

**ASPENWOOD AT GRENELEFE  
CONDOMINIUM OWNERS ASSOCIATION**

12 APR -4 AM 8:35

March 30, 2012

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

COMMISSION  
CLERK

**CONSUMER**

Re: DOCKET NO. 110141-WS

Gentlemen:

Because of a miscommunication our association did not attend the customer meeting held at the Grenelefe Resort Golf Clubhouse on Thursday March 22, 2012. However, our association has several concerns and would like to state them for the record.

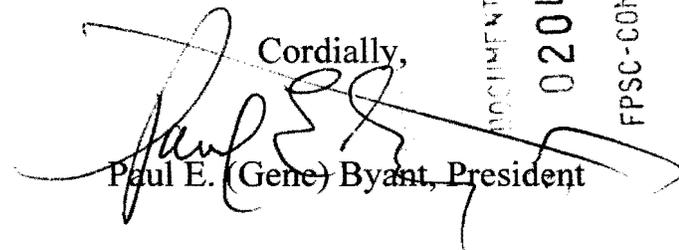
According to the Utility's 2010 annual report which shows expenses exceeding revenues we agree that a rate increase is justified. We question when the wastewater expenses exceed revenues by almost \$57,000 the wastewater rates do not show more of an increase. In fact the proposed rates indicate that the base rate per meter size will actually drop. The current wastewater rate is capped at \$11.30 max. Will the new wastewater rate be capped at \$25.36?

Most water rates decrease with more usage. The proposed rates increase with more usage. Our association would like to know why the water rates are structured in this manner? Additionally we have been informed that if we exceed the 15,000 gallon limit we would be charged at a rate of \$3.72 per 1,000 gallons for all water used. Is this the intent of the graduated rates? The current billing practice is to invoice for all water used at the rate of \$0.78 for each 1,000 gallons used.

We provide this example of how much our water rate will go up if we are billed as informed. For example if we use 100,000 gallons in one month we are currently invoiced at \$0.78 per 1,000 gallons used or \$78.00 (100 x 0.78) If the proposed rate is approved we will be billed at \$3.72 per 1,000 gallons used or \$372.00 (100 x 3.72). That is a 400% increase. In today's economy that seems like an exorbitant increase.

We thank the commission for allowing us to make these comments and look forward to a detailed response.

Cordially,

  
Paul E. (Gene) Bryant, President

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