMISSIONERS:  
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August 10, 2012

Mr. Mike Griffin  
32660 Oak Park Dr.  
Leesburg, FL 34748

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**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Mr. Griffin:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

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DOCUMENT NO. <u>00743-12</u>		
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Sincerely,

Handwritten signature of Monica Brown in cursive.

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

STATE OF FLORIDA

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# Public Service Commission

August 10, 2012

Mr. Roger Sperling  
548 Grand Vista Trail  
Leesburg, FL 34748

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Mr. Sperling:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00713-12		
DISTRIBUTION: _____		

Sincerely,

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

STATE OF FLORIDA

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DIRECTOR  
(850) 413-6900

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August 10, 2012

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CLERK

Ms. Elizabeth Bellini  
32701 Westwood Loop  
Leesburg, FL 34748

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Ms. Bellini:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

Monica Brown  
Regulatory Analyst II

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00763-12</u>		
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cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

STATE OF FLORIDA

COMMISSIONERS:  
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DIVISION OF  
ACCOUNTING AND FINANCE  
MARSHALL WILLIS  
DIRECTOR  
(850) 413-6900

Public Service Commission

August 10, 2012

RECEIVED-FPSC  
12 AUG 13 AM 11:37  
COMMISSION  
CLERK

Ms. Jean V. Ward  
448 Bentwood Drive  
Leesburg, FL 34748

Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke

Dear Ms. Ward:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00783-12		
DISTRIBUTION: _____		

Sincerely,

Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel

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ACCOUNTING AND FINANCE  
MARSHALL WILLIS  
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(850) 413-6900

Public Service Commission

August 10, 2012

COMMISSION  
CLERK

12 AUG 13 AM 11:37

RECEIVED-FPSC

Mr. D. Fox  
33101 Pennbrooke Parkway  
Leesburg, FL 34748

**Re: Docket No. 120037-WS Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke**

Dear Mr. Fox:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Utilities Inc. of Pennbrooke (Pennbrooke). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding Pennbrooke's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [monica.brown@psc.state.fl.us](mailto:monica.brown@psc.state.fl.us).

Sincerely,

Monica Brown  
Regulatory Analyst II

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0078312</u>
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cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel



**Eric Fryson**

---

**From:** Randy Roland  
**Sent:** Monday, August 13, 2012 4:38 PM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 120037

**Attachments:** FAX-2012-08-13 16\_00\_29.tif

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00983-12</u>		
DISTRIBUTION: _____		



FAX-2012-08-1  
16\_00\_29.tif (7)

Please add the attached to the customer correspondence side of Docket 120037.

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

From: Consumer Contact  
Sent: Monday, August 13, 2012 4:23 PM  
To: Randy Roland  
Subject: To CLK Docket 120037

Copy on file, see 1075751C. DH

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

From: Fax Server [mailto:FaxAdmins@psc.state.fl.us]  
Sent: Monday, August 13, 2012 4:00 PM  
To: Consumer Contact  
Subject: 3527875053 , 1 page(s)

\*New Fax Received!\*

You have received a 1 page fax from 3527875053 ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

Application for increase in water and wastewater rates in Lake County by  
**Utilities, Inc. of Pennbrooke**

DOCKET NO. 120037-WS

Name Denzel D. Suggs Sr.  
Address 32924 Enchanted Oaks Lane  
Leesburg FL 34748  
352-707-5053  
cell: 352-504-1171

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

Over the last 45 years, I have lived in 9 different homes. The water service at Pennbrooke has by far been the worst. I repeatedly have to remove aerators to clean out a yellow shell like sediment that collects and reduces my H<sub>2</sub>O flow and pressure. This is particularly dense in my hot water lines, especially in both showers and the kitchen faucet. My showers are very close to worthless. When I called to complain, Utilities, Inc. of Pennbrooke finally sent someone out to the house. I was told by him that he was not permitted to come in and personally check out the problems I was having in my showers, but that he would take a sample of my outside H<sub>2</sub>O and the office would contact me. I have never heard back from anyone and this was several months ago. My H<sub>2</sub>O heater is drained twice per year. I really think <sup>old and tap</sup> ~~old and tap~~ --- see back for address that minerals or something in the water solidifies when subjected to the hot H<sub>2</sub>O heater,

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.

then by causing a ~~buildup~~ buildup that is clogging my ~~hot~~ hot H<sub>2</sub>O lines and faucet cartridges which I have changed several times at multiple locations.  
D.D. Suggs

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

12 AUG 10 AM 8:51

RECEIVED-FPSC

COMMISSION  
CLERK

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**DATE:** August 10, 2012  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Stanley D. Rieger, Utilities System/Engineering Specialist, Division of Engineering  
**RE:** Docket No. 120037-WS - Application for increase in water and wastewater rates in Lake County by Utilities, Inc. of Pennbrooke.

---

Please include in the Docket correspondence – Consumers and their representatives section of the docket file, the attached June 2012 Customer Water Quality Survey. This survey was handed to Commission staff at the July 18, 2012 customer meeting. Thank you.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00783-12		
DISTRIBUTION: _____		

**Results for survey: Water Quality - June 2012**

**Responses**

Invitations Sent: 0  
 Invitations Accepted: 0  
 Untracked Responses: 494  
 Total Completed Surveys Received: 494  
 Total Incomplete Surveys Received: 0  
 Total Responses Received: 494

[View invitations & send reminders](#)

**Results filtering**

Add Filter



**Options**

- Show complete and incomplete surveys
- Show completed surveys only
- Show incompletd surveys only
- Show all responses
- Show Marked responses
- Hide Marked responses
- Expand all text responses
- 

Page: 1/1

The water company that services Pennbrooke (Utilities of Pennbrooke, Inc.) has filed a request with the Florida Public Service Commission (FPSC) for a rate increase for water and sewage services in Pennbrooke. All owners in Pennbrooke will be getting information from FPSC regarding the rate increase request. The FPSC will be holding a public meeting in Pennbrooke on July 18th at the Grand Hall from 4:30 – 10 p.m. Please take a minute and fill out the survey below. The results will be compiled and given to the FPSC to let them know how Pennbrooke residents feel about the water quality in Pennbrooke.

**Question 1**

The last rate increase for Utilities of Pennbrooke was in 2010. Do you feel the water quality has improved?

Much Better	1	0.21%
Better	10	2.05%
No Change	376	77.21%
Worse	80	16.43%
Much Worse	20	4.11%

ID	View Survey	If you answered WORSE or MUCH WORSE, please explain.
12786986	View	Can't drink the water taste so bad. There so much iron in th water turning the houses red, brown. Went we move into the park here the water was good
12787011	View	Iron content continues to get worse as time goes on. House has red stains where sprinkler system hits the siding. Water still has a smell to it (not chlorine).
12787216	View	My glasses out of the d/w seem to have some sort of build up of something that looks like calcium and it has stained my windows where the water hits them.
12787316	View	The clarity of the water is getting cloudier and more rust stains are visible. Also the water pressure has been dropping rapidly
12787336	View	the iron in water system is bad on outside of siding on homes from sprinkler systems and driveways, toilets ect.
12787360	View	Even with a water softener in the home, I've had to replace a toilet because the stains were so bad and could not be removed. As far as drinking the water.....I only drink water that has been filtered. Sometimes the water from that tap is colored.....rusty yellow color.....
12787469	View	can not keep toilet bowls clean since 2010
12787911	View	Has not improved.
12787943	View	Water smells worse than ever now...
12787981	View	yellow stains in house an on houses
12788024	View	More junk in the water
12788364	View	More of a chlorine taste
12788415	View	Water pressure is less than it was in the past.
12788431	View	THE WATER APPEARS TO HAVE MUCH MORE IRON IN IT. Rings in toilets where we didn't have before
12788559	View	Just a little better not more than no change!
12788618	View	I have never lived anywhere where the water leaves black moldy residue in glasses, on faucet spouts, and in drains. I use the filtered water from

## Survey Results Area

		the refrigerator for everything including for the dog.
12788815	View	You can smell the bleach. Won't drink w/o filter
12789339	View	It tastes more sulphury and its not really clear
12789345	View	We notice a stronger, unpleasant odor from the water.
12789363	View	The taste is terrible AND MUST BE FILTERED or we drink bottled water. The water leaves a black almost rubbery stuff in mt sink and shower sprayer attachments. I will resist any increase until i can get a different lab to check it out. Our plumbers say it is the worst water they know of.....Terrible.
12789393	View	To much IRON
12789412	View	actually yellow in color with particles floating around
12789421	View	I do not have a water softener and the water is very hard and my kids think it tastes funny. Paying the amount that we do, I would think we could have better water.
12789616	View	My house and sidewalk are always yellow from watering.
12790134	View	Due to skin eruptions & inability to wear white, scum on glasses, orange to brown coloring in the commode water tanks etc., I finally gave in and got a water softener (Kinetic) a little over a month ago and this was at a cost of \$3000.00 but amazingly my skin problems are improving and I can wear white again, the scum has disappeared from my glasses and coffee pot etc. I really don't understand what has happened to the water as it was good and I had no problems when I first moved here over 12 years ago. I think another price increase is JUST PLAIN WRONG and TOTALLY uncalled for!!
12790163	View	The water has a ful smell
12790164	View	The water tastes horrible. I WOULD HAVE TO BE DYING OF THIRST TO DRINK IT.
12790274	View	Rates too high. Often only estimated. Had higher bill when gone for two weeks of the month. How does that happen? Dirty water in toilet.
12790710	View	Low pressure
12790728	View	more rust in water, dark rings in basins
12790732	View	Our water makes either gray or red rings in the commodes. We have a water softener/conditioner and it can't keep up with he rotten water we are being served. We finally found that Iron-Out will remove the stains in our commodes. One more expense to keep the bathroom clean. We also have a filter in our fridge which costs \$50. every 6 months but it doesn't last that long before black goo comes out of the spigot.
12790929	View	we gave brown water. the water company does not deserve any increase what's so ever.
12790954	View	Bad taste
12791055	View	it stains the toilet stools terrible, no matter what you use won't clean up. and we have water softner
12791095	View	WATER TASTE SALTY
12791198	View	Lots more iron in water.
12791448	View	The water has a rust to it, it is not clear and screen. Some days it tastes terrible. Also, when I wash clothes the water that goes into the washer always has a brown tint to it.
12791515	View	Water is still terrible. The inside of my toilets get a black ring within 1 day of cleaning, if you can clean it. My ice maker is filtered and if you let a glass of ice melt you find all types of particles floating in it after it melts. My faucets are a disgrace from the corrosion around them. We have lived in Orange, Seminole, Volusia and Lake County during the past 40 years and Pennbrooke has the the very worst water we have ever had, If we had known how bad the water was here we would never, never bought in Pennbrooke.
12791572	View	The taste is worse.
12791726	View	The yellowing is getting much worse of my toilets & shower. And some days it has an odor. No matter what I do the yellowing seem to keep reappearing after I get things cleaned up. It is very frustrating.
12791810	View	Low water pressure, brown sandy water. Water stains on my house from the lawn igration system, brown stains in the toilet bowl.
12792131	View	seems to have more residue in the water.
12792372	View	rust stains in toilet bowl which were not a problem previously
12793051	View	rust and calicum depoists greatly increased and taste makes water almost undrinkable
12796002	View	I have had to purchase a whole house water filter. If you saw what is in the filter after just two to three months (the filter is designed to last at least six months but it gets full after two or three) you would never drink the water again. The water leaves rust stains everywhere and is so full of chlorine that it actually hurts my eyes.
12796570	View	It seems the hardness and iron content has increased.
12796615	View	MY WATER CMES OUT MURKY LOOKING.
12796656	View	Muddy water coming from my tap or staining the toilet bowl does not warrant a rate increase
12798329	View	low pressure, smells, has particles in it
12799217	View	No increase in quality . House water filter plugs up in two months
12799257	View	MORE STAINS ON THE SIDE OF THE HOUSE.
12799392	View	Stain on our siding from the sprinklers that we never had before.
12799757	View	We still can't drink the water out of the tap
12800812	View	every so often I smell high iron and you can taste it too when brushing my teeth. The outside water irrigation for the lawn and bushes is so yellow, that it stains my driveway, curbing, and bottom half of my house around the garden areas. The toilets water is yellow, if I don't use CLR when cleaning it. The tub water is yellow, and I don't take baths anymore for my achy back. It's like sitting in fifth.
12801743	View	stains in toilets, lavatories, etc.
12802051	View	Water has minerals that clog my water faucets and coffee pot. It stains my sinks and toilet bowls an ugly yellowish green color. Taste rotten.
12805299	View	The quality of my tap water in Pennbrooke has never been so bad. I have lived here for 23 yrs and in the last few years I had to buy bottled water in order to drink the amount of water needed for health conditions. I think this is an great injustice to the residents of Pennbrooke. Especially the elderly.
12805551	View	I have to use botteled or filtered water for drinking .
12807013	View	no pressure less than before
12807260	View	bad taste
12807317	View	dirty water, brownish at times
12807783	View	Our water has recently developed an odor that comes and goes.
12813099	View	stains in tolets
12814273	View	The water stains are more prevalent, the taste is less than desirable and its only good for flushing and lawn watering any thing else I would prefer cleaner water.
12815159	View	Bad Just bought new towels both have a ring where the water stop. We have tried alot of chemical to get it off no luck. Bought them no more then Two or three months ago. AND we have a water filter!!!!!!!!!!!!

## Survey Results Area

12817918	View	The iron content continues to stain exterior of house, which requires vendor cleaning on a quarterly basis. Although low, continue odor from interior faucets
12818389	View	1) Sometimes the water smells like chlorine. I had my water tested and they said it measured a 5. I believe this is above the acceptable amount allowed by the EPA. 2) Get iron stains on the house. I read our water company uses something (not sure of the exact wording) to control the iron in the water.
12818811	View	I have noticed that it has an odor when running in the sink. Also, our toilet bowls are recently alot more stained and we are unable to get them clean
12819185	View	MORE RUST HAS BEEN OBSERVED IN THE WATER & VARIOUS PARTS OF EXTERIOR & INTERIOR OF HOMES HAVE BEEN STAINED. THIS UTILITY KEEPS WANTING TO INCREASE WATER RATES WHILE THE WATER QUALITY DECREASES. THE FORMER UTILITY (BEFORE THIS ONE) DID A MUCH MUCH BETTER JOB WITH WATER QUALITY
12820313	View	because of the quality of water here at the community, I had to go and purchase two (2) new toilets. The stains were so bad that whatever I did to get them clean didn't work. Even bleach didn't do the job.
12830831	View	there is rust in the water that wasn't there some years ago
12838501	View	Water stains sinks and toilets, taste is not good
12855430	View	I moved in late 2010 and the water was terrible then, awful! and still is.
12884549	View	I won't drink the water-smell 7 taste is terrible.
12893068	View	Water smells awful.
12896625	View	WHEN I WASH MY CAR, STREAKS SHOW UP. THERE IS SOME KIND OF SEDIMENT IN THE WATER, POSSIBLY IRON OR CALCIUM. WHEN IN PENNSYLVANIA LAST WEEKEND, I HOSED OFF THE CAR TO REMOVE THE BUGS. I DID NOT WIPE THE CAR AND DID NOT SEE ANY STREAKS LIKE HERE IN LEESBURG.
12896843	View	Water is brown and the taste is bad....
12896907	View	We cannot stop the rust from accumulating in the toilet or around the drains.
12897049	View	We don't drink the water - we buy all bottled water we and don't even give it to our dog. The State of Florida Water Systems came and checked our water and said it would probably "kill" our small dog due to it terribly high Chlorine Content! THEY NEED TO CLEAN UP THEIR WATER ... BEFORE ANY INCREASES!!!!!!!!!!!!!!!!!!!!
12900609	View	We had to pay \$2600 to filter the water completely to get rid of the bad odor and the bad taste. I still love the water we get out of the faucet IN MICHIGAN. I have never had to filter my water in Michigan. Why is Florida so bad? Also, I'd like to know if the water bottling plant on the St. John's river is also paying all the increases? I bet not.
12901498	View	The ring around the water-line in the commodes is really bad. It was difficult to remove before but now its impossible. I have tried everything, spent a lot of money on many products that all get flushed down the drain, making no improvement. Don't know what to try next. Bleach reacts to the lime and makes it worse. I wonder if Mureatic acid from the pool store will help? And now they want more money? I wonder what is making the rings so much worse? Is it a chemical? Can it be lead?.
12901588	View	when you drink water that is brown how could it be better. toilets are stained. one has to buy special products to clean them444444
12902362	View	bad water , also not clear
12903588	View	Still has a bad taste and smell. I use a filter system, as do many others that I know, and it is worst. I really don't see the need to use a water softner for what is public water.
12904411	View	water smells bad every now & then
12906952	View	Iron levels are higher than before. Water leaves a waxy residue in cotton fabrics.
12907780	View	More Rust in the water leaving rings in toilets and in sinks. Plus hardness of water.
12908919	View	There appears to be more iron since yellow staining has become a problem.
12909435	View	I still get black goo on my shower heads, faucets and anything that uses the water constantly. I have to install a water softner to see if that will help. so why should my water bill go up when the quality of water is and has stayed below a normal standard. I have a whole house filter that helps very little.
12909850	View	the iron content is too high as well as the chlorine
12910603	View	Stains are so bad in the toilets I replaced one rather than have guests see it.
12910620	View	More mineral build up and very drying to the skin. These problems are much worse than before. I have lived in Pennbrooke for 6-1/2 years and had no problem with my dishes and silverware done in the dishwasher. Have had problems with getting a chalky substance on my silverware and glassware done in the dishwasher. My neighbor has had the same problem as well. We do not like the quality of the water. The city water in Leesburg and other areas have none of the problems we do.
12917303	View	The water has no pressure to water our lawn. if we watering the lawn you cannot take a bath, clean dishes. It also is discoloring my house and driveway. I wonder what it is doing to our bodys
12918302	View	The minerals have solidified around the faucets and I cannot get the end caps off to get to the strainers, even though I am using pliers and have scarred one of my bathroom fixtures, also there is iron in the water and it is staining the bathtub and toilets. I have been using 'The Works' for the toilets for a couple of years but still get a very hard ring around the bowls. I no longer use water from the faucets to drink or cook with because I am afraid it contains cysts that come from human waste and they cannot be killed with chlorine.
12920758	View	Burns my stomach
12923539	View	Had to purchase a new water conditioner - the water is so bad, it ruined the old one. You can smell the chlorine frequently. White clothing is no longer white unless bleached.
12923745	View	The last increase in the utilities bill was September 13, 2011.
12925492	View	I would not drink the water. My laundry never gets clean no matter which detergent I use. The amount of rust and lime deposits in the sinks, toilets and showers is disgusting. The sprinklers cause discolorations when sprayed on the house. In general, I feel that the water quality is terrible!!!
12939232	View	More iron in the water.
12940150	View	We have to clean the outside of the house more often to remove the stains from the irrigation water.
12941697	View	a gray scum now appears in the toilet bowl

### Question 2

Do you have a water softener in your home?

Yes	257	52.45%
No	233	47.55%

[Pop-up](#)

### Question 3

Do you have a water cartridge filtration system in your home?

Yes	249	51.88%
No please go to question 5	231	48.13%

[Pop-up](#)

### Question 4

Do you need to change the cartridge filter in your system more often than the manufacturer's recommendation due to high concentrations of minerals or sediment?

Yes	144	54.34%
No	121	45.66%

[Pop-up](#)

### Question 5

How would you rate the quality of the water for drinking and cooking?

Excellent	1	0.20%
Good	46	9.43%
Adequate Quality	147	30.12%
Fair	163	33.40%
Poor	131	26.84%

[Pop-up](#)

### Question 6

Do you have stains in your sinks, toilets or tubs from the water?

Yes	380	77.71%
No	109	22.29%

ID	View Survey	If you answered YES, please explain.
12786973	<a href="#">View</a>	Have had black and yellow stains. Also black deposits on sink aerators.
12786986	<a href="#">View</a>	its stains all the sinks,toilets,houses
12787004	<a href="#">View</a>	I see black looking grease coming out of the toilet, the shower head and the refrigerator water and ice dispenser on the door of the refrigerator.
12787011	<a href="#">View</a>	Rust and mineral stains in toilet bowl. This in spite of whole house water filter and water softener.
12787012	<a href="#">View</a>	black rings in toilet, black deposit on the sink.
12787013	<a href="#">View</a>	No stains inside the house but our siding has some staining that looks like rust.
12787056	<a href="#">View</a>	orange, brown, always have rings, have to clean every single day.....
12787067	<a href="#">View</a>	Stains in all from the very poor quality.
12787111	<a href="#">View</a>	Stains in every water collection point. Extremely hard to remove.
12787167	<a href="#">View</a>	I suppose it is Iron, since Ironout cleans it up fairly well.
12787192	<a href="#">View</a>	What I would consider normal - far amount of what appears to be calcium and what looks like rust.
12787216	<a href="#">View</a>	If the water sits for a while it's hard to clean.
12787316	<a href="#">View</a>	i get a brown ring in all our toilets
12787336	<a href="#">View</a>	refer to #1
12787347	<a href="#">View</a>	We have yellow rings.
12787351	<a href="#">View</a>	We continually have to bleach and scrub toilets and kitchen sink. Also, never before have I had so much trouble getting white shirts white.

12787360	View	Both toilets in the house are stained.....I've replaced one already and will probably have to replace the second. Even though we brush the toilets out with cleanser every day it won't keep the stains away.
12787397	View	ring around the bowl and sinks
12787431	View	Red sediment & stains.
12787453	View	Toilets have a orange ring around the bowl that has to be cleaned every week.
12787482	View	Water is horrible, can't wash car without leaving water spots. Sinks have to be scraped to clean.
12787489	View	we work constantly to keep stains from the sinks, tubs, commodes and shower
12787525	View	Hard water deposits and calcium stains that ruin all appliances. The water in this development is the worse I've ever experienced.
12787769	View	Yellow stains & rings in commodes and bath tub. Difficult to clean.
12787802	View	toilet and shower stains
12787810	View	It doesn't take long for a ring to show up in the toilets. This was not a problem where we used to live.
12787828	View	constant cleaning is the only thing that keeps them presentable.
12787854	View	looks like rust
12787911	View	Rust stains in toilet tank which I must treat w/bleach. Calcium or lime build up in commode, cleaned weekly with Lime-Away. Heavy black "mold" concentration on faucet filter screens which must be removed and cleaned at least once a month. Mysterious black "dots" on clothing when removed from washer. Rust stains on house from sprinkler system.
12787928	View	looks like iron deposits
12787943	View	Brown stains in toilet and drinking glasses are cloudy when removed from dish washer.
12787972	View	Toilets stain easily and vey quickly.
12787981	View	stains are on driveways and on houses. A filter must have been removed from our water system at one time. We did not have stains years before
12787991	View	DARK RING AT WATER LEVEL IN TOILET FORMS WHEN WATER SETS FOR A DAY OR MORE
12788024	View	Have stains that can not be removed
12788041	View	I have a water softener and I still have stains in my toilets that are impossible to remove. The water leaves a rustlike stain. They do not deserve another rate increase.
12788195	View	there are stains in the toilets that nothing removes
12788215	View	Brown / Black ring weekly in commode
12788223	View	We have stains in our sinks & toilets that cleaners that are to take out the stains don't even work.
12788286	View	stains that wash off with cleaner in sinks and toilets
12788330	View	their is a lot of sand in the water my toilet is always brown
12788347	View	Our white clothes have turned a yellowish color, the toilets get an orange-yellow stain. I have to clean the toilets, sinks, tubs with Iron Out which has an offensive fume. We purchased a new dishwasher and clothes washer but still have stains.
12788364	View	The water is discolored so bad its ridiculous!!!!
12788373	View	Hard water stains which we remove with vinegar.
12788379	View	The toilets have rings and streaks around the water line and down the sides of the bowl. We have recently been getting a yellow stain under the water line in the bowls. Products with acids in them seem to help with the stains, but the stains never fully go away.
12788380	View	Rust in toilets. Calcium buildup.
12788392	View	Have to constantly clean the toilets & sinks. Use toilet tablets, which help some, but continually have to use toilet cleaners every 2 to 4 weeks.
12788415	View	Get rust stains in toilet, even using bleach tablets. Also, stains in the shower stall.
12788431	View	The water is very hard and has a lot of calcium in the water. Shows up in hot water heater. also glasses in dish washer.
12788447	View	Yellow ring inside toilet bowls, rust inside toilet tank, pitting of chrome inside sink, water spots that have to be wiped off each time I use the stainless steel sink in the kitchen plus the shower and tub. Never had these problems when we lived up north.
12788479	View	stains are yellow
12788559	View	I get brown stains at the water level in the toilet bowls and also in the sinks. I have to bleach the bowls and sinks about every other week.
12788573	View	very minor, pose no problems
12788575	View	At times need to use a caustic cleaner to clean the toilets. Have never had this problem except in this area and we have lived in a variety of states and rural areas.
12788581	View	we have stains in our sinks, toilets and tub that we constantly need to clean.
12788602	View	I have stains in both my toilets & in both sinks!
12788603	View	Have to brush the toilets every couple days.
12788605	View	Water tastes awful....have to buy bottled water and we use filtered water thru our refrig/freezer unit Toilets and sinks constantly have rings that require "THE WORKS" or other strong products to clean!
12788618	View	The water in the toilets leave an yellowish, orange stain that I can only remove with applications of vinegar and then that does not last long. I do NOT use the tap water for cooking or drinking.
12788625	View	IT IS NECESSARY TO MAINTAIN A CLEAN HOUSE THAT YOU USE BLEACH & FOAM CLEANERS AT LEAST ONCE A WEEK OR YOU WILL GET STAINS.
12788765	View	Mainly in our toilet bowls.
12788777	View	There is a lot of rust in the water, it stains the siding and toilet tanks. There is also low pressure issues for Meadowbend Drive, always has been. It has improved somewhat since the street has become fully occupied, but there are still "low pressure" issues—especially on "watering days".
12788835	View	keep having ring in toilet bowl sometimes it is black other times it is lime and is yellow
12788850	View	Rust stains in toilet on a regular basis.
12788905	View	I have rust stains in the toilets. When the service man came to service the water softener he said their was rust. Clothes are dingy, not bright white.
12788920	View	not much to explain - installed 2 new toilets and within 3 months, stained and looked old again
12788966	View	RUST STAINS HARD TO CORRECT
12789063	View	We have to run the water first thing every morning because of a high chlorine taste and smell!... wasting water. We are constantly cleaning the toilets and dishwasher to prevent staining.
12789112	View	It's rusty and has a build-up.
12789122	View	Hard water stains in toilets. Sometimes cloths are stained.
12789215	View	we have stains in all of the above and it takes special cleaners to clean them.
12789218	View	It's a constant battle of scrubbing yellow/rust stains. You can't use the water in Pennbrooke without a softner and filter. And they want more money for this???



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12789273	View	We have to buy a bottle of stuff from Loews to remove the stain - when it gets too bad. NOW Loews is not selling it anymore and the people we told about it can not buy it.
12789324	View	Even with softener we still have stains shower and toilet, also the outside oh the house has dis coloring from water.
12789331	View	Black streaks where the water runs.
12789334	View	yellowish stains in tollts, iron build up on shower heads and faucets
12789339	View	Toilets have rusty stains, hard to get rid of
12789345	View	Toilets are hard to keep clean.
12789363	View	Our guest toilet must be brused as the water leaves a black ring as it is not used as often as our primary toiletbut we clean both at least once a week with various store bout cleaners
12789393	View	IRON
12789412	View	the stains are herendous-horrible-nasty-embarrassing- I can only imagine what our insides look like with the staining occuring to our internal organs.! This cannot be healthy in the long term regardless of your testing.
12789421	View	I have to clen the toilets every day to keep from having a ring around the bowl.
12789422	View	Iron Color, requires constant weekly cleaning. I use CLR and Brush. Iron must be taken internally also. NOT GOOD
12789433	View	Stains re-appear a couple of days after cleaning
12789435	View	iron deposits in toilets
12789570	View	There is a yellow stain in toilet that develops about 4 days after cleaning - this is newthis past year! There is always a battle to keep brown stain away up under the toilet rim.!
12789604	View	We have sediment inspite of a filtration system that removes chlorine and sediment from the water that enters our home. We have magnets to ameliorate the hardness with only modest success. Our toilets continue to collect iron and sediment and require frequent cleaning. The water stains on the exterior of our homes, on the streets, curbs and sidewalks throughout the community is proof that the concentration of iron in our water is high. Pennbrooke's water system is antiquated and is in serious need of updating to improve water quality. Pennbrooke Utilities doesn't want to spend any money here so we are forced to accept poor quality water, low pressure, and ever-increasing rates. They obviously off-loaded our system to an Illinois utility now rather than invest in the needed upgrades. No improvements, no increase. Residents will only accept increased rates if the water quality and pressure improve substantially.
12789615	View	I clean my toilets and within 3 days they are orange stained again.
12789628	View	There are hard water rust stains in my toilet bowl.
12789705	View	in toilet only
12789775	View	rust stains in toilet
12789792	View	Our toilet tanks get black very easily from the water.
12789842	View	When i use my whirlpool tub the water is yellow. The water leaves what appears to be calcium deposits in the toilets and sinks.
12789903	View	Water spots appear on the stainless steel kitchen sink and on the chrome fixtures at all sinks, the shower, and bath tub. Yellowish buildup occurs in the toilets, requiring special treatments to remove.
12789909	View	rust stains even with a conditioner and heavy rust stains on exterior of house from the irrigation system ( this water does not go through the filter system )
12789917	View	The water level in the toilet has a gray stain you can feel the lime deposit in the stool, I have to use a pumice scouring stick to remove the ring that the so called, water meets the standards of the state BS.
12789933	View	iron stains in toilets and sinks
12789967	View	jWe used to have major stains in the toilets that we replaced. When our previous water softener broke down, we noticed the difference almost immediately.
12790005	View	Stains in the toilets
12790017	View	The tubs and toilets get a horrible looking brownish orange stain. I have found that nothing works better on this problem than "Barkeepers Friend cleanser & polish. With regular use, it keeps everything white and bright.
12790031	View	Stains on vinyl siding from irrigation must be removed with acid cleaner every 6 months. Water has a waxy substance feel. Freshly washed towels leave an oily residue on glass.
12790050	View	we have brown rings in our toilet and tub and sink and we use a lime stone to try and get it out.
12790062	View	Shower stall gets a stain.
12790073	View	Had stains in my toilet - replaced the toilet.
12790119	View	rust in tolets
12790123	View	I would call them hard water stains mostly in the toilets.
12790134	View	On questions #3 through 6 I answered because I have been paying for the extra filters on sinks, and refrigerators along with the high cost of trying to keep the toilets looking clean. I've only had the water softener for a month.
12790163	View	If I don't keep up with the water in the bowl it will turn yellow
12790164	View	in the toilet.
12790168	View	toilet bowl stains - unremovable rings in bowl, and stains on outside house, and walkways and driveway
12790217	View	stains... what's to explain?
12790248	View	brown and red stains on all
12790274	View	Have tried all kinds of products to get rid of it and nothing works.
12790481	View	Toilet tanks full of rusty color water sitting in toilet bowl gets a calcium like stain in it. also stain of some kind around the upper edge of the bowl, under the lip sinks stain constantly and takes forever to remove them.
12790530	View	Still have some rusty colored stains in toilets & bathroom sinks.
12790649	View	Toilets are stained and nothing takes the stains out. Also floor of shower is stained and it won't come clean.
12790687	View	Rust stains in toilets, ring where water level is. Chunchs of black flake come off around bowl rim where water flush enters bowl. In Refr. we have to change filter about every 4 months. Refr. Mfg. recommended every 6 -8 months. Water pressure is low in early morning and lawn watering days.
12790707	View	I always had hard water stains and lime deposits in the sinks and toilets until I got a water softener.
12790710	View	Occasionally where facilitys not used often.
12790721	View	Orange stains in sinks and toilets, cannot get them out
12790728	View	rust abd dark rings
12790732	View	As I have stated. The sinks and commodes get a red line all around it and sometimes it's gray. If you put a q-tip in he faucets they are black.
12790733	View	Rings left in the toilet from standing water.
12790765	View	I order special chemicals to clean my toilets, sinks and tiles, due to the yellow stains.
12790786	View	We constantly are battling a reddish brown ring in our toilets. We have a stain in the kitchen sink we can't get out.

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12790814	View	The stains are very difficult to remove and clean, especially in the toilets
12790895	View	We have a lot of orange rust looking stains. They are hard to get rid of and return almost immediately after removal.
12790919	View	I don't have to. But I have stains in bathroom end of story.
12790929	View	brown water and rust stains in the toilets and sinks. I WAS THE CHAIRMAN OF THE advisory committee for the WATER COMPANY IN CONNECTICUT AND I WAS ABLE TO SECURE A MULTI MILLION DOLAR PERMIT FROM THE Governor himself. And they named the treatment plant after me.
12790939	View	The toilets are especially difficult to clean. Some products are not effective.
12790941	View	the water is disgusting to drink, harsh to clean with. I have to keep changing the filters on my faucets and showers because they are always full of sediments. I have to clean my showers and toilets every other day so they won't turn orange. Having to pay for this kind of water is not good raising the price for it is unpardonable.
12790954	View	Sinks and toilet get a copper stain.
12790974	View	Our toilets have a ring stain that is very difficult to remove. I have to use a combination. Of cleaning products and let them stand for a while then scrub.
12791014	View	High rust content
12791020	View	I notice this stain especially in the toilets. I even purchased a new one two years ago and already, the stain will not come out.
12791050	View	Toilets develop rings at waters edge daily. Black residue develops periodically on sink taps/spouts, and on sink drain/stopper. This black residue must be soaked in CLR to clean. Shower heads periodically need to be soaked in CLR to clear build-up, so that showerhead flows fully.
12791055	View	already did
12791065	View	Lots of staining in toilets - rust.
12791095	View	SEDIMENT RING FROM HARD WATER IN TOILET BOWLS AND SHOWER
12791121	View	we have a whole house water cond.system and still get stains. We have the water filter in our refridge that requires changing sooner than the manufacturer recommends.
12791149	View	Have a stain in the stool that is hard to clean.
12791150	View	Rusty looking ring in the toilet.
12791187	View	Rings develop in toilet at water line.
12791198	View	New toilets have a brown ring around the water line and it almost impossible to remove, without using chemicals to remove
12791247	View	We have iron stains in both toilets which require heavy scrubbing to clean them nearly every month.
12791250	View	Apparent iron stains, but cleanable.
12791448	View	If I don't clean the shower or toilets every 3 days they are stained
12791508	View	have brown rings in toilet that dont clean. dogs water bowl gets film in it. water taste treible if not filter drink water only from filter water
12791515	View	already did
12791572	View	Calcium build up occurs in all our sinks and toilets.
12791633	View	if not flush when you are away there is a ring that forms around the edge of the bowl at the water line..
12791696	View	with a softner, everything still gets a stain, even the outside of the house.
12791726	View	I explained this in the first question. My shower is practically ruined from the stains as I can't get the yellow out.
12791783	View	they have a yellow stains it also leaves bad water spots on glasses
12791876	View	mineral deposits around toilet bowls, leave a dark ring. Had to replace on toilet because I scrubed so much it never would come clean.
12791931	View	Very hard water. Can also be see on the siding from the sprinklers.
12791938	View	stains ti the toilet bowls
12791982	View	The toilets have a ring around the toilet have black stain in the rim no matter how much you try to clean them the dont come out its terrible something needs to be done the water situation have gotten worse
12791999	View	Noted in toilets.
12792131	View	We have rings on our sinks and in our toilet stools.
12792211	View	Ring around bathroom toilet is hard to remove unless we use strong cleaner.
12792314	View	Rust colored stains in toilet at times.
12792371	View	toilets
12792372	View	stains in toilet
12792546	View	et stains with the water setting in toilet. Also, sometimes it is darker than it should be.
12792567	View	In our toilets we have what we think are lime deposits. Our white clothes must be washed with bleach almost every other wash.
12792648	View	For the first time in 8 years, I am finding rust stains in our toilet bowl and much rest in the water tank. We never had stains in the bowl that I had a hard time to get out until the past couple of months. We don't drink the water as we buy our water in gallons from the store but I did notice the laundry isn't as nice as earlier years.
12792754	View	stains from water in toilet. must constantly clean.
12792780	View	Have lime stains on sinks, toilets and faucets. Lime Away every 6 months takes care of problem. Purchase bottled water for drinking and cooking.
12792795	View	Rust stains
12792901	View	rust stains in toilets sinks & tubs
12793051	View	stains in toilet that are diffult to remove
12793076	View	hard water mineral deposits
12796002	View	I have rust and mineral stains in my toilets that only "Iron Out" will remove. The outside of my house is orange where the sprinklers hit.
12796570	View	We clean the shower and tub after each use to cut down on the iron and staining.
12796656	View	Explain? I look down and see the stain. What's to explain?
12797587	View	Yellow stains in toilet
12797864	View	brown stains from the iron and white flakes in my cups from minerals
12797877	View	Rust stains and carbon particles foul aerators and icemaker.
12798248	View	stains are stains from water what else do you want
12798281	View	Heavy iron deposits leave ring in toilet in less than a week. Difficult to remove.
12798287	View	Rust in bathroom toilet, shower stall, sinks. Rust on driveway and sidewalk from sprinkler system. Rust on house where sprinkler system has splashed against vinyl. Does not come off when pressure washed. Have complained on every survey taken and have never had a reply from water service. Have just had a cartridge system installed under kitchen sink (6-9-12). Haven't had time to see results.
12798291	View	Rust rings occasionally
12798293	View	The toilets will have a definite brown stain that I can only get off by putting a chemical cleaner (CLR) in the bowl and saok for several hours before

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		brushing and flushing. Washing the car or any water sprayed on windows results in stubborn water spotting on surfaces.
12798486	View	Sinks, toilets and dishwasher develop hard stains that are difficult or in some cases can't be removed. We have never lived anywhere where we experienced this problem before. Also there is a small sand deposit in the dishwasher when finished it's cycle.
12798576	View	Always have a slight film in the toilets.
12798652	View	black sediment —especially shows in toilets
12798840	View	All white clothing & bedding get brown stains and must be bleached constantly. Toilets get brown stains also and must be bleached.
12798984	View	Carbonate stains/deposits in dishwasher and on dishes. Serious reddish orange stains on clothing periodically requiring clothing to be destroyed. We need this stuff stopped, now!!!!
12799121	View	In both toilets
12799189	View	awful yellow brown stains(water lines)in the toilet that require special treatment with Works and heavy brushing/scrapping.White powery build up in shower and sinks.
12799217	View	Have stains
12799392	View	No stains but there is always a rust color sediment in the large tub.
12799489	View	our toilets have always had a water stain. Sinks at the drains has a water stain also. Always drink and cook from cartridge filter due to the taste of the water
12799513	View	Stains yellow and brown are always in the toilets
12799525	View	Use a stain remover.
12799757	View	I have to clean every other day for stains that will not come out
12799767	View	The toilet bowls no matter how often I clean it, develops this pink stain around the toilet bowl. The only product that removes it is "The Works." My fear is that a product that strong could eventually ruin the finish of the toilet bowl.
12799913	View	stains in toilet
12800225	View	Brown stains in both the shower stall and the guest toilet (not used as frequently). The shower, though, is used often.
12800370	View	must use bleach in toilet when gone for any length of time to prevent stains from developing
12800412	View	Water line in toilets turns black and has etched a ring in the toilet.
12800616	View	Both toilet stools have a rusty bowl.
12800693	View	Rust stains in toilets.
12800718	View	Toilet bowls and around the base of all faucets fixtures there is a build up that requires constant cleaning.
12800812	View	I already did explain on question #1 answer. Read above.....
12800909	View	Mineral deposits in toilet and water kettle.Sinks are stainless steel in kitchen and will not stain.
12801425	View	water in tub & toilets seem to have a yellowish tinge to it, thus staining both.
12801653	View	toilets- from iron in water
12801665	View	The water stains these things orange/brown if they are not cleaned regularly.
12801958	View	Stainless steel sinks stain terribly without a water softener which I never needed up north with hard water.
12802008	View	there are stains, there is also a black tar-like substance that builds up around the drains. it's not very nice
12802051	View	The toilet bowls and sinks are a yellowish green color that does not come out. We have to change the water filter every week and a half to 2 weeks at the most.
12802876	View	Whats to explain? There is enough of something to clog screens on the outlets in the shower and sinks and stains in all of the above.
12803033	View	What is to explain? stains in the sink and some cannot be removed; stains in the toilet, even with putting bleach in the tank periodically. stains on the outside walls of the house, stains in the outside drains. Drinking water is ugh, has to be ice cold to taste good.
12803084	View	Ring around toilet inside is very noticable. Nothing I clean it with does any good. I've been thinking about getting new toilets.
12803622	View	Lime,hard,taste is bad
12804315	View	Although I have a water softner and filter, it requires salt added several months a year. It still tastes gritty, coffee pot is white at bottom! I buy drinking water because I can't stand the taste. Please Please do not increase - we can't handle anymore!!!!!!! I have to pay \$40+ twice a year to power wash the stuff off the house.
12804713	View	Calcium deposits appear to be the primary culprit and are most evident on the items in the dishwasher. Toilets and sinks have similar issues but the markings are less evident due to the white porcelain.
12805299	View	In both toilets and it takes quite a bit of scrubbing to remove then.
12805551	View	We are constantly scrubbing the toilet due to the terrible water provided.
12805732	View	Toilet bowls stain without using chlorine tablets in the tank. Shower walls are also hard to keep clean probably due to water hardness. Dishwasher needs plenty of spot free rinse additive to get spot free results.
12806319	View	iron stains
12806659	View	Have to clean toilets, sink almost every other day.
12807146	View	Brown stain in toilet bowls, brown stain around the drain opening of kitchen sink (which is Corian), brown stain accumulates in drip tray of refrigerator door water/ice dispenser.
12807260	View	toilet bowls, sinks, etc... Have a brand new water softner system and that doesn't seem to help, and then they want to charge more???
12807317	View	you get rusty stains
12807598	View	I have to keep clorix bleach drop in's in the toilet tank at all times and still have rust stains. I have to clean the toilets with The Works. Nothing else gets t' the stains out.
12807810	View	WE CLEAN THE TOILETS EVERY TWO DAYS AND WE HAVE A RING AROUND THE BOWLS THAT IS VERY DIFFICUT TO REMOVE, WE HAVE BOUGHT MANY PRODUCTS THAT DO NOT WORK. THE BOWL IN SECOND BATH MUST BE FLUSH TWICE DAILY TO PREVENT RINGS.
12807817	View	Toilets stained yellow, NEW granite counter tops are being destroyed by the caustic water quality. We mustake precautions to keep any "splashed" water immediately dried. We use filtered water through our fridge for 99% of water in cooking and NEVER drink tap water. Just look at houses in the subdivision, notice yellow stains? Thats the lousy water. With the exception of a city in TX called big spring, our water only marginly better.
12807918	View	toilets have a brown stain similar to iron.
12811362	View	If I don't clean the toilet every other day and wipe around the faucets in the sinks each day, then there are stains.
12813052	View	I get red in my shower and toilets and sinks Also the porcelain is starting to pith. My silverware and glasses also pith,
12813099	View	brown stains very hard to remove
12814273	View	always having to clean stains and spending much more \$ on cleaning solutions
12814742	View	toilets are always stained no matter what we use to clean them.
12815159	View	See above
12815310	View	Toilets stain...appears heavy iron content.

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12816353	View	Brown rings in the toilets that are less than 4 years old, shameful that we have done all that we can Softener, filter and toilet tank inserts to stop this and it still persists.
12816777	View	If my water conditioner needs a "refill", I have rust stains in sinks and toilets. If I keep my water conditioner filled, the problem is solved.
12817310	View	Rings in the toilets, stains on walkways and house.
12817682	View	always a mineral "ridge" in the toilet bowls rust, too
12817918	View	Every toilet has on-going stains regardless of cleaning frequency.
12818389	View	Rust colored stains in toilets that are impossible to remove by regular cleaning and use of regular products.
12818445	View	The toilets get like a dirt coated covering in the water. I clean this daily sometimes
12818811	View	the stain is orangish and a build-up of calcium or something occurs at the water line in the toilets.
12818940	View	discoloration of water in toilet bowls as well as side of house from watering system
12819078	View	I get stains in my toilets from the hard water. I don't want to install a water softener because of the cost and the amount of salt pellets required. I also have stains in my shower.
12819185	View	TOILET BOWLS,EXTGERIOR WALKS & SIDE OF HOUSE WHERE WATER IS SPRAYED IS VERY STAINED. WE WATCH HOMES FOR SOME SNOW BIRDS & ARE CONSTANTLY HAVING TO SCRUB THEIR TOILET BOWLS (EVEN THOUGH THEY ARE NEVER REALLY USED)
12820313	View	EXPLAINED IN #1.
12820336	View	It was difficult to find a toilet bowl cleaner that would remove the stains in the bowl.
12821541	View	There is always a buildup of iron on the toilet bowl that takes a special iron remover and elbow grease to remove it. It only takes a matter of days for the stain to return on the porcelain.
12821676	View	Toilet bowl turns brown. Same thing happens in the wash machine.
12822334	View	toilets
12822338	View	I get a black residue on my faucet starainers. It does not dissolve in CLR.
12823372	View	hard water stains in sink and shower and rust like stains in comode and tank.
12828333	View	we get a orangish brown "scum" in our toilet bowl at the water level line which we need to consistantly scrub off. And we get a filmy stain in our bathroom lavs. the kitschs sink is not bad as we have a extra carbon filter other than the whole house filter on that as the water tastes so bad without it.
12829839	View	Commodes constantly have a rust stain. VERY difficult to remove. The stain always returns within a week. WHY?
12830831	View	the toilets always have rust stains
12836464	View	Iron stains a constant problem.
12836539	View	WE HAVE PURCHASED NEW TOILETS AND I STILL FIGHT RUST RINGS IN THEM. THEY ALWAYS LOOK DIRTY UNLESS I KEEP AFTER THEM WITH SPECIAL PRODUCTS.
12836547	View	A constant chore cleaning stains
12837243	View	Cannot seem to get all stains off regardless of what we use. Also have stiains on siding from sprinkler system due to poor water quality.
12838501	View	every things is stained, yellowish, orangeish colour
12855430	View	There are dark yellow stains in the toilets, pink rings in sinks and tubs
12861281	View	How many ways can you spell stain. a stain is a stain.
12865010	View	yellow rings in toilet no matter how often or how hard I clean
12864325	View	can not remove stains.
12884549	View	Yes-toilet bowl is constantly discolored.
12893068	View	I must wash every day with a aolvent.
12896170	View	Yellow and sometimes grey stains in toilet bowls.
12896625	View	WE HAVE TO USE BLEACH TABLETS IN OUR FOILET TANKS, OTHERWISE WE SHORTLY GET RING AROUND THE BOWL.
12896843	View	Stain in toilet and tub, if not maintained...
12896907	View	As I mentioned above this has been a terrible problem
12896996	View	Both toilets have water rings if not cleaned daily
12897049	View	Slight staining has to be cleaned off or on our bathroom sinks ... otherwise it would gather there badly!
12897188	View	Only very rare, but noticed my dishwasher has a lot of Phosphate deposits. Have tried several detergents, but nothing seems to correct the problem
12897199	View	toilets and sinks are orange and I cannot get the black rings out of my toilets no matter what cleaning product I use....
12897225	View	lime deposits are a problem
12897289	View	BOWL DEVELOPS DARK RING IN BOWL
12897489	View	the toilet has yellow stains that will not come out. Our dishwasher was badly stained yellow. I purchase special products, and special cleaner that I have never had to use before.
12897573	View	I get red colored mold in the shower, and black mold in the toilet.
12897835	View	yes we have corosion around taps
12899332	View	Iron content is too high causing yellow stains
12899839	View	white hard water stains
12899967	View	Stains in toilets and showers.
12900496	View	Rust Stains
12900609	View	My toilet bowl is always turning to a faint yellow. It won't go away with just bowl cleaner. We have to use The Works to get the stain out.
12900900	View	Yelowish stain in toilets which is very difficult to remove. Must use vinegar to remove stains. However, some staining remains.
12901498	View	Please see note in box above. Yes the stains are disquesting, have tried everything and in last few months have become much worse. I'm spending a sm. fortune on chemicals and all go down the drain. The blue tablets don't help. I have a water softener and a water filter for drinking water. .
12901588	View	THE WATER COMPANY NEEDS TO DEAL ME SINCC I WAS THE CHAIRMAN OF THE ADVISORY COMMITTEE AND I WAS ABLE TO TAKE THE WATER COMPANY ON AND HAD THE GOVERNOR HIMSLEF APPROVE A MULTIMILLON PERMIT FOR A NEEW WATER TREATMENT PLANT.
12902362	View	the water stains all of them, have to keep scrubbing. that sucks
12902512	View	rust stains
12903588	View	Powdery white build up around faucet ends and handles. Answer to # 5 is fair, but we only use the water for showers, cooking, cleaning, and lawn watering. So for those things it ok.
12903615	View	I believe our water softner helps in this regard. We do however, still have stains in commodes if clean water stays in bowl for as little as 2-3 days.
12903730	View	Stains around the white sink drains. Stains on shower doors.
12903919	View	I think the price now is out of hand. We should figer how to reduce the cost, not increase. Do you people realize that we all are living on pensions

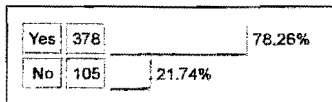
Survey Results Area

12904028	View	that do not increase each year. Two year ago raise in cost was not good, and you want to stick it to us again. Our toilets have a brown ring around the bowl where the water level is.
12904411	View	brownish stain inside & outside of the house [too much iron in the system?]
12906163	View	The water seems to have a lot of iron. Also some sand and earth matter in the water.
12906903	View	Because we have a water softener. Otherwise, there is a scum on the water, especially when heated.
12906952	View	orange ring in toilets, orange stain inside toilet tanks. Stains in laundry sink.
12906954	View	TOILET, SIDING DRIVEWAY ARE ALL STAINED BROWN AND HAVE ALWAYS BEEN THIS WAY SINCE THE HOMES IN THE BACK WERE ADDED TO THE COMMUNITY
12907488	View	The inside of my washer is yellow. Even though I use a rinse agent in the dishwasher, the bottoms of the glasses are cloudy and the flatware is spotted. I use twice as much detergent in the washer than what is recommended. There isn't much room in the "Villa" garages to put a softner.
12907780	View	As stated earlier, RUST MARKS AND LINES. A repairman for the water said that's why the flush of the water system. But, it causes more rust and the laundry cannot be done for a few days. It turns the white clothes tan. Very upsetting.
12907962	View	toilets stain quickly after cleaning
12908919	View	Cleaning has become more difficult.
12909399	View	badly stained-never had this problem in other areas.
12909435	View	I answered part of this above but now that you mention it. When i moved in here i had to replace the toilets because they were so discusting. I get yellow and black stains in my toilet, I have to clean them every week so they are acceptable and look clean enough to sit on.
12909624	View	Light discoloration in toilets - not a problem with continuous cleaning.
12909850	View	our outdoor walls are rusted, the toilets, tubs and sinks heavy lime and need to clean constantly!
12909932	View	hard water and some rust stains
12910040	View	The water is hard
12910178	View	The toilet always has hard water stains. Used many products but finally found The Works will take the stain away. Faucets have been replaced due to the mineral buildup. When it is watering day on our street the pressure goes way down and showers in the early morning are a challenge.
12910328	View	black stain around toilet and white(calcium?) in stainless sink
12910603	View	Toilets sinks etc. Terrible
12910620	View	Mineral build up of lime or some other mineral.
12913125	View	rust stains
12916451	View	Black ring around toilet bowl. Had culligan come out and still had black ring
12917303	View	the water is staining eveything
12917534	View	water cloist dark stains.
12918302	View	Iron stains in toilets and bathtub. Hard water minerals around faucet spigot edges that prevent removal of strainers to be cleaned and that have formed around the faucet edges that sits on the sinks. Have used pumice sticks to remove some from a toilet bowl. Also use The Works but it doesn't keep it out.
12918862	View	stains in toilet that are hard to get off
12919417	View	Toilets
12919625	View	In the locations noted above but also on the sides of the home and the expensive painted driveway ( iron stains that can Only be removed by using strong chemicals )
12921160	View	black water stain in toilet
12922771	View	Always have rings in the toilet bowl. Cannot drink water out of the tap. Ice cubes taste terrible. Have black crusted stuff on the ends of the faucets.
12923539	View	The toilet bowl will not come all the way clean any more. The drain in the bathroom sink is discolored.
12923745	View	In both stools there is always a gray colored stain, water is hard and full of lime. I have to use a pumice stone in order to remove them.
12925053	View	I get stain in my sinks, toilets etc. I have to use special cleaners to clean the brown stains. Bleach will not remove the stains.
12935120	View	Hard water stains in Shower
12936715	View	Toilets are only 2 years old and already have rust stains that are difficult to remove. Rust is also on concrete driveway and gutters where sprinklers over sprayed.
12937058	View	yes, I have stains which bleach won't even clean!
12938322	View	I cannot get the yellow stain out of my toilets
12938336	View	stains in all of the above
12939208	View	My toilet gets black rings in it that are hard to remove. My sinks require more cleaning than one would expect
12940150	View	We must wipe off the sinks, tubs and faucets everytime we use them or stains develop quickly. The brown stains that develop in the toilet bowls are terrible. I am constantly checking for new cleaning products.
12940168	View	Heavy stains that are stubborn and difficult to remove.
12941632	View	orange stains that are just impossible to remove
12941697	View	The water softner helps, but some stains and scum persists. This is a brand new water softner also.
12953121	View	I do not drink the water and I have yellow stains in my toilets due to the water quality.

<< Hide Pop-up

Question 7

Is it necessary to purchase special products to clean your sinks, toilets, or tubs?



Pop-up

### Question 8

How do you rate the water pressure in your home?

Excellent	12	2.45%
Good	110	22.49%
Adequate Pressure	191	39.06%
Fair	114	23.31%
Poor	62	12.68%

Pop-up

### Question 9

How would you rate the water pressure for your irrigation system?

Excellent	13	2.70%
Good	82	17.05%
Adequate Pressure	178	37.01%
Fair	146	30.35%
Poor	62	12.89%

Pop-up

### Question 10

Do you have stains on the exterior of your home from the irrigation water?

Yes	338	71.16%
No	137	28.84%

Pop-up

### Question 11

Overall are you satisfied with the water in Pennbrooke?

Very Satisfied	2	0.41%
Satisfied	189	39.97%
Dissatisfied	222	45.77%
Very Dissatisfied	72	14.85%

Pop-up

*good portion Dissatisfied*

### Question 12

How would you rate what you pay for water and sewer services from Utilities of Pennbrooke?

Expensive	381	78.23%
Reasonable	102	20.94%
Inexpensive	4	0.82%

Pop-up

### Question 13

Additional Comments?

ID	Text Answers (179)	View
12786973	The rates for the first 6000 gallons seem reasonable, but above that the rates are excessive.	View

## Survey Results Area

12787011	I don't have any way to compare our water rates against other neighboring communities with their own water/ sewer system.	View
12787056	a lot of money for what we get, poor pressure, poor water quality. I don't have a double system like some people so my sewer is a bit more, but wish I had known how expensive it was here, I would have had a bypass put in for the lawn water but the expense is not worth it and it would not pay.....	View
12787110	The rates keep going up, seems like every year. Don't they know we are all retired on fixed incomes.	View
12787167	Costs are going up quicker than Social Security Income....not good in a 55plus community	View
12787316	Until the quality and the water pressure are better i think that a raise in water costs should not be granted	View
12787318	The charges are already very high and here they are wanting another increase. When they went to the new formula where you pay for the 1st 3,000 gal then the next 3,000 gal then the next 6,000 gal then all remaining (each set at different rates) this managed to raise my water rate even though I am using less water now than I was before they went to this formula. I was sure that when they said they were selling the company that would be followed by a rate increase request. They probably sold to the same people under a new name. Larry Huhn	View
12787343	We are senior citizens in a senior park we can not cope with more expense, without a great deal of improvement.	View
12787360	Even though the water company assures us that the water is safe to drink, it tastes bad and looks bad. The smell of bleach or chloride is so strong when you turn the water on that it's hard to believe it's drinkable. The stains on the outside of the house look bad and cannot be removed from the paint.	View
12787453	If you water with the irrigation system any time between 2AM and 7AM you do not have enough water pressure to cover the area. This forces me to water at 6PM at night, which is not the best time to water, but you have adequate pressure.	View
12787469	We are snow birds and we do not have these water problems in our northern home.	View
12787523	I don't feel that we should have another increase in our water/sewer rates as they are already very high.	View
12787802	this company only wants to increase profit.... they will continue to request rate increases every two years what can we do.....	View
12787810	Water pressure is ok, unless it is any one of the irrigation days. If you irrigate at the same time as your neighbors, you won't cover the whole yard.	View
12787911	Considering all the limitations put on Florida residents in their water useage, the price paid for water/sewer is exorbitant. We've put in new faucets, shower heads and sprinkler heads to increase flow, but the pressure remains low.	View
12787979	Recently, in the last two to three weeks, the water pressure has varied or pulsed at times. Other times it is constant. I would like to know why it pulses at times. We live on the west end of Grand Vista Trail. Thanks	View
12787991	SEWER COST DOES NOT REFLECT WATERING LAWNS AND IF YOU WANT A SPECIAL METER FOR LAWNS THE COST TO INSTALL IS BAD AND IT HAS A MONTHLY ASSESSMENT CHARGE	View
12788041	The water would not be tolerable without a water softener. When they ask for a rate increase they are trying to pass on to us their corporate expenses.	View
12788195	it is the sewerage costs that are too much	View
12788215	For the quality of the water we are paying too much.	View
12788347	We are already overpaying for a resource that is staining everything it touches. Imagine what it is doing to everyone's bodies!	View
12788364	The water isn't even at the quality that I would drink!!!!	View
12788373	It is natural for a profit making company to want to make more money. They will charge whatever the law allows and more if they can get away with it.	View
12788431	Maybe it is time to contact Leesburg water company about replacing Utilities of Pennbrooke. It would be worth the price increase to fix all current problem that we have with the current setup.	View
12788459	I see no reason for this its getting worse than taxes soon it will cost more for water than the taxes. How much can you keep squeezing out of us.	View
12788559	What I pay for a month here is what I paid for 6 months up north and that was city water and it was much better. I had no problems with water pressure. Now that we are back to summer where we water. On Saturday and Sunday mornings I have a problem taking a shower to go to church etc., the water pressure is so low. I have a water pressure gage installed and at times it is much below 40 psi. I have more water pressure in my RV. When my irrigation comes on it does not have enough pressure to do a complete job.	View
12788581	it would be nice if we could drink the water without filtering it twice.	View
12788583	This water is very overpriced. I know no one else in a community in FL that pays this much for water.	View
12788602	Valley is very careless when mowing, they're constantly breaking my faucets. A few months ago they were supposed to have fixed 1 sprinkler & it turns out IT'S STILL BROKEN-NEVER FIXED! I pay an exuberant amt for my water! Sometimes its gone up to over \$200 a month~!	View
12788603	I am told that the water is safe. We have invested a lot of money to filter the water mainly because of the taste.	View
12788605	by the time we buy salt, filters and softeners....it is REALLY EXPENSIVE	View
12788618	I know that water reports always have fallen within acceptable guidelines as far as the company is concerned. The water is not acceptable to me and the complaints that have been issued time and time again have not been addressed. I even make sure that none of my guests use the water in my home. Pitiful.	View
12788625	THE COSTS SEEM TO INCREASE FASTER THAN THE GENERAL COST OF LIVING. I DO NOT KNOW WHAT OTHER COMMUNITIES PAY BUT I THINK FOR THE QUALITY OF THE WATER WE ARE PAYING TOO MUCH.	View
12788663	The charge for water and wastewater is at least double what we paid elsewhere and besides we had to pay thousands to install a water softener plus we have to spend hundreds of dollars every year on chemicals to treat the water. The stains on my house don't come off with pressure washing. I have to paint my house to cover them and then they come back after a short time. This water system is an expensive disgrace!	View
12788765	Our current water bills seem extravently high. The last month bill was the highest we have paid in the 8yrs we have lived here. Further increases would appear to be unnecessary.	View
12788777	see comment above.	View
12788835	sure am glad i had second meter installed 10 years ago and don't have to pay sewage on sprinklers watering yard	View
12788966	DONT NEED MORE EXPENSES NOW	View
12788972	We have put a separate meter in to monitor water used for irrigation only. This meter was expensive to install, but we felt we had to try to do something to reduce our water bills. Before we had a water sewer charge on all water and irrigation water does not even go through the sewer. We felt this was very unfair. My glasses and silverware are very cloudy due to the etching from the hard water.	View
12789063	We pay on the average \$100 a month or \$1200 a year for water for just 2 people. Enough is enough ... the utility company needs to charge within our means and look within their company to reduce their expenses. We have to use CLR on the toilets and on the exterior house windows to reduce the staining.	View
12789215	It is like having untreated well water. Hard as a ROCK. The sewage rate is out of sight Why do we have to pay for sewage when we water our lawns?	View
12789218	Water very expensive here compared to south Florida.	View
12789363	Every time an increase in water fees comes up we are told that the water quality will improve and mine has not....why do I have to pay for cleaning the water I pay for to make it drinkable. let them really improve it then we can talk about ingreases. Secondly if they are spending more mone to improve the water then why will the sewage rate go up with it ....have them explain that as well.	View
12789412	Expensive for the kind of water we have-I cannot imagine any of you working with this company have a wife at home that would tolerate the quality of the water we have to put up with-all the extra work and expense is inexcusable!!!! I would gladly pay more if it was clean clear water	View
12789422	I live on Rambling Oaks and being higher than most of Pennbrooke, my pressure is low on days that Neighbors use sprinklers also unable to take a Shower early when they are watering. I bet we don't have 40 psi up here.	View

## Survey Results Area

12789884	We now pay more for one month's water than we used to pay for an entire year in our previous location. Yes, everything is more expensive now, but water here and utilities in general are substantially more expensive. Unless the water improves in quality and quantity, no rate increase is justified.	View
12789842	My sewage portion of my water bill is based on total usage, when in actuality approximately 60% of the water used is for irrigation. The sewage portion of the bill should be 60% less than what I am being billed.	View
12789874	rates are higher than anyone I talk to from other cities and gated communities, I keep trying more ways to conserve water yet I cannot get ahead of the game.	View
12789903	Considering the lack of improvement in water quality, I would ask that the PSC not permit rate increases until there has been exhibited a good-faith effort for improvement in quality.	View
12789909	The rate now is too high !!!!!!!!!!!!!!!	View
12789967	Don't really know about rates. I have never compared them to others' rates.	View
12790017	I find that in order get the clothes clean in this water, I have to add Borax to every load in addition to the detergent. Also, we just had Charlie's plumbing make a call because the rust particles had clogged the kitchen faucet so badly that the water flow was down to a trickle. The plumber said that Pennbrooke water was noted for that problem.....and they want a rate increase????????? Get real!!	View
12790031	Would gladly pay a bit extra to get soft water from the source to get rid of my residential water softeners and keep from buying the expensive salt. Though I suspect Culligan and other water quality companies must be giving Pennbrooke Utilities a kick back to insure 1200 residences keep them in business.	View
12790062	I have noticed a slight increase in the quality of water in terms of smell and from the reports we get I guess it meets state standards, but from what I see on the side of my house and what it does to my white tee shirts, I still don't drink or cook with the water.	View
12790073	Rates should not be raised so soon.	View
12790119	if all our utilities, goes up like water & sewer, we are in trouble.	View
12790123	I feel we pay enough for our water and should not get an increase in the cost.	View
12790134	I pay more on a monthly basis now than what I did when I lived in Ohio for 3 months as we were billed on a quarterly basis and the water is just plain sickening. I went back up to Ohio 2 weeks ago for a funeral and in talking to a cousin with 5 in the family (3 being teenagers) who's only paying \$45.00 a quarter for her water and they can wear white, no scum and the water is good for drinking without filters. I don't understand how Utilities, Inc. get's away with their foul water and being allowed price increases every year.	View
12790164	The price is outrageous I would rather get my water from a more reasonable source	View
12790250	Our water filter (which we have to change every 2-3 months instead of the 6 the manufacturer recommends is loaded with rust when we replace it.	View
12790481	In all the states I have lived in (6), I have never paid the kind of money I do here in Pennbrooke, for water. I do not drink the tap water nor do I use it for cooking nor do I let my dogs drink the water. Also my white clothes turn gray after using this water for washing.	View
12790697	They have done nothing to improve water quality sense the last rate increase. We still the same problems as we've had for the last 2 rate increases. Which they stated they would correct, all take, no action. They promise you the world till they get the increase, then nothing happens.	View
12790710	rate increases should be for improvements of the consumer. Why another increase in such a short time? And where do we draw the line for affordability. We use water within reason. What improvements would everyone experience.	View
12790732	Compared to the other city we lived in Florida for 47 years it is the worse water and the cost is higher.	View
12790765	I have additional expenses for chemicals and must have house painted more often. Also have to purchase drinking water.	View
12790786	We have to let the water run for 10 to 20 seconds before washing your face or get some to cook with to allow the mildew smell quit. We don't even drink the water. We buy bottled water because I don't trust the quality.	View
12790895	question #11.....not entirely satisfied, but not totally dissatisfied either.	View
12790917	We moved to Pennbrooke in 2011.	View
12790929	put me in charge and i promise the water company will have to prove that they deserve a increase. WHAT IMPROVEMENTS HAVE THEY MADE,???	View
12790939	Pressure is low in areas at higher elevation. In our former home on Crooked Oaks Lane we had poor pressure, especially for irrigation. We spent a lot of time and money trying to keep a presentable lawn as a result. On question 11, if I were still in the former home on Crooked Oaks Lane I would have answered very dissatisfied, and questions 8 and 9 poor.	View
12790973	I rated my payments "reasonable" only because the quality is less than desirable. I wouldn't feel the rate increase was excessive if Pennbrooke utilities agreed o pay for the products that I need to buy for treating my porcelain fixtures and sinks; tubs showers and shower doors.	View
12790974	We also have stains on or painted driveway and side walk which we cannot remove!	View
12791020	Prices seem to be going up on everything associated with Pennbrooke, yet our incomes and property values are down!	View
12791050	Considering the poor quality of the water, their rates are already much too high. If anything, they should lower rates to offset the additional cost of cleaning needed due to poor water quality.	View
12791149	Compared to what we pay in Mich., the rates for water are absolutely terrible!	View
12791187	Really think our opinion counts?	View
12791198	Company keeps wanting rate increases, but service and quality of water are poor. their tests results are only meeting standards. Storage tan and wells need to be upgrades from last time and have not been done.	View
12791247	The US Government tells us that the national inflation rate is less than 1 per cent annually. If that is the case then any water rate increase should be less than 1 per cent. Personally, we think the water rates are too high now.	View
12791250	Assests of Pennbrooke Utilities are being absorbed by Utilities Inc of Canada??? It is my opinion that this transfer of ownership and operation can only cost a lot more just to pay the overhead expense for more managers along the route !! Some body tell me I'm full of of something I don't understand Jim Steiner 533 Shadow Run Dr Ph.365-1536	View
12791406	Our community has one of the highest water/sewer rates in the area. Why? My siding has turned yellow from all the lime that is in the water. My sewer portion of the water bill is double the cost of the actual water usage. Half of the water goes into the lawn but to get the extra meter to separate the lawn portion from the household portion is a ridiculous price. This water company is just taking us over & if I could switch companies, I would.	View
12791448	I can't believe why they charge us a sewer rate for all the water used even though 60% is used for irrigation. It does not go through the sewer system	View
12791508	turn water off in house when we leave for couple of weeks come back water is brown when we turn it on, if they keep raising rates nobody will be able to afford anything it not worth the price they charge for poor quality water	View
12791726	No matter how much we complain we don't seem to get any answers or anything done.	View
12791783	we do need to have a water softener. I use bottled water to make coffee and to drink.	View
12791938	# 12 i dont know what other communities are paying for water and sewer, therefore i think it may be hard to rate what we pay...ok	View
12792131	We own a home in Tn. and the water and sewer rates are much less expensive, and the water quality is much better than the water in Pennbrooke. In fact, we do not have nor do we need a water softner or water filters.	View
12792648	The sewer recovery charge is way to high and the water rate is a little pricey we feel.	View
12792780	Part of the pressue problems are the inadequate sized water lines from the meter to the house and irrigation system. Not the fault of the utility.	View
12796002	I would give a lot to have city water instead of this lousy water for which we pay excessively. Perhaps they might be required to meet the same quality of water as Leesburg.	View
12796746	For some reason my last 2 bills have shown no water usage.	View



## Survey Results Area

12797587	We are already paying a sewer charge for the irrigation water we use although it does not enter the sewer. I feel that this unearned bonus they get is	View
12797864	enough and that a water price increase is not justified at this time. HOA board do something productive for a change.	View
12798984	Since moving to Florida there is no doubt I pay 3 times what I paid in Michigan. Can someone tell me why. I'd be o.k., I think, if the water was treated and palatible. Our water is a disgrace and the public service utilities should be absolutely ashamed to offer such dispicable products for public consumption. Good quality water with appropriate and effective treatment is not a mystery. It just takes public officials doing the job they are paid to - protect the public from being cheated!!	View
12799189	For what we pay for water we should be able to drink it or use it for cooking.	View
12799217	Water bill is as high as the electric bill	View
12799392	The cost is extremely high, even if the water was better it is too high.	View
12799489	Most of our water is used to water our Large yard. Then we pay for sewage which we use very little of. Getting a seperate meter was also a big expense, which we decided not to do. Changing from grass to some other type of land scapping is another jump thru hoops with the board. I won't go into that.	View
12800412	HOw often can they keep coming back asking for an increase. Didn't they just sell our operation?	View
12800718	Water pressure is low when using the sprinklers if just one other house on the block has theirs running at the same times.	View
12800812	Read what I wrote on Question #1 comments.....	View
12801743	system has been sold a number of times and soon afterward tho purchaser requests an increase in rates.I wonder if this is some sort of shell game where the same people are profiting with each sale and rate increase which they always receive.	View
12802008	i thought the water bill in south east pennsylvania was high until we moved here nine years ago.	View
12802051	Based on the continuing poor water quality and the lack of any improvements since the last rate increase; a rate increase at this time is completely unjustified. We already pay way too much for the extremely poor quality of water that we get.	View
12803622	No increas	View
12804315	Please keep in mind that we can not deal with any more increases! We are pulled from all angles, between food, air/heat, HOA dues, just general living expenses.	View
12804713	I think many people, myself included, are puzzled as to why, in Lake County, where one cannot drive five miles without encountering a large body of water that those sources are not made available for drinking and/or sprinkling. It would seem that selected capital expenditures for processing would result, over time and as population continues to grow, in a win-win situation for everyone concerned.	View
12805551	Obviously, I can't possibly see any reason for a rate increase due to the condition of the water.	View
12805732	The quality of the water leaves something to be desired. Too much of a chlorine taste and smell if not run through the in refrigerator filter system which runs slow due to inadaquate water pressure. I could lower the water cost by installing a seperate meter system for the lawn sprinklers thereby reducing the sewage treatment cost.	View
12805817	Why do we have rate ubcreases so frequently when household incomes are dropping, people are out of work & governments are overspending. If someone wants to make a good investment in Pennbrooke they should consider buying the Utility & hire the operation and management. I'll bet a study would show we'd save a lot of money on residents water bills & make money on the investment.	View
12806319	as compared to our water system in Ct its a lot worse, but I can live with it.	View
12807317	WE ARE GETTING RIPPED OFF. WE SHOULD HAVE SEPERATE MEATERS FOR OUR IRRIGATION, WHY SHOULD WE HAVE TO PAY SEWER CHARGES FOR WATERING THE GRASS?. THE CHARGES ARE JUST TO MUCH FOR RETIRED FOLKS TO PAYYYYYYYY.WE NEED TO GET A NEW OUTFIT IN HERE THAT WILL BILL US DIFFERENTLY AND BETTER SERVICE. I HOPE YOU ALL READ THIS FOR YOUR OWN GOOD.	View
12807699	OUR WATER BILLS ARE OUTRAGEOUSLY HIGH AT THE PRESENT---PLEASE DO NOT RAISE OUR BILLS ANY HIGHER	View
12807783	We moved from Maryland in 2006. Our water and sewer bill tripled when we came into Pennbrooke!	View
12807810	WE WERE PROMISED TO CRECT THE LOW PRESSURE PROBLEM SINCE WE MOVED IN, SINCE THE CURRENT UTILITIES OF pENNBROOKE HAD A REQUEST IN 2010 WE WERE TOLD THE PROBLEM WOULD BE CORRECTED, GUESS WHAT NO ACTION TAKEN. aSK EVERY HOME ON THIS STREET IF THEY CAN TAKE A SHOWER ON THE WATERING DAYS IN THE EARLY AM. YOU CAN DODGE THE WATER COMING OUT OF THE SHOWER HEAD.	View
12807817	Very poor quality water. Would like to see the water tested randomly. You'll find Very ubhealthy items in our water. Are there cancer causing agents found? Shameful	View
12807918	my water bill increased by \$50 in the last two months. I called the water company and they said they had a special reading and that I have no leaks. Im single and my water bill is \$156.00. I think this is way too high. Is the meeting date due to the fact that we "snowbirds" are not there to attend? I wonder...	View
12808141	It isn't fair that we are charged for sewer when we water the lawn. That's why we went with rock, bark and mulch with FEW plants.	View
12813052	I pay way more then most of my neighbors and I live alone I do have a pool	View
12815310	Very expensive, and the St. Johns management keeps giving permits to take water from the aquifer for all kinds of commercial purposes, thus reducing supply as demand increases, resulting in much higher costs. Bad now, surely to get worse in the future.	View
12815780	had to purchase filtration system to improve the taste suitable for drinking	View
12816777	Although I presently think our rates are reasonable, I don't believe an increase is warranted.	View
12817310	You can not drink the water without a filter due to the terrible taste.	View
12818328	Rate increases will always be a subject every couple of years - even if there is no real justification.	View
12818389	They continue to ask for rate increases, but the quality of our water gets worse. If there is too much chlorine in the water it causes early failure of your water softener tank. The rust stains on the houses, driveways, curbing, flower pots, sidewalks cause additional expense of purchasing special iron removal products or hiring someone to clean the stains off. It costs a fortune to water your grass twice a week. If you cut back, then you have the expense of replacing your grass.	View
12818674	I question why homes in Pennbrooke with two meters pay less? If you have two homes with the same size lot and use about the same amount, why should having two meters be cheaper ? None of these homes are agriculture property. Having two meters cost more to the utilities,double administrate. The rates should be based on the amount used per lot, not the number of meters.	View
12818940	don't agree with any rate increase.	View
12819078	When you water your lawn, you are charged for sewer services. This is unfair.	View
12820313	As far as the water pressure goes, I'm guessing that it's ok. I put it on manually once a week at night and can't really say that it is doing it's job and reaching where it's supposed to.	View
12821676	Its easy for any company to raise rates but it is getting harder and harder for the consumer to pay these prices. Many of the seior citizens must decide to pay their every day bills or pay for their medications.	View
12828333	the ph in our water is low, the is iron bacteria in our water along with calcium. We have to change our whole house filter every two months as it's loaded with an orangey scum and grit which seems to be iron bacteria, and looks like sand. nad as we still get this in the toilets it seems to be so bad even the filter can't keep up with it!! this is the worst water I have ever had in my life!	View
12829839	Not able to comprehend why yet another rate increase is necessary. Majority of Pennbrooke residents are on a fixed income. Our income DOESNT increase as often as the water rate hikes! Someone really needs to give consideration to this as several residents struggle to make ends meet. Is it really necessary to raise water rates? Where does the money go? Are the rate hikes due to some other communities hardships? Don't punnish	View

## Survey Results Area

	Pennbrooke for other areas hardships. Just once I'd like know a rate increase won't occur because the utility company really listened to the concerns of the residents, however, I don't foresee this happening and that is very unfortunate. Surveys are sent out and responses sent but noone is listening.	
12830831	We have lived in 16 cities in 10 different states and have never encountered such lousy water. Along with the rust, the black film clogs faucets and shower heads plus makes a mess of the top of our Brita pitcher. We have to use Brita filters for drinking water, special cleaners for both the dishwasher and washing machine plus Rust Stain Remover for the toilets.	View
12836547	System needs to be improved.	View
12838501	we have lousy water pressure, have to work hard to keep ahead of the staining. I do not feel an increase of rate should be approved when the quality is substandard	View
12855430	We can't drink the water. Taste and tempature terrible. When I do laundry the pink stuff in the water gets on the clothes. It has ruined several cloths items.	View
12861281	We would not mind paying extra if the water were clear and did not smell of s...	View
12884325	On every survey we have received in the past several years we have stated that the water pressure was very poor.	View
12886907	They seem to continually come back for morerate increases, even when they got one, it never seems to be enough.	View
12886996	I have lived in Maryland, Texas, Georgia and here and this is worse water I have ever had and the most expensive.	View
12897049	In Connecticut ( @ our summer home) we pay 2/3rds less than Pennbrooke and the water is very drinkable without a bad taste and is clear. At Pennbrooke we pay as much in one (1) month as we do for three (3) months in Enfield, Connecticut .. for healthier water, too!!! Also, paying surage for every drop of water drawn (house and sprinklers) ... is a Crime!!!!!!!	View
12897188	As the old saying goes... "IF IT'S NOT BROKEN" NO NEED FOR FIXING", , Therefore we see no need for an increase. If anything that has to be rectified in the systems, then we see a need for an increase, which I am certain extra \$\$\$ would have to be available for that increase.	View
12897822	What is the more expensive, it seems, is the sewer service rate. Even when you try to be conservative with the water use, the cost is brought up by the increasing rate of the sewer service. Not sure if sewer rates go up the same percentage rate as the water use rate.	View
12897835	way to expensive for the quality of the water and services we get	View
12899846	When is enough--enough. We built our home there in 1989 (we're snowbirds). If the water/sewer gets much more expensive we'll sell.	View
12901498	To fill the coffeepot with water, If the sprinklers are running takes forever and makes me frustrated.	View
12901588	CAN WE GET ANOTHER WATHR COMPANY TO TAKE THIS ONE'S PLACE???	View
12902362	get rid of the co. find one that give's you good quality and pressure and good rates. also we should not have to pay sewer charges for lawn watering. that is a rip off. i hope you all read this.	View
12903588	Trash pick up is good, no problem with that. Water, put nicely, STINKS really.	View
12903615	I think the sewer charges for very expensive.	View
12903919	Same comment as above.	View
12904411	i wish they can find a solution to get rid of the brownish stain [all over pennbrooke houses] and better water pressure	View
12906445	Water pressure is very low.	View
12906903	Hot water heaters have a much shorter life without a water softener. Also, without the softener, the water really smells and has the scum/skim when heated, coffee and tea.	View
12906952	Why doesn't Pennbrooke Utilities install a demineralizer system at the well? I suspect the water quality companies (Culligan) are paying a kick back to poo-poo this idea. The cost of labor to maintain such as system would be minimal as the technician just about lives at the well house anyway.	View
12907488	At least it isn't as expensive as The Villages or Stone Crest.	View
12907780	For the quality of the water and what we have to spend to improve it, it's not a good values. I have a reverse osmosis system for drinking and cooking water because of the quality of the water and rust.	View
12908919	The rust coloring was not a problem until recently. About the past two years.	View
12909435	why not get a different water company if they can't or won't do anything to change the quality of a product we have to pay for.	View
12909624	We are seasonal so we don't use water year round. Water seems to be overchlorinated.	View
12909844	I have already sbrmitted my survey, but one more commet: at my place of employmet, downtown Leesburg, we do not even want to smell the water let alone drinking the water. So in my opion I am satisfied with our water. thank you	View
12909850	I am against another increase until our water is much better than it is now.	View
12910178	It is unbelievable that my electric and gas combined are less that my water bill. I have a high energy efficient washing machine, a new dishwasher and energy flow shower heads and still have a high bill. We only water once a week and if it rains none for that week. We need to stop this rate increase, it's about time we get excellent service for our money. Pennbrooke residents do not have an open check book!	View
12910603	The water company received an increase in rates and we saw no change. It seems to be a case of pay me more money and I will give you less service.	View
12910620	For the quality and amount used, Pennbrooke water is very expensive. I am a single person using a minimal amount of water - run dishwasher once a week and only water lawn when necessary - and I was shocked at the cost of the water here. I came from South Florida where the cost of living is much higher than here.	View
12916451	We have Long standing problems in community. Some of these problems go bacd years. They should correct existing problems before they are awarded rate increase. Do what they were payed to do all these years.	View
12917303	they should be paying us to use this water	View
12918302	My Water conditioner company is putting an additional filter on the water line this week to catch the sand etc. from entering into my unit, I was told that I will have to flush the new filter every 3 days due to so much 'stuff' in the water. That is costing me an additional \$70.00. The unit is supposed to be serviced every 2 1/2 yrs. and we were looking over the records last week (6-10-12) and it has been necessary to service it every year at a cost of \$104.95 - \$200. plus. They tell me that Pennbrookes water is the worst in the area and the worst in any gated community.	View
12918862	Rates from Utilities of Pennbrooke are higher than any other place I have lived.	View
12919625	FIGHT THE PROPOSED RATE INCREASE UNTIL WATER QUALITY ISSUES ARE RESOLVED!!!	View
12923539	For what the water company charges, we should have water we can wash clothes in without turning them tan. We should not have to buy bottled water to make coffee, tea and to cook with. The water quality seems to get worse as time goes by.	View
12923745	When my irrigation sytem is going I can not, repeat can not flush my toilets. You think that is not a pain in the butt, you must wait until the irrigation system has completed its cycle. Yea they need a damn raise in the rates another royal screwing for the residents of our community.	View
12925053	Water pressure is very poor especially on Saturday and Sunday mornings. My wife and I can not take showers at the same time. Then we have a tricle. It reminds me of being in Laos during the dry season. What I pay here for water for a month is what I paid up north for 6 months and that was city water. I have to have a RO system so I can drink the water. When I go to some ones house that does not have a filter or RO, I can smell the water and can drink it. My water pressure when I can water the lawn is not enough to cover the area that it should. I am retired military and lived and travel all over and this is one of the worst and they want a raise. I am not for it!	View
12936715	No one likes to be charged sewer charges when they are away and the house is closed and the only water usage is for the lawn.	View
12938322	When I moved into the community four years ago I had no idea of the poor quality of water that I had. After a month of showering, my hair was like straw and my skin was very dry. As a widow, I am on limited income but I had to spend \$2800 for a water system or spend \$33.00 a bottle of special lotion from a dermatologist to offset the water. The water smells and tastes awful.	View

## Survey Results Area

12938336	I just said them	View
12940150	Another rate increase request? Get rea! If they did not have a monopoly, they would have to do a better job at a more competative price than we are paying now. An increase is definitely not justified! Rather than putting our health at risk we drink and cook with bottled water and deal with odors from our water when they apparently have to shock the system with tons of chorine. Has anyone looked into getting water piped in from Leesburg?	View
12941632	Had to replace my hot water tank because of all the cude that was in it. You expect us to drink and cook in is water. Pressure is very low in bathroom sinks.	View
12941697	Any rate increase should be tied to a direct improvement of the water system. Pressure is low when irrigation is occuring. I suspect that Utilities of Pennbrooke are over pumping the pumps in service. Water quality dropped dramically when the later sections of the community were added. I think a third party needs investicate these issues. Pressures should be checked during peak demand times.	View
<input type="button" value=" &lt;&lt; Hide"/> <input type="button" value=" Pop-up"/>		

FPSC, CLK CORRESPONDENCE		
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Application for increase in water and wastewater rates in Lake County by  
**Utilities, Inc. of Pennbrooke**

DOCKET NO. 120037-WS

RECEIVED-PPSC  
 12 AUG - 7 AM 9:45  
 COMMISSION  
 CLERK

Name Sean V. Ward  
 Address 448 Bentwood Drive  
Leesburg FL 34748

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
1. Poor Water Quality
2. NO improvements have been made since last rate increase - Why should we pay for other plant improvements and not have ours attended to?
3. Rate request is ridiculously high. I would not mind a reasonable increase IF we see an improvement in our water quality.

Fold and tape - - see back for address

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Application for increase in water and wastewater rates in Lake County by  
**Utilities, Inc. of Pennbrooke**

DOCKET NO. 120037-WS

RECEIVED - FPSC  
 12 AUG - 8 AM 9:26  
 COMMISSION  
 CLERK

Name Elizabeth Bellini  
 Address 32701 Westwood Loop  
Leesburg, FL, 34748

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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>First of all the meeting was held when most of the community is north for the summer. There is too much iron in the water as tested by a resident! The equipment is old &amp; we are paying to fix other water treatment plants owned by them. I have rings in my toilets &amp; sinks that I can't get out. Sometimes the water stinks of chlorine. We had a boil water Aug 3'12. I wonder how much we drank before the call. We didn't get a call again until Aug 6 that it was ok! We had to buy water for \$3-. They recently wanted an increase. They didn't get what they wanted so they're right back for more. We should be reimbursed for the water the community was unable to use. We got poor quality for a lot of money. Many residents have a lot more complaints!!</p> <p style="text-align: right;">E. Bellini</p>

Fold and tape -- see back for address

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

**Utilities, Inc. of Pennbrooke**

DOCKET NO. 120037-WS

RECEIVED-FPSC

12 AUG - 6 AM 9:55

COMMISSION  
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FPSC, CLK CORRESPONDENCE

Administrative  Parties  Consumer

DOCUMENT NO. 00783-12

DISTRIBUTION: \_\_\_\_\_

Name Mike Duffler

Address 32660 Oak Park Dr  
Leesburg

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Recent phone call to rep. at water co. complaining my house along with other homes turning yellow from the water we are being furnished. He is of the understanding this is not uncommon that all other homes are yellow stained O.H. My. The water here also taste like crap. Mike Duffler

Fold and tape -- see back for address

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Roger Sperling • 548 Grand Vista Trail • Leesburg, FL 34748

July 24, 2012

Ms. Patty Christensen  
Office of Public Counsel  
111 West Madison Street, Room 812  
Tallahassee, Florida 32399-1400

Subject: Docket 120037-WS

FPSC, CLK CORRESPONDENCE		
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DOCUMENT NO. <u>00783-12</u>		
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COMMISSION  
CLERK

12 JUL 30 AM 9:19

RECEIVED-FPSC

Dear Ms. Christensen:

As you are aware, Utilities, Inc. of Pennbrooke has again filed for an increase in water and wastewater rates. The Docket number assigned is 120037-WS. A line by line analysis has been conducted under the direction of the Pennbrooke Homeowners Association (PHOA) Board of Directors and input has been made to the Florida PSC to assist in understanding what is a very complex set of documents. This is necessary based on prior experience with Utilities, Inc. of Pennbrooke and the parent company Utilities, Inc. (UI). Their last rate increase request (Docket number 090392-WS) was found to be extraordinarily excessive by the FPSC, overstating increases in revenue needs by far more than 100%. Included in their justification was investment in a well that did not (and still does not) exist and grossly excessive overhead and facilities costs transferred from the parent company. In addition, the FPSC found that rate case expenses were significantly overstated. Analysis shows that, even with the greatly reduced rate increase allowed by the FPSC in that case, Utilities, Inc. of Pennbrooke has over-earned. It is clear that the facts were deliberately distorted in both the present and prior rate case filings. When does this cross the line and become fraud?

In the course of the previous episode it was learned that UI had been selling individual utility holdings in Florida, and a theory was developed to try to understand their business model. It appears that UI may have engaged in a "pump and dump" strategy in which they increase rates to the point of outrage, then sell the utility at a large profit over their investment (and the book value). The new owner then has a higher rate base as a result and therefore is able to seek further rate increases to make a profit on his larger investment. Consider where this leaves the customers. There is no change in water quality, no new equipment, no change in service. Everything remains the same except the rates. In a competitive environment, this could not happen. Customers would choose another supplier. But here the law of supply and demand has been repealed. The sole purpose of this business model is to extract more money from the customers, and because there is no competition the customers have no recourse. FPSC review seems to provide little or no protection for ratepayers against this business model. It is essential that this practice be stopped.

Presently, it is understood that the parent company, Utilities, Inc. is being sold in its entirety to a company named Corex. It is essential that the FPSC conduct the necessary analysis and take the required action to assure that this transaction does not in itself provide the new owner with justification for additional rate increases.

One particularly troubling aspect of the rate filing process is the fact that 100% of utility rate case expenses are charged back to the utility's customers, with interest, regardless of whether the full requested increase is approved by the FPSC. This creates an incentive for a utility to spend without limit on the preparation of the rate case documents, and to overstate their expense to the extent they can get away with it. The present case includes 226 hours billed at over three hundred dollars per hour and an additional 300 hours billed at over one hundred dollars per hour as Rate Case Expense. This is something the Legislature should take under consideration. The FPSC spends a great deal of taxpayer money analyzing rate cases. It is reasonable to assume that there would be fewer cases, and more accurately stated cases, if the utility had at least a percentage of the rate case preparation cost at risk. If a percentage (less than 100%) of a requested rate increase is granted by the FPSC, it would seem fair that the utility would be allowed to recover only the same percentage of the actual cost of preparing the case (after excessive and unjustified costs are removed from the stated rate case expense).

In the present case, Rate Case Expense is shown as \$229,000, to be amortized over four years. With total requested annual revenues of \$1,258,528, almost five percent of a customer's bill is used to pay for the cost of increasing his rates. When rate cases are filed more frequently than once every four years this will approach 10% in years where two rate cases are being amortized. It is noted that in the present case the (alleged) rate case preparation expenditure of \$229,000 is being made to request a rate increase of \$278,000.

As a customer of Utilities, Inc. of Pennbrooke I am extremely concerned that water and wastewater rates have been increasing at a rate several times that of inflation. We are a 55+ community, and most of us are living on limited, fixed incomes. It is urgently important that the FPSC act to stop rates from increasing further and return money resulting from over-earning by the Utility to its customers. In the longer term, action is needed to better protect consumers from utilities that game the system. I am sending copies of this letter to my Senator and Representative with the request that they look into the regulation of privately owned utilities and consider enacting measures to ensure consumers are charged fairly.

Sincerely,



Roger Sperling

cc: → Florida Public Service Commission  
The Honorable Marlene O'Toole  
Senator Alan Hays



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DOCUMENT NO. 00783-12  
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water and wastewater rates in Lake County by  
**s, Inc. of Pennbrooke**

TICKET NO. 120037-WS

Fox  
PENNBROOKE PKWY  
34748

RECEIVED-PPSC  
12 JUL 30 AM 9:30  
COMMISSION  
CLERK

Florida Public Service Commission by  
fax to 1-800-511-0809.

D. Fox  
33101 PENNBROOKE PKWY.  
LEESBURG, FL. 34748

Florida Public Service Commis  
Office of Commission Clerk  
2540 Shumard Oak Boulev  
Tallahassee, FL 32399-01

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

**Utilities, Inc. of Pennbrooke**

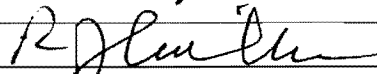
FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00783-12</u>	
DISTRIBUTION: _____	

DOCKET NO. 120037-WS

RECEIVED FPSC  
 12 JUL 30 AM 9:25  
 COMMISSION  
 CLERK

Name RICHARD + MARIAN MILHAM  
 Address 822 Forest Bruce Path  
Leesburg, FL 34748

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
Our complaint is that our water smells like a sewer. We have a charcoal filter outside our house at water intake & a soft filter just inside our house. In addition, we have the reverse osmosis system in the kitchen. The only water that we drink comes through that system - we paid over \$3000 to correct your water deficiencies. Since January we have spent on the average \$72.63/month. We are already about your new estimate of \$0.84/mo. I do not think that a rate increase is necessary until the quality of the water improves.


Fold and tape -- see back for address

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

**Utilities, Inc. of Pennbrooke**

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12 JUL 27 AM 9:25  
COMMISSION  
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DOCKET NO. 120037-WS

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<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00783-12</u>
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Name Mr. & Mrs. Edward Whitman Jr.  
Address 352 Grand Vista Trail  
Leesburg, Fl. 34748

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

Before you go forward with any increases please improve our water quality. We have high chlorine smell, sometimes a stagnant water smell, and sediment and sometimes cloudiness. We have stainings on our home from the sprinkler system and in our toilet bowls. There is also sediment on the shower heads and faucets.

This has been an on going problem in Pennbrooke Fairways and it needs to be addressed. This is our health and we need it looked into.

We realize everyone's costs are rising. But, this amount is unreasonable. Our social security doesn't increase and we get by. Please do what you can immediately to improve the water we are putting into our bodies.

Fold and tape - see back for address

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

**Utilities, Inc. of Pennbrooke**

RECEIVED-FPSC  
12 JUL 26 AM 9:33  
COMMISSION  
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DOCKET NO. 120037-WS

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<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00783-12</u>	
DISTRIBUTION: _____	

Name Jerald / Barbara Uрман  
 Address 828 Eagles Indg. (Pennbrooke Fairways)  
Leesburg, FL 34748

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
<i>The quality of this water via Utilities Inc is deplorable. . . Water has high iron content, which is removed they have no iron filters installed. Sediment is so high with black spots and sand / mineral deposits. High chlorine.</i>
<i>Bottoms of toilet tank is full of sediment. Faucets filters packed with sediment.</i>
<i>Personally most of us feel totally frustrated. Thinking of ways to make this public thru the media.</i>

Fold and tape - - see back for address

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

### Utilities, Inc. of Pennbrooke

RECEIVED-FPSC

12 JUL 26 AM 9:33

COMMISSION  
CLERK

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	00783-12
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DOCKET NO. 120037-WS

Name Dorothy McHenry  
 Address 1026 Forest Breeze Path  
Leesburg Fl. 34748  
Lot R52

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
I attended the customer meeting concerning the water increase at Pennbrooke.
I listened while everyone said the same things concerning the quality of the water.
My question is, what is going to be done to correct the problems.
Please R.S.V.P. Thank You

Fold and tape - - see back for address

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July 21, 2012

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

Re: Utilities, Inc. of Pennbrooke  
Docket No#: 120037-WS

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00783-12		
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RECEIVED - FPSC  
12 JUL 25 AM 9:42  
COMMISSION  
CLERK

Good Morning:

When I moved into Pennbrooke in 2000 I thought the water was very good and had no problems with drinking it. I wore white clothes and had no problems with keeping them or my toilets, sides of the house or anything else clean and stain-free, I also had no skin problems.

For the last 7 – 8 years things have really gone down-hill with the water here and the prices just keep going up. I don't believe any of Utility, Inc. so-called tests are being reported accurately. If, in fact they're even being taken/made.

I quit wearing white clothes because they looked dingy and rust/brown/grey colored. I started having problems with my toilets being stained and very hard to clean. The inside of the holding tanks are now pure rust/orange in color and impossible to clean. The house is stained on the outside from the sprinkler system, can't get that off anymore either. There were times when I'd run water into the sink in my bathroom and it would be a brown/rust color and stink of chlorine so bad it almost brought tears your eyes. No way did you want to brush your teeth or rinse your mouth out with it. I'd frequently soak all faucets and showerheads with white vinegar to keep them running at a half way decent rate and keep the mineral buildup down. I started having skin problems, especially with my head, face and upper body breaking out every time I showered and washed my hair. This has caused me to spend a lot of money with Dermatologist's, prescriptions, special shampoos, creams and even over the counter suggestions with very little success. This year I've had to go out of town several times and noticed, after the second trip, that each time I leave home my skin problems clear up. Once home, after the first shower I'd start breaking out again, the bulb finally came on "IT'S THE WATER" so now I've gone out, spent \$2900.00 and had a full house filtration system put in. My skin and other problems with faucets, orange ice and stinky water etc. started clearing up immediately.

Now, do I think Utilities, Inc. of Pennbrooke should be allowed to raise our rates again?? NO WAY! I don't even think they should be allowed to do business in the State of Florida.

Respectfully submitted,  
Rebecca Schools  
225 Grand Vista Trail  
Leesburg, Fl. 34747  
M7

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

### Utilities, Inc. of Pennbrooke

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00783-12</u>
DISTRIBUTION: _____

DOCKET NO. 120037-WS

RECEIVED - FPSC

12 JUL 24 AM 9:33

COMMISSION  
CLERK

Name Jolene C. Natoli  
Pennbrooke Fairways  
33243 Pennbrooke Parkway, N-23  
Address Leesburg, Florida 34748

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

<b>CONSUMER COMMENTS</b>	
1.	The water is rusty and has permanently stained the toilet bowl in the guest bath even tho this is used enough to keep the water moving. There is black dirt or grease in addition to the rust that comes out of the master bath toilet. I have used all kinds of rust remover including Rust Aid but the yellow comes back.
2.	I have to take the shower head apart every couple of months to clean out the black grease that accumulates from the water. Plastic shelving in the shower turns black under the plastic containers sitting on these shelves and has to be cleaned every couple of days.
3.	The water/ice dispenser on the outside door of the refrigerator accumulates black grease on the inside of the dispenser which accumulates and then drops down in the dispenser.
4.	The water from the irrigators permanently stains the outside of the house.

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.*



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

### Utilities, Inc. of Pennbrooke

FPSC, CLK CORRESPONDENCE

Administrative  Parties  Consumer

DOCUMENT NO. 00783-12

DISTRIBUTION: \_\_\_\_\_

DOCKET NO. 120037-WS

12 JUL 23 AM 9:21

RECEIVED FPSC

COMMISSION  
CLERK

Name Elaine D. Payne

Address 705 Grand Vista Trail  
Leesburg, FL 34748

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

? Do they have a water meter employed?

CONSUMER COMMENTS
I am a homeowner in Pennbrooke fairways and did the meeting on Wed. July 18, 12.
Listen to the report and then the different homeowners. I personally so far, do not have those same water quality problems.
My main concern is I have low water pressure for outside watering. Also I am aware of the staining problem on the lawns. Had my home painted 2 years ago. At present, look to update my outside irrigation system.
Please, get the "EPA" involved to review

the poor water quality. And who should assume full responsibility.

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

**Utilities, Inc. of Pennbrooke**

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	<u>00763-12</u>
DISTRIBUTION:	_____

DOCKET NO. 120037-WS

COMMISSION  
CLERK

12 JUL 23 AM 9:21

RECEIVED FPSC

Name RODNEY VIGNEAU  
 Address 1044 MEADOWBEND DR  
LEESBURG, FL 34748

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
	<u>4 YEARS</u>
1.	OVER THE TIME I'VE LIVED IN PENNBROOKE, I'VE INVESTED A LOT OF MONEY IN THINGS TO MAKE THE WATER DRINKABLE. MOST RECENTLY, I INSTALLED A WHOLE HOUSE WATER FILTER SYSTEM - JUST OVER \$500. BEFORE DRINKING THIS WATER WHICH HAS ALSO GONE THROUGH A WATER SOFTENER I RUN IT THROUGH A BRITER FILTER TOO.
2.	WE LIVE IN THE HIGHEST LOCATION IN PENNBROOKE AND AS FAR AWAY FROM THE WELL/PUMPING STATION - OUR WATER PRESSURE ON LAWN SPRINKLING DAYS (THURS-SUN) IS POOR - MY SPRINKLERS DON'T COVER WHAT THEY SHOULD

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.

Application for increase in water and wastewater rates in Lake County by  
**Utilities, Inc. of Pennbrooke**

FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
 DOCUMENT NO. 00783-12  
 DISTRIBUTION: \_\_\_\_\_

DOCKET NO. 120037-WS

RECEIVED- FPSC  
 12 JUL 23 AM 9:20  
 COMMISSION  
 CLERK

Name Patricia A. Krell  
 Address 308 Ranchwood Dr  
Leesburg, FL 34748

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
Docket No. 120037-WS - Comments:
Materials well prepared -
Speaker covered material necessary "well" -
Many Snow Birds Not in attendance -
Scheduling of this meeting was "not" at a good
time for all residents to be present!
Felt a Vote would be more democate!
Then a % would be necessary to pass this
increase.
Do not like the Meter Size Being a factor!!
Look into the Builders of this community - It's the
Pipes that he used - He cut corners where
ever he could. Mr. Haas' who no longer is our builder,
Want water (Clear healthy, <del>Order</del> free) Tested -

Have problems with my eyes - could be water is filled with bacteria -  
Fold and tape -- see back for address

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This is a serious Health concern!  
Law suits may be filled against the  
 Company -

Application for increase in water and wastewater rates in Lake County by  
**Utilities, Inc. of Pennbrooke**

DOCKET NO. 120037-WS

12 JUL 23 AM 9:20

RECEIVED-FPSC

COMMISSION  
CLERK

FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 00783-12  
DISTRIBUTION:

Name Helen Bischoff  
Address 32707 oak Park Dr.  
Leesburg, Fl. 34748

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
I'm a widow trying to stay afloat. I have lived in 5 states never paid anything close to these prices - also the quality of water is the worst - pressure also. My house is stained, my toilet, sinks, etc are stained. What happened to the improvements that were supposed to be made after the last raise? What a nerve asking for more money.

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.



Application for increase in water and wastewater rates in Lake County by  
**Utilities, Inc. of Pennbrooke**

FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 00783-12  
DISTRIBUTION: \_\_\_\_\_

DOCKET NO. 120037-WS

COMMISSION  
CLERK

12 JUL 20 AM 8:59

RECEIVED-FPSC

Name DONALD PIPER  
Address 730 GRAND VISTA TRAIL  
LEESBURG, FL 34748 - LOT# K170

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
1)	INTERMITTENT <del>AND</del> INSUFFICIENT WATER PRESSURE
2)	WATER QUALITY - POOR
	• CONSISTENT RUSTY WATER
	• STAINED TOILETS AND OTHER FACILITIES
	• STAINED VINYL SIDING WHEREVER SPRINKLERS SPRAY
3)	STRONGLY AGAINST <u>ANY</u> RATE INCREASE

Fold and tape - - see back for address

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Application for increase in water and wastewater rates in Lake County by  
**Utilities, Inc. of Pennbrooke**

FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 00783-12  
DISTRIBUTION: \_\_\_\_\_

DOCKET NO. 120037-WS

Name Shirley Gaylord  
Address 32920 Crooked Oaks Ln  
Leesburg, FL 34748

RECEIVED-FPSC  
12 JUL 20 AM 8:59  
COMMISSION  
CLERK

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
1- Thank you so much for coming to our great community.
2 We appreciate your patience in listening to our comments which were mostly complaints; however, they needed to be heard by you.
3- Your job is tough, but I hope if an increase is allowed, it will be no more than 5%. I work 3 parttime jobs to supplement my early, but not enough, Social Security.

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.

STATE OF FLORIDA

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



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING & FINANCE  
(850) 413-6900

Public Service Commission

July 3, 2012

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		0078312
DISTRIBUTION: _____		

RECEIVED-FPSC  
12 JUL -3 PM 3:11  
COMMISSION  
CLERK

Mr. Ernest Trawle  
709 Cottage Park Lane  
Leesburg, FL 34748

Re: Utilities, Inc. of Pennbrooke - Docket No. 120037-WS

Dear Mr. Trawle:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Utilities, Inc. of Pennbrooke (Pennbrooke or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section 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.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department



Mr. Trawle  
Page 2  
July 3, 2012

officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at the customer meeting to be held in your service area. You will be receiving a notice from Pennbrooke that provides information about the customer meeting.

The purpose of the customer meeting is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions and make comments on other issues. Commission staff will be available to respond to customer comments and questions and provide assistance if necessary.

We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [mobrown@psc.state.fl.us](mailto:mobrown@psc.state.fl.us).

Sincerely,



Monica Brown  
Regulatory Analyst II

cc: Division of Accounting & Finance (Maurey, Fletcher)  
Division of Engineering (Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel



12 JUL -2 AM 9:28

RECEIVED-FPSC  
12 JUL -2 AM 9:44  
COMMISSION  
CLERK

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00783-12		
DISTRIBUTION: _____		

### Important Notice Enclosed

To: OFFICE OF COMMISSION CLERK —

ENOUGH ALREADY! IF A PROFIT IS STILL BEING MADE  
NO MORE INCREASES IN THESE TOUGH ECONOMIC TIMES.

*Ernest Trawle*  
*Home Owner*



PO BOX 160609  
Altamonte Springs, FL 32716

UTN0618C  
2000001471 295/1



ERNEST TRAWLE  
709 COTTAGE PARK LN  
LEESBURG FL 34748-8776





Dear Utilities, Inc. of Pennbrooke Customer,

We want to make you aware that we recently filed a request with the Florida Public Service Commission (FPSC) and provide you with some background information regarding that request. As a public utility, we have an obligation to continue to deliver efficient and reliable water and wastewater service at the lowest reasonable cost. We are asking the FPSC to allow us an opportunity to cover our current operating costs and to earn a reasonable return on our recent capital investments.

Your existing rates are based on 2008 operating costs and capital expenditures made prior to 2009. ~~Since that time, we have continued to make investments that affect the quality and reliability of your water and wastewater service.~~ The following is a list of some significant expenditures made over the last three years:

- Replacement of equipment at the water treatment plant and wastewater treatment plant including pumps, control panels, motors, structures and instrumentation equipment.
- Replacement of distribution and collection system assets such as motors, pumps, piping, valves, service lines, water meters and control panels.
- Repairs to plant structures to maintain the functionality of treatment processes.

This amounts to nearly \$300,000 in investments in the utility's infrastructure to insure that we continue to deliver the highest quality product and service to you. The following is a list of some significant cost increases incurred since our last rate increase that improve the delivery of water and wastewater services to you:

- Basic Cost Increases - Since 2008, the company's costs for chemicals have increased substantially, water and wastewater contractual testing services have increased due to additional compliance requirements, and the company has incurred significant increases in insurance expenses.
- Compliance Costs - We have incurred significantly increased costs in order to comply with stringent environmental and regulatory requirements promulgated by the Florida Department of Environmental Protection.

We understand that there is never a good time for a rate increase. The rates we have requested in our application to the PSC are based on the actual and complete cost of providing water and wastewater service. Together we share the goal of a safe, dependable supply of safe drinking water and delivery of top quality wastewater service at the lowest possible price and consistent with prudent business practices.

Importantly, under the proposed new rates (if approved), a ***gallon of potable water delivered to your faucet would cost much less than \$0.004*** and the average monthly water residential bill would total \$31.17 based on 8,894 gallons of water used. In addition, the treatment and disposal of a ***gallon of wastewater would cost less than \$0.009*** and the average monthly wastewater bill would equal about \$39.67 based on a cap on wastewater volume of 6,000 gallons per month. Water use in excess of 6,000 gallons per month does not incur any additional sewer charges. It is also important to note that the vast majority of operating expenses are incurred throughout the year due to fixed costs that are irrespective of water consumption or sewer use.

We welcome any feedback from our customers, whether it is about our proposed rates or about our services. You can contact us at (800) 272-1919.

Best regards,  
Patrick Flynn, Regional Director

Utilities, Inc. of Pennbrooke a Utilities, Inc. Company

200 Weathersfield Ave • Altamonte Springs, FL 32714-4027 • P: 1-800-272-1919 • F: 1-407-869-6961 • uiwater.com •

BEFORE THE PUBLIC SERVICE COMMISSION

**INITIAL CUSTOMER NOTICE  
AND  
NOTICE OF CUSTOMER MEETING**

TO THE CUSTOMERS OF  
UTILITIES, INC. OF PENNBROOKE  
AND  
ALL OTHER INTERESTED PERSONS

RE: DOCKET NO. 120037-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES  
IN LAKE COUNTY, FLORIDA BY UTILITIES, INC. OF PENNBROOKE

June 19, 2012

**CUSTOMER MEETING**

NOTICE is hereby given that the Staff of the Florida Public Service Commission will conduct a customer meeting to discuss Utilities Inc. of Pennbrooke's Application for a rate increase. The meeting will be held at the following time and place:

Wednesday, July 18, 2012, 6:00 p.m.  
Grand Hall at Pennbrooke Fairways  
33825 Pennbrooke Parkway  
Leesburg, FL 34748

All persons who wish to comment are urged to be present at the beginning of the meeting, because the meeting may be adjourned early if no customers are present. One or more of the Commissioners of the Florida Public Service Commission may attend and participate in this meeting. The meeting will begin as scheduled and will continue until all of the customers have been heard.

The purpose of this meeting is to give customers and other interested persons an opportunity to offer comments to Commission Staff regarding the quality of service the Utility provides, the proposed increase, and to ask questions, and comment on the rates included in this Notice as well as other issues. Commission Staff will be available to address and coordinate customers' comments and to assist members of the public. A representative from the Utility may also be in attendance. At the beginning of the meeting, procedures will be established for the order of comments. Commission Staff will have sign-up sheets, and customers will be called in the order that they sign up to speak.

Pursuant to provisions of the Americans With Disabilities Act, any person requiring special accommodations to participate in this meeting because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770 at least 48 hours prior to the meeting. Any person who is hearing or speech impaired should contact the Florida Public Service

Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD) or 1-800-955-8770 (Voice).

**Emergency Cancellation of Customer Meeting**

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation of the meeting will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found at the bottom of the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

**BACKGROUND**

Utilities, Inc. of Pennbrooke (the "Utility") is a water and wastewater utility whose corporate offices are located at 200 Weathersfield Avenue, Altamonte Springs, Florida. The Utility's water and wastewater facilities are located in Lake County, Florida.

On March 29, 2012, the Utility filed an application with the Florida Public Service Commission (the "Commission") for an increase in its water and wastewater rates to its customers in Lake County based on an historical test year ending September 30, 2011. The application is assigned Docket No. 120037-WS, and May 9, 2012, was established as the official date of filing.

The Utility has requested a permanent revenue increase for its water system in Lake County of \$162,305, or 33.02%, and a permanent revenue increase for its wastewater system in Lake County of \$116,169, or 23.78%. The requested increase would produce annual revenues of \$653,882 for water service and \$604,646 for wastewater service. The Utility had also requested that the Commission approve an interim wastewater rate increase. On May 22, 2012, the Commission voted to deny an interim wastewater revenue increase, and voted to require the Utility to hold \$75,385, or 15.34%, of the current water revenues subject to refund.

The water revenues being held subject to refund are subject to being refunded with interest, should the Commission find that the Utility was not entitled to collect such revenues pending the final Commission decision. A schedule of the Utility's rates prior to filing, the Utility requested interim wastewater rates, the Utility's proposed final rates, and the currently approved rates follow.

The reason for this rate increase request is because the Utility has incurred substantial additional operating costs and capital investment. Copies of the MFRs, the Rate Case Synopsis, and the Utility's application will be available for inspection at the following locations:

Leesburg Public Library 100 East Main Street Leesburg, FL 34748	Hours: Mon - Thurs: 9am - 8pm Friday: CLOSED Saturday: 9am - 5pm Sunday: CLOSED.
---	--

Utilities, Inc. of Pennbrooke 200 Weathersfield Avenue Altamonte Springs, FL 32714	Office Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.
--	--

The test period for setting rates is the historical average thirteen-month period ended September 30, 2011.

The following tentative schedule was established by the Commission for the remaining major events in the Utility's rate case:

<u>Schedule Item</u>	<u>Due Date</u>
Staff Audit Report	June 5, 2012
Customer Meeting	July 18, 2012
Staff's Proposed Agency Action ("PAA") Recommendation	September 20, 2012
Agenda Conference on PAA Rates	October 2, 2012
PAA Order	October 22, 2012
Protest Period Expires	November 13, 2012

**NOTICE OF INTERIM RATES, AND CURRENT AND PROPOSED CHARGES**

The current and proposed rates and charges follow. These rates are subject to change based on information gathered at the customer meeting, further Staff review, and the final decision by the Commissioners.

**Water Service**

<u>Residential, General Service, and Irrigation</u> <i>(Monthly)</i>	<u>Present Rates</u>	<u>Utility's Requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Interim Rates</u>
Base Facility Charge				
<u>By Meter Size:</u>				
5/8" x 3/4"	\$5.03	N/A	\$6.70	N/A
3/4 "	\$7.34	N/A	\$9.77	N/A
1"	\$12.07	N/A	\$16.07	N/A
1 1/2"	\$24.57	N/A	\$32.70	N/A
2"	\$38.61	N/A	\$51.39	N/A
3"	\$78.69	N/A	\$104.74	N/A
4"	\$120.66	N/A	\$160.60	N/A
6"	\$245.51	N/A	\$326.79	N/A

	<u>Present Rates</u>	<u>Utility's Requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Interim Rates</u>
Consumption Charges - (per 1,000 gallons)				
Residential 0-3,000 gallons	\$1.86	N/A	\$2.48	N/A
Residential 3,001-6,000 gallons	\$1.95	N/A	\$2.60	N/A
Residential 6,001 – 10,000 gallons	\$2.40	N/A	\$3.19	N/A
Residential over 10,000 gallons	\$2.88	N/A	\$3.83	N/A
General Service	\$2.22	N/A	\$2.95	N/A

**Wastewater Service**

<u>Residential Service Monthly</u>	<u>Present Rates</u>	<u>Utility's Requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Rates (No Change)</u>
Base-Facility Charge – All meter sizes:	\$12.92	\$14.08	\$16.00	\$12.92
Residential Consumption charge – per 1,000 gallons (6,000 gallon cap)	\$4.17	\$4.54	\$5.16	\$4.17
<u>General Service</u>	<u>Present Rates</u>	<u>Utility's Requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Rates (No Change)</u>
Base Facility Charge <u>By Meter Size:</u>				
5/8" x 3/4"	\$12.92	\$14.08	\$16.00	\$12.92
3/4"	\$19.06	\$20.77	\$23.60	\$19.06
1"	\$31.49	\$34.31	\$39.00	\$31.49
1 1/2"	\$63.63	\$69.33	\$78.80	\$63.63
2"	\$100.76	\$109.79	\$124.78	\$100.76

	<u>Present Rates</u>	<u>Utility's Requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Rates (No Change)</u>
3"	\$203.83	\$222.09	\$252.41	\$203.83
4"	\$314.88	\$343.09	\$389.93	\$314.88
6"	\$636.55	\$693.36	\$788.02	\$636.55
General Service Gallonage Charge (per 1,000 gallons)	\$5.01	\$5.46	\$6.20	\$5.01
<u>Reuse Service</u>	<u>Present Rates</u>	<u>Utility's Requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Rates (No Change)</u>
Reuse Service Consumption Charge - (per 1,000 gallons)	\$0.85	\$0.93	\$1.05	\$0.85

### **SERVICE AVAILABILITY CHARGES**

The Utility is not requesting any changes to its service availability charges. Even though not requested to do so, the Commission may review and adjust service availability charges.

### **HOW TO CONTACT THE COMMISSION**

Any person who wishes to comment or provide information to Commission Staff may do so at the customer meeting, either orally or in writing. Written comments regarding the Utility's service or the requested final rate increases may be sent to the Commission at the following address:

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

All comments should refer to Docket No. 120037-WS, which is the docket number that has been assigned to this case. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 1-800-342-3552.

If you have any questions, please call the Utility's office at (800) 272-1919.

Utilities, Inc. of Pennbrooke



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

STATE OF FLORIDA



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

Public Service Commission

June 28, 2012

Mr. & Mrs. Richard K. Cassem  
32759 Timberwood Drive  
Leesburg, FL 34748

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	00783-12
DISTRIBUTION:	

COMMISSION  
CLERK

12 JUN 28 PM 3: 19

RECEIVED - FPSC

**Re: Utilities, Inc. of Pennbrooke - Docket No. 120037-WS**

Dear Mr. & Mrs. Cassem:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Utilities, Inc. of Pennbrooke (Pennbrooke or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section 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.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department

Mr. & Mrs. Cassem

Page 2

June 28, 2012

officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

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The purpose of the customer meeting is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions and make comments on other issues. Commission staff will be available to respond to customer comments and questions and provide assistance if necessary.

We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [mobrown@psc.state.fl.us](mailto:mobrown@psc.state.fl.us).

Sincerely,



Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (~~Docket No. 120037-WS~~)  
Office of Public Counsel

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

STATE OF FLORIDA



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

Public Service Commission

June 28, 2012

RECEIVED-FPSC  
12 JUN 28 PM 3:18  
COMMISSION  
CLERK

Ms. Lisa Felice  
11811 Ridge View Circle  
Clermont, FL 34711

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0078312
DISTRIBUTION:

Re: Utilities, Inc. of Pennbrooke - Docket No. 120037-WS

Dear Ms. Felice:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Utilities, Inc. of Pennbrooke (Pennbrooke or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Ms. Felice  
Page 2  
June 28, 2012

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Sincerely,



Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (~~Docket No. 120057-WG~~)  
Office of Public Counsel

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

STATE OF FLORIDA



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

# Public Service Commission

June 28, 2012

Ms. Donna Morse  
114 Penelope Drive  
Longwood, FL 32750

FPSC, CLK CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	00783-12
DISTRIBUTION:	

RECEIVED-FPSC  
12 JUN 28 PM 3:18  
COMMISSION  
CLERK

**Re: Utilities, Inc. of Pennbrooke - Docket No. 120037-WS**

Dear Ms. Morse:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Utilities, Inc. of Pennbrooke (Pennbrooke or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Ms. Morse  
Page 2  
June 28, 2012

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Sincerely,



Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (~~XXXXXXXXXXXX~~)  
Office of Public Counsel

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

STATE OF FLORIDA



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

Public Service Commission

June 28, 2012

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00783-12		
DISTRIBUTION:		

Mr. Robert Vanderveer  
353 Bentwood Dr.  
Leesburg, FL 34748

RECEIVED-FPSC  
12 JUN 28 PM 3:16  
COMMISSION  
CLERK

Re: Utilities, Inc. of Pennbrooke - Docket No. 120037-WS

Dear Mr. Vanderveer:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Utilities, Inc. of Pennbrooke (Pennbrooke or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section 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.

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Mr. Vanderveer  
Page 2  
June 28, 2012

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We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6838 or e-mail me at [mobrown@psc.state.fl.us](mailto:mobrown@psc.state.fl.us).

Sincerely,



Monica Brown  
Regulatory Analyst II

cc: Division of Economic Regulation (Maurey, Fletcher, Rieger)  
Office of the General Counsel (Jaeger)  
Office of Commission Clerk (Docket No. 120037-WS)  
Office of Public Counsel



Robert VAN DERVEER  
353 Bentwood Dr.  
Leesburg, FL 34748

DOCKET #  
120837-WS

JUNE 22, 2012

OFFICE of Commission Clerk  
Florida Public Service Commission  
2540 Shawnee Oak Blvd, Tallahassee, FL 32399

RECEIVED-FPSC  
12 JUN 27 AM 9:51  
COMMISSION  
CLERK

To The Public Service Commission of Florida;

Today I Received notice of a Rate increase from  
"Utilities Inc. of Pennbrooke". I am 74 years old and  
Live Alone. I feel that my utilities Rate is too  
high as of this date and that another Rate increase  
is NOT warranted.

In today's world everyone thinks that they are  
"entitled" to more and more, just because they want more.  
If Utilities Inc. of Pennbrooke can't operate on the  
money they receive, I suggest they get into some  
other kind of business, or make an adjustment.

I learned to adjust when I lost my retirement  
package that was promised me when I retired.

Thank You  
Robert (Bob) Van Derveer

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00783-12
DISTRIBUTION: _____

MR. & MRS. RICHARD K. CASSEM  
32759 TIMBERWOOD DRIVE  
LEESBURG, FL 34748

12 JUN 27 11 08 87

June 24, 2012

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

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06783-12
DISTRIBUTION:

RECEIVED--FPSC  
12 JUN 27 AM 9:51  
COMMISSION  
CLERK

**SUBJECT: OBJECTION TO WATER RATE INCREASE – DOCKET # 120037-WS**

Dear Ladies or Gentlemen:

We strenuously object to the proposed water rate increase by **Utilities, Inc. of Pennbrooke (Docket # 120037-WS)**.

The proposed increases in base facility charges of **33.02%** for water service and **23.78%** for wastewater service are **excessive in the extreme**. Most families in Pennbrooke Fairways are living on fixed retirement incomes which have increased by approximately 3% over the past three years. **That is an average annual increase of only 1%.**

We urgently request that you deny these excessive increases in water service **imposed by a company that is located outside the state of Florida**. We also request that Utilities, Inc. of Pennbrooke be required to submit an independent audit of its operating expenses (including CEO and executive compensation) to all customers.

**The United States Government is currently reporting statistics reflecting an inflation rate of approximately 1.5%. Any increase in water service should be limited to a similar amount.**

Thank you for your consideration of this important issue.

Sincerely,



Mr. & Mrs. Richard K. Cassem

Administrative Parties ✓ ConsumerDOCUMENT NO. 00783-12

DISTRIBUTION: \_\_\_\_\_

**Catherine Potts**

---

**From:** Ann Cole  
**Sent:** Wednesday, May 23, 2012 8:17 AM  
**To:** Office of Commissioner Balbis  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Catherine Potts  
**Subject:** FW: Objection to Request for Rate Increase - Lake Utilities/Utilities Inc. - Lake County Florida

Thank you for this information, which will be placed in Docket Correspondence, Consumers and their Representatives, for Docket No. 120037-WS.

---

**From:** Office of Commissioner Balbis  
**Sent:** Wednesday, May 23, 2012 8:14 AM  
**To:** Ann Cole  
**Subject:** FW: Objection to Request for Rate Increase - Lake Utilities/Utilities Inc. - Lake County Florida

Ann,

Please place the email below in Docket Correspondence, Consumers and their Representatives, in Docket No. 120037-WS.

Thank you,

Cristina

---

**From:** Lisa Felice [mailto:fjalb@embarqmail.com]  
**Sent:** Tuesday, May 22, 2012 7:23 PM  
**To:** Office Of Commissioner Edgar; Office of Commissioner Balbis; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown  
**Subject:** Objection to Request for Rate Increase - Lake Utilities/Utilities Inc. - Lake County Florida

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

Members of the Florida Public Service Commission:

This will serve as an objection to the requested increase in water and wastewater rates in Lake County by Utilities, Inc.

I recently received the Notice to Customer from Utilities, Inc. regarding their filing on February 1<sup>st</sup> for an increase of 0.27% of water rates and 0.31% for wastewater. The number of increase in our water rates since I purchased my home in September 2006 has been ridiculous. It has gotten to the point whenever I see any mail from Utilities, Inc. I hold my breath waiting to see if we are getting yet another increase. And, without fail, again another one. Seriously?

Prior to purchasing my home, I inquired as to the monthly electric and water bills for the property. When I purchased the home, my bills were approximately \$45.00 month. Now? In the last 16 months, my bill has averaged \$138.00 month. It's my understanding that we have some of the highest rates in our area.

5/23/2012

What is the justification for these continuous rate increases? And, with Utilities, Inc.'s application for a transfer of majority organization to Corix Utilities, LLC, what further surprises await us? That notice states the application is "not a request to change the rates". First, Utilities, Inc. appears to have done this for them prior to the transfer with a filing in February and I do not have any confidence that if the transfer is approved by you that there won't be another increase down the road.

I regret that I did not write prior to the deadline of the Notice of Application for Transfer. I am writing now to request that you deny any further rates increases by Lake Utilities/Utilities, Inc. or Corix Utilities but rather look into the numerous increases and start looking out for us the customers.

Lisa Felice  
11811 Ridge View Circle  
Clermont, FL 34711  
[fjalb@embarqmail.com](mailto:fjalb@embarqmail.com)

120037-WS

RECEIVED-FPSC

12 FEB -9 AM 9: 58

February 6, 2012

COMMISSION  
CLERK

12 FEB -9 AM 8: 47

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

From: Donna Morse  
114 Penelope Drive  
Longwood, Fl. 32750

**CONSUMER**

## **When Will It Ever Stop And When will It Ever End!!!!**

*I am writing to oppose the rate increase for the water and sewer that has been presented by Utilities, Inc. I am so tired of getting a paper every year for a rate increase.....People are trying to just keep their heads above water and you can count on the utility companies always asking for more!!!! They will never be satisfied and always seem to never make enough.....well how about all the people that aren't making enough and most of the American people are on unemployment trying to keep a roof over their heads and feed their children.....how about the utility companies going without pay raises like most of Americans right now....I think it is time that the utility companies tighten their belts and cut back like we all have to do!!!!!!*

DOCUMENT NUMBER-DATE

00783 FEB-9

FPSC-COMMISSION CLERK

**I VOTE NO ON ANY INCREASE OF THE  
WATER AND SEWER RATES THIS YEAR.....  
AND YOU CAN REST ASSURED THEY WILL  
BE BACK NEXT YEAR ASKING AGAIN AND  
TRYING TO TELL US THAT THEY DON'T  
MAKE ENOUGH MONEY.....TO MANY  
HANDS IN THE POT!!!!!! I GUESS THEY  
FIGURE THEY HAVE US OVER A BARREL  
AND THEY CAN DO ANYTHING THEY  
WANT.....JUST LIKE THE PRESIDENT  
DOES.....I REST MY CASE!!!!!!**

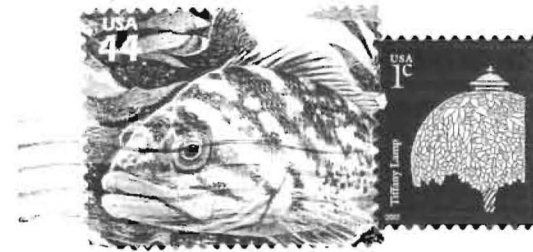
**NO INCREASE!!!!**

**WHEN WILL IT EVER END!!!**

A handwritten signature in black ink, appearing to be a stylized name or set of initials, located at the bottom left of the page.

Morse  
114 Doneliza Dr.  
Royalwood, FL  
32750

10 FEB 2012



Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida

323990851

32399-0850