



September 25, 2013

Mr. Bruce E. Kennedy, P.E.
Assistant County Administrator
Utilities Services Branch
Public Works/Utilities Building
7536 State Street, Suite 213
New Port Richey, Florida 34654-5598

RECEIVED-FPSC
13 OCT -2 AM 9:35
COMMISSION
CLERK

**RE: Coastal Infiltration Investigation - Ni Florida Wastewater Collection System,
CU06-015.00**

Dear Mr. Kennedy,

I apologize for the delay in responding to your letter of June 25th. When I contacted your Executive Assistant in June, as you requested in your letter of June 25th, I was advised that we would need to have legal counsel present at any meeting held to discuss the Hudson improvements. This would certainly be problematic for my office. Because I do not have local counsel, travel and other costs relating to representation would be cost prohibitive. As I discussed with Joe Richards (email attached), we have been busy this summer in the quest to bring chlorides down below an average level of 250 ppm for all wastewater flow sent to the County. As we discussed earlier in the summer, we have made improvements to the system most notably we repaired three major leaks at the two condominium complexes, of the Gulf Island Beach & Tennis Club. We believe those repairs have significantly reduced the I&I issues currently being faced at the Delmar lift station. For example, as of August 1, 2013 we took wastewater samples from our Delmar lift station the results of which showed chlorides in the low 300's ppm. We are in the process of a total rehab at the Del Mar lift station as well as making repairs to several other adjacent locations. Most significantly, we are pleased to report to you that we are replacing approximately 1,800 feet of force main on Del Mar Drive. We believe that the result of all the work performed during the summer should bring the average chloride levels for all wastewater flow sent to the County below 250 ppm.

Generally speaking, our recent improvements include, but are not limited to:

1. Additional video inspection and identification of compromised areas.
2. Substantial cleaning of identified areas.
3. Installation of double liners to correct substantial breaks.
4. Installation of inflow protectors.
5. Concrete repair of manholes with high infiltration.
6. Monitoring of lift station run times to determine effects of repairs.
7. Replacement of collapsed force main pipe located on Del Mar Drive.

Capital improvement costs from October 1, 2012 through 9/18/2013 are as follows:

Del Mar Lift Station Refurbishment	
Spent October 1, 2012 thru March 31, 2013	13,566.00
Spent from April 1 - August 8, 2013	28,024.00
Spent from August 27 - September 18, 2013	23,436.00
TOTAL	<u><u>65,026.00</u></u>
Installation of Mission Units	
Spent October 1, 2012 thru March 31, 2013	70,760.00
Spent from April 1 - August 8, 2013	23,663.00
TOTAL	<u><u>94,423.00</u></u>
US Hwy 19 Project	
Spent October 1, 2012 thru March 31, 2013	24,018.00
Spent from April 1 - August 8, 2013	107,180.00
Spent from April 9 - August 26, 2013	1,494.00
Spent from August 27 - September 18, 2013	127,424.00
TOTAL	<u><u>260,116.00</u></u>
Pumping Equipment (for inventory)	
Spent October 1, 2012 thru March 31, 2013	
Spent from April 1 - August 8, 2013	3,710.00
TOTAL	<u><u>3,710.00</u></u>
Line Cleaning	
Spent October 1, 2012 thru March 31, 2013	
Spent from April 1 - August 8, 2013	18,584.00
Spent from April 9 - August 26, 2013	8,016.00
TOTAL	<u><u>26,600.00</u></u>
Video Camera Inspection	
Spent October 1, 2012 thru March 31, 2013	
Spent from April 1 - August 8, 2013	12,680.00
Spent from April 9 - August 26, 2013	8,016.00
TOTAL	<u><u>20,696.00</u></u>
Engineering	
Spent October 1, 2012 thru March 31, 2013	
Spent from April 1 - August 8, 2013	13,191.00
TOTAL	<u><u>13,191.00</u></u>

Installation of Liners

Spent October 1, 2012 thru March 31, 2013	
Spent from April 1 - August 8, 2013	10,760.00
TOTAL	<u><u>10,760.00</u></u>

Backflow Prevention Devices

Spent October 1, 2012 thru March 31, 2013	
Spent from April 1 - August 8, 2013	2,787.00
TOTAL	<u><u>2,787.00</u></u>

Inflow & Infiltration Reduction

Spent October 1, 2012 thru March 31, 2013	3,627.00
Spent from April 1 - August 8, 2013	-
TOTAL	<u><u>3,627.00</u></u>

Other Capital Expenditures

Spent October 1, 2012 thru March 31, 2013	8,057.00
Spent from April 1 - August 8, 2013	-
TOTAL	<u><u>8,057.00</u></u>

Del Mar Drive Force Main Replacement

Spent from April 9 - August 26, 2013	40,301.00
Spent from August 27 - September 18, 2013	18,767.00
TOTAL (See attached quote for total)	<u><u>59,068.00</u></u>

Elder Valve Installations

Spent October 1, 2012 thru March 31, 2013	24,814.00
Spent from April 1 - August 8, 2013	6,188.00
Spent from April 9 - August 26, 2013	2,049.00
Spent from August 27 - September 18, 2013	3,706.00
TOTAL	<u><u>36,757.00</u></u>

TOTAL CAPEX

Spent October 1, 2012 thru March 31, 2013	144,842.00
Spent from April 1 - August 8, 2013	226,767.00
Spent from April 9 - August 26, 2013	59,877.00
Spent from August 27 - September 18, 2013	173,333.00
TOTAL CAPITAL EXPENDITURES	<u><u>604,818.00</u></u>

NOTE: This update provides capital expenditures through September 18, 2013. The completion dates for all projects are prior to September 30, 2013. Certain projects such as elder valve installations, line cleaning, video camera inspection, and I&I reduction are continuous in nature. The costs for the Hwy 19 Relocation, Del Mar Lift Station Rehab, and Del Mar Drive Force Main Replacement are also on-going.

As you may be aware, there may be some inconsistencies between some of the samples taken by our operations group and by the County. I am advised that it may be helpful to eliminate inconsistencies by both parties using our composite samplers. I am completely agreeable to this and believe that could be coordinated with our respective field personnel. Our CHL test results over the past five years are as follows:

	Hudson Chlorides				
	2013	2012	2011	2010	2009
	(As of 8/1)				
Sunnydale	103	109	113	124	165
Show Palace	93	104	113	197	358
Flounder	83	172	169	181	226
Delmar	310	668	466	505	720

Of course, only continued sampling will determine the true results of our substantive efforts to reduce I&I. However, we remain fixed in our objective and I assure you that Ni Florida and Pasco County are in complete agreement that our ultimate goal is to bring our Hudson Wastewater System discharge into complete compliance. I continue to strive for better communication in discussing operational and compliance issues with our combined operational staffs.

Respectfully,



Ed Wallace
President and Chief Executive Officer

Attachment

cc: Commissioner Jack Mariano, Pasco County Florida
Joseph Richards, Senior Assistant County Attorney
Gregory Dziegielewski, Acting Operations and Maintenance Director

From: Ed Wallace
Sent: Wednesday, September 18, 2013 11:17 AM
To: 'jrichards@pascocountyfl.net'
Cc: 'bkennedy@pascocountyfl.net'; 'mvectorino@pascocountyfl.net'
Subject: FW: Operational discussions and clearance by attorneys

Joe – Thank you for taking my phone call. Sorry if I sounded frustrated on the phone. As the email below suggests we really want to communicate and work with your operational and compliance people. We have had a good relationship with our respective field people in the past. But now I am being told from our people in the field that your field people cannot speak with us without legal representation. I appreciate your willingness to help because I am at a standstill. I do not have local Florida representation so it makes it difficult for me to have a lawyer present at every field or compliance meeting.

Thanks again for your willingness to help. It is my goal to strengthen our relationship with the County and become good corporate partners. I will be sending a detailed response to Bruce's September 4th, certified letter. We have been busy this month and believe that we have the problem under control. Recent chloride levels at Delmar are in the low 300's after we repaired the three leaks at the condo's. We are in the process of rehabbing the Delmar lift station and replacing 1,000 feet of force main down Delmar Street along with lining several other adjacent locations. We are hopeful that the result of that work will bring the chloride levels below 250 ppm.

Thanks again,

Ed Wallace
President
Ni America

From: Ed Wallace
Sent: Monday, June 17, 2013 7:18 PM
To: bkennedy@pascocountyfl.net; mvectorino@pascocountyfl.net
Subject: Operational discussions and clearance by attorneys

Bruce / Mariana – Thank you for your email dated June 14, 2013. As I have previously stated I am aware of your pending PSC intervention. I have been careful not to touch on any issue relating to that intervention other than those I formally addressed relating in my letter to you dated May 28, 2013 , which was sent in response to your January 31, 2013 letter.

As I said in that letter, I believe it is paramount that we continue to keep the lines of communication open where it relates to operational issues. Neither I, nor my regulatory lawyer, believe that us discussing such issues in anyway detracts from your rights or position as an intervener. The regulatory process, in it of itself, is not litigation per say, but rather a legal process to set rates for an investor owned utility. As you are a public body, I respect your right to intervention; but the two entities discussing operational issues should not impact your intervention and belief that Ni America is or is not entitled to rate relief. On the contrary, us regularly discussing such issues should provide you more input when it comes time to provide testimony or request interrogatories.

Specifically, I would like to discuss:

1. A method of providing you access to our new composite samplers (something County staff have requested);
2. The status of major repairs as they occur;
3. An update as to the chloride levels flowing to our master lift stations specifically Delmar; and
4. Any information you may have such as old blue prints as to the purpose of the three valves on Tower Drive and what impact, if any, it may have on flow into the Leisure Beach Subdivision.

As for the condos, we have completed two out of the three breaks we have identified on their property. As this point it is too late to attempt to contact either Condo Owners Association. In lieu of a lengthy process getting permission to repair and assigning blame as to the cause or ownership of the line / break, I made the decision to have Ni make those repairs immediately at will almost assuredly be at our shareholder expense. I did

so because I believe those line breaks were causing so much salt water intrusion that they were in need of immediate repair.

If you have any questions or would like to set up a conversation with me or my staff please for any operational reason, please contact me.

Sincerely yours,

Ed Wallace

President

Ni America

Of. 713-574-7755

SC of 713-544-8195

Cell 281-744-7510

 **Ni America**

10913 Metronome Drive
Houston, TX 77043
713-574-5952

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13 OCT -2 AM 7:20

Commissioner Jack Mariano, Pasco Co Florida
Director, Division of the Commission Clerk &
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399



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-

DATE: September 13, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Stanley D. Rieger, Utilities System/Engineering Specialist, Division of Engineering *SDR*
RE: DN 130010-WS - Application for increase in water rates in Lee County and
wastewater rates in Pasco by Ni Florida, LLC.

Please file the attached "undeliverable correspondence to Mr. Ed Lewis, L.L.C." in the correspondence side of the above mentioned docket file.

Thank you.

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13 SEP 13 AM 9:59
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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Ed Lewis, L.L.C.
6840 Albatross Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Lewis:

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

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. 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: (1) the size and age of the utility system, (2) the cost of water and wastewater bulk services, (3) the number of customers, and (4) 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 service, 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 utility operations. The components are: (1) the quality of the utility's product, (2) the operating conditions of the utility's 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 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.

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) 413-6550 or e-mail me at srieger@psc.state.fl.us.

Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
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State of Florida

Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



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08/22/2013

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Hudson, FL

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Mailed From: 32399
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State of Florida
Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RTS

REF

Mr. Ed Lewis L.L.C.

~~14170 US Highway 19
Hudson, Florida 34667-1167
United States~~



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JULIE I. BROWN



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

September 13, 2013

Mr. and Mrs. Peter/Elaine Longjohn
9007 Flamingo Circle
N. Ft. Meyers, FL 33903

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. and Mrs. Longjohn:

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

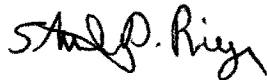
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With respect to the quality of service, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of utility operations. The components are: (1) the quality of the utility's product, (2) the operating conditions of the utility's 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 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.

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) 413-6550 or e-mail me at srieger@psc.state.fl.us.

Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
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Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

September 13, 2013

Mr. And Mrs. Paul/Linda Rieck
3329 Rainbow Lane
N. Ft. Meyers, FL 33903

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. and Mrs. Rieck:

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

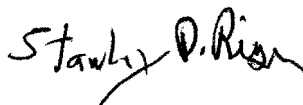
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

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Office of Commission Clerk (Docket No. 130010-WS)
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STATE OF FLORIDA



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TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

September 13, 2013

Mr. and Mrs. Joseph/Mary Zwitter
9045 Flamingo Circle
N. Ft. Meyers, FL 33903

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. and Mrs. Zwitter:

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

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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

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cc: Division of Engineering (L'Amoreaux)
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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

September 13, 2013

Mr. Gary C. Sneider and Ms. Katherine Emanuele
9086 Flamingo Circle
N. Ft. Meyers, FL 33903

Re: Docket No. 130010-WS – Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Sneider and Ms. Emanuele:

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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. 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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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)

I:\DOCKET 130010 - Ni Florida\130010cust letter.doc

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

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

September 13, 2013

Mr. Michael Kaczmarek
3492 Celestial Way
N. Ft. Meyers, FL 33903

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Kaczmarek:

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

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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
I:\DOCKET 130010 - Ni Florida\130010cust letter.doc

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

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

September 13, 2013

Mr. and Mrs. David/Patricia Baker
16253 Pelican Drive
N. Ft. Meyers, FL 33903

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. and Mrs. Baker:

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

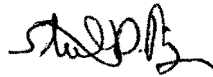
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
E:\DOCKET 130010 - Ni Florida\130010cust letter.doc

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-

DATE: September 13, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Stanley D. Rieger, Utilities System/Engineering Specialist, Division of Engineering *SDR*
RE: DN 130010-WS - Application for increase in water rates in Lee County and
wastewater rates in Pasco by Ni Florida, LLC.

Please file the attached "undeliverable correspondence to Mr. Ed Lewis, L.L.C." in the correspondence side of the above mentioned docket file.

Thank you.

RECEIVED-FPSO
13 SEP 13 AM 9:59
COMMISSION
CLERK

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

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Ed Lewis, L.L.C.
6840 Albatross Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Lewis:

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

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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
I:\DOCKET 130010 - Ni Florida\130010cust letter.doc

State of Florida

Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



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08/22/2013

Mailed From: 32399

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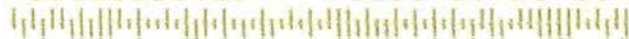
Mr. Ed Lewis, L.L.C.
6840 Albatross Ln.
Hudson, FL

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UNABLE TO FORWARD

BC: 32399085099 *0838-03786-22-37

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Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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09/03/2013

Mailed From: 32399
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State of Florida
Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RTS

REF

Mr. Ed Lewis L.L.C.
~~14170 US Highway 19~~
~~Hudson, Florida 34667-1167~~
~~United States~~



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-

DATE: September 9, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Stanley D. Rieger, Utilities System/Engineering Specialist, Division of Engineering *SDR*
RE: Docket No. 130010-WS, Application for increase in water rates in Lee County and wastewater rates in Pasco by Ni Florida, LLC.

Attached for inclusion in the customer correspondence side of the docket file are 9/5/13 e-mail correspondences between Mr. Tom Stearns and myself. The subject of this discussion was about his concerns over the present Ni Florida rate proceeding, and what had transpired at the 8/14/13 New Port Richey customer meeting. Thank you.

RECEIVED-FPSC
13 SEP -9 AM 10:51
COMMISSION
CLERK

Stan Rieger

From: Tom Stearns <tomstearnsasco@earthlink.net>
Sent: Thursday, September 05, 2013 2:01 PM
To: Stan Rieger
Subject: RE: NI Florida Sewer Rate Increase

Roger,

That's great.

I'm sure they should get some rate increase. I'm disappointed I didn't attend, I would have suggested that Pasco County Utilities purchase the company.

Sometimes, not always, there is savings in volume, and there is a reason fish are in schools, cows are in herds and all those group things.

Having worked in Florida government most of my career, I appreciate your work and based on my interaction you are doing a good job, with a difficult task.

take care

tom

From: Stan Rieger [mailto:SRieger@PSC.STATE.FL.US]
Sent: Thursday, September 05, 2013 12:52 PM
To: Tom Stearns
Cc: Patti Zellner; Melissa L'Amoreaux; Clayton Lewis; Paul Vickery
Subject: RE: NI Florida Sewer Rate Increase

Mr. Stearns – Nice to hear from you. For this case, I am performing a dual role. I am one of the engineers assigned to this case; but, I am also the main coordinator or the office of primary responsibility as well. Sorry you were unable to come to the 8/14/13 New Port Richey Customer Meeting. There is no actual list of those who attended. However, four of your neighbor spoke at that meeting, as well as County Commissioner Marianno. We are sending you by mail a recording (disc) of the meeting so that you can hear what was discussed. Also, a copy of the Special Report which was handed out at the meeting will be sent to you as well. A final decision on this case has not yet been made. Staff is still working to file a 10/3/13 recommendation for a Commission vote on this matter at the 10/16/13 Commission Conference. I hope this information is helpful to you.

Thank You.

Stanley D. Rieger

From: Tom Stearns [mailto:tomstearnsasco@earthlink.net]
Sent: Thursday, September 05, 2013 10:19 AM
To: Stan Rieger
Subject: NI Florida Sewer Rate Increase

Stan,

Thanks for your letter. It didn't specifically state the rate increase was approved, although, that was implied.

Why did an engineer get stuck writing this letter:)

I'm mad at myself because I forgot to attend the public hearing in New Port Richey.

Do you know if any minutes or list of attendees was made?

I recently moved into this area and I'd like to know who are the active residents.

FYI one of my complaints was the smell coming from a pumping station and they are now rebuilding it, so not all is lost.

Reply at your convenience.

Take care

Application for increase in water rates in Lee County by

Ni Florida, LLC

DOCKET NO. 130010-WS

Name Peter & Elaine Longjohn

Address Tamiami Village-N.Ft. Myers,Fl. 33903

Tamiami Village-N.Ft. Myers,Fl. 33903

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
Dear Commisioris:
Just a quick review of recent rate increases we have experienced.
Basic Facility Charges
Rate Prior To Filing \$11.13 Effective 6/2011 @ 13.61= +2.48=22 Increase
2013 Request +\$2.83 = \$16.44 Which =21 Percent Increase
Consumption Charge
Rate Prior To Filing \$3.36/1000gal. Effective 6/2011@\$4.78=\$1.42=42 Inc.
2013 Request +0.99=\$5.77=21 Percent Increase
We understand business costs increases should be allowed but annother 21
percent increase seems excesive. We have many households in our village that
manage to hold things together on Social Security and that has not been easy.
Please be resonable in your decision that balances the needs of Ni Florida with
the circumstances of retired and elderly seniors.
Thank You For Your Service, <u>Peter&Elaine Longjohn</u>

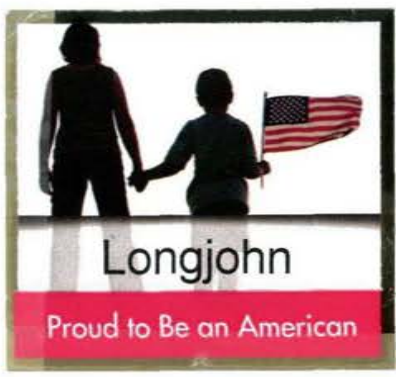
Fold and tape -- see back for address

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.



9/1/13
Peter & Elaine Longjohn

MRS. Pety/ELaine/ LONGJOHN
9007 Flamingo Circle
N. Ft. Myers, FL.
33903



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13 SEP -6 AM 7:04

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Florida Public Service Commission
2540 SHUMARD OAK BOULEVARD
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FITTSVILLE, VA 24116

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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-

DATE: September 3, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Stanley D. Rieger, Utilities System/Engineering Specialist, Division of Engineering
RE: DN 130010-WS - Application for increase in water rates in Lee County and
wastewater rates in Pasco by Ni Florida, LLC.

SPR
T03

Please file the attached "undeliverable correspondence to Mr. Donnie Vanderhoff" in the correspondence side of the above mentioned docket file.

Thank you.

RECEIVED-FPSC
13 SEP - 3 AM 10:16
COMMISSION
CLERK

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

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Donnie Vanderhoff
6735 Albatross Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Vanderhoff:

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

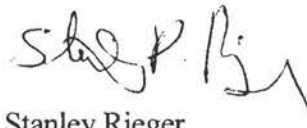
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
I:\DOCKET 130010 - Ni Florida\130010cust letter.doc

State of Florida
Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



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Mr. Donnie Vanderhoff
6735 Albatross Ln.
Hudson, FL 32307

NIXIE 339 FE 1009 0008/27/13

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BC: 32399085099 *0838-03795-22-37



049J82053831

Docket # 130010-WS

Application for increase in water rates in Lee County by

Ni Florida, LLC

DOCKET NO. 130010-WS

MARGO r
Name Leopold Desjardins
Address 9236 Cahoesa Dr
North Fort Myers, Fl. 33903

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

A 20% raise is way to much.
the last increase was only in
2011, if at all possible
keep the increase to a minimum
please.
Thank You Margo

Fold and tape -- see back for address

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13 SEP -3 AM 7:07

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Jalapa FL

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

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850)413-6910

Public Service Commission

August 22, 2013

Ms. Susan G. Gauch
9024 Flamingo Circle
N. Ft. Meyers, FL 33903

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Ms. Gauch:

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

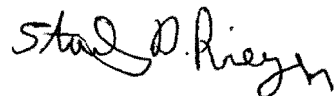
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)

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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Sydney Dawson
3370 Galaxy Way
Tamiami Village, N. Ft. Meyers, FL 33903

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Dawson:

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

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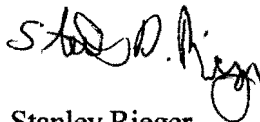
PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
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DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Gary Vella
Tamiami Village
14101 Plum Lane
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Vella:

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

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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
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TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

M.L. Hesler
6812 Flicker Lane
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear M. L. Hesler:

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

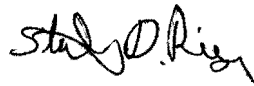
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Ms. Tena Johnson
6919 Hudson Ave.
Hudson, FL 34667

Re: Docket No. 130010-WS – Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Ms. Johnson:

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

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Division of Economics (Bruce)
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DIVISION OF ENGINEERING
TOM BALLINGER
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(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Russell Johnson
6923 Hudson Ave.
Hudson, FL 34667

Re: Docket No. 130010-WS – Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Johnson:

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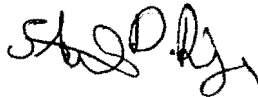
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
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Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Luther Ames
7530 Maryland Ave. #18
Hudson, FL 34667

Re: Docket No. 130010-WS – Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Ames:

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

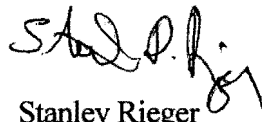
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

R. L. Carpentier
6236 Tower Dr.
Hudson, FL 34667

Re: Docket No. 130010-WS – Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear R. L. Carpentier:

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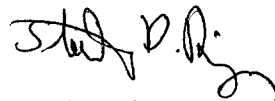
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
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STATE OF FLORIDA



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TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Peter Meduri and
Ms. Loretta Deacon
6736 Gull Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Meduri and Ms. Deacon:

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

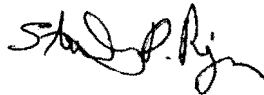
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)

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COMMISSIONERS:
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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Francis Bing
6833 Curlew Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Francis Bing:

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

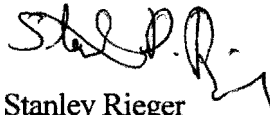
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)

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COMMISSIONERS:
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LISA POLAK EDGAR
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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Ms. Dana Arnold
6821 Albatross Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Ms. Arnold:

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

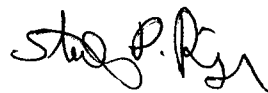
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
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COMMISSIONERS:
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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Donnie Vanderhoff
6735 Albatross Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Vanderhoff:

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

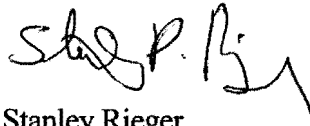
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)

COMMISSIONERS:
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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. and Mrs. Groff
6817 Albatross Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. and Mrs. Groff:

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

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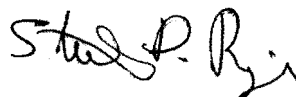
August 22, 2013

Page 2

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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)

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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Tom Stearns
13707 Britton Drive
Hudson, FL 34667

Re: Docket No. 130010-WS – Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Stearns:

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

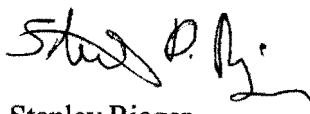
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
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COMMISSIONERS:
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LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mrs. Dean Lawson
6740 Flicker Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mrs. Lawson:

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

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Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

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Office of Commission Clerk (Docket No. 130010-WS)
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COMMISSIONERS:
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LISA POLAK EDGAR
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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Leo Burgess
6722 Albatross Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Burgess:

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

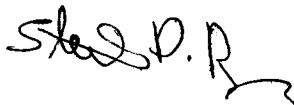
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Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)

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COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Stanton Robinson
6833 Albatross Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS – Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Robinson:

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

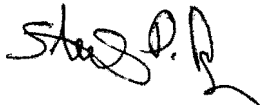
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)

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

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. William Hemmd
6900 Albatross Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Hemmd:

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

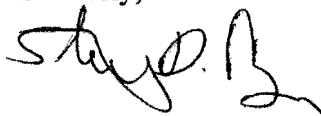
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)

COMMISSIONERS:
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EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Ms. Wendy Pipe
6839 Albatross Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Ms. Pipe:

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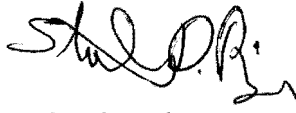
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
I:\DOCKET 130010 - Ni Florida\130010cust letter.doc

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

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Earl Bourgeois
13115 Coxswain Ct.
Hudson, FL 34667

Re: Docket No. 130010-WS -- Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Bourgeois:

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

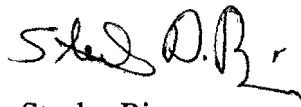
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
I:\DOCKET 130010 - Ni Florida\130010cust letter.doc

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

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. Ed Lewis, L.L.C.
6840 Albatross Ln.
Hudson, FL 34667

Re: Docket No. 130010-WS – Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Lewis:

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

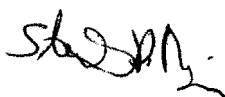
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)

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

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

August 22, 2013

Mr. David Taylor
6412 Yvette Dr.
Hudson, FL 34667

Re: Docket No. 130010-WS – Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Dear Mr. Taylor:

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

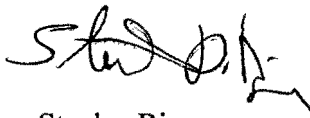
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Sincerely,



Stanley Rieger
US Engineering Specialist
Division of Engineering

SDR:pz

cc: Division of Engineering (L'Amoreaux)
Division of Accounting & Finance (Fletcher)
Division of Economics (Bruce)
Division of General Counsel (Brownless)
Office of Commission Clerk (Docket No. 130010-WS)
E:\DOCKET 130010 - Ni Florida\130010cust letter.doc

Shawna Senko

From: Ruth McHargue
Sent: Thursday, August 29, 2013 2:16 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130010
Attachments: FAX-2013-08-29 09_31_48.tif

Customer correspondence

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

From: Consumer Contact
Sent: Thursday, August 29, 2013 10:36 AM
To: Ruth McHargue
Subject: To CLK Docket 130010

Copy on file, see 1121546C. DH

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Thursday, August 29, 2013 9:32 AM
To: Consumer Contact
Subject: FPSC , 1 page(s)

New Fax Received!

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

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

Application for increase in water rates in Lee County by

Ni Florida, LLC

DOCKET NO. 130010-WS

Name Raymond Tellier

Address No Ft Myers, FL 33903

No Ft Myers, FL 33903

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 1-800-51 1-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
A 20% increase is a hardship on people who live on fixed incomes.	
We find that the water pressure is very low. Our washing machines and dishwashers take longer to run due to the low pressure therefore are electric bills are higher. What can you do to increase the pressure?	

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 rates in Lee County by
Ni Florida, LLC

DOCKET NO. 130010-WS

Name Paul + Linda Rieck
Address 3329 Rainbow Lane
N. F. Myers, FL 33903

RECEIVED-FPSC
AUG 28 AM 9:32
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	
First, when the seniors get a raise from the gov. maybe they could afford to give you yours. Why go after people in their 70's, 80's, 90's?	
Also, what are you willing to sacrifice using OUR equipment + maintenance people?	
We are old ... <u>NOT</u> stupid.	
Shame on you.	

Fold and tape -- see back for address

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 **Mr. & Mrs. Paul Rieck**
3329 Rainbow Ln.
N. Fort Myers, FL 33903-1422

FT MYERS FL 339

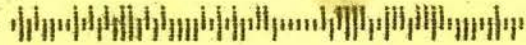
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13 AUG 28 AM 7:03

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

32399085099



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Tape

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Application for increase in water rates in Lee County by
Ni Florida, LLC

DOCKET NO. 130010-WS

RECEIVED- FPSC

AUG 28 AM 9:32

COMMISSION
CLERK

Name Joseph & Mary Lu Zwitter
Address 9045 Flamingo Circle
N. FT. Myers FL. 33913

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
We live in Tamiami Village & RV Park.
This is a 55+ retirement community.
We have many residents living on a <u>FIXED</u>
<u>Income</u> & We haven't received a raise
in two (2) years. Two years ago NI-FLA.
wanted an 87% raise, now a 20% one.
If it was for services provided, we
might agree, but what NI-Florida wants
it's for, <u>NOTHING</u> of service. Our mtnc
crew fixes most of the watermain breaks,
The office sends & prints out the boil
water notices, if not all. That being said
why does NI-Florida need a raise if
our village is doing most of the work.

That is not Fold and tape -- see back for address reasonable or just.

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Mr. Joseph Zwitter
9045 Flamingo Cir
North Fort Myers, FL 33903

FT MYERS FL 339

26 AUG 2013 PM 11

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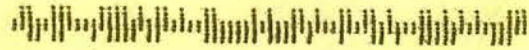
13 AUG 28 AM 7:03



Equality
FOREVER

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

32399085099



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Application for increase in water rates in Lee County by

Ni Florida, LLC

DOCKET NO. 130010-WS

COMMISSION
CLERK

13 AUG 26 AM 8:02

RECEIVED - PPSO

8-22-13

Name Gary C Sneider

Address 9086 Flamingo Cir, North Ft. Myers, FL 33903

9086 Flamingo Cir, North Ft. Myers, FL 33903

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 am opposed to any more rate increases. They just raised them around 30% when they took over the work works in 2011. Currently I am on a fixed income, my income does not go up 20%, infact, I have not had an income raise like that--not ever! I believe they do not work smart or efficiently. They need to look at their daily operations to figure out how to save money. That is what is asked of us in this declining economy...do the same. Watching them work...proves this. With sewer charges always going up as well this is a financial burden.

Gary C. Sneider

Fold and tape -- see back for address

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Application for increase in water rates in Lee County by

Ni Florida, LLC

DOCKET NO. 130010-WS

8-22-13
Katherine Emanuele

Name Katherine Emanuele

Address 9086 Flamingo Cir, North Ft. Myers, FL 33903

9086 Flamingo Cir, North Ft. Myers, FL 33903

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Sneider Ernawick
9086 Flamings Ln
N. Ft. Myers, FL
33903

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13 AUG 26 AM 7:17

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MILWAUKEE WI 530
22 AUG 2013 PM 6:1



Florida Public Service Commission
Office of Commission Clerk
2540 Shaward Oak Blvd
Tallahassee, FL

32399085099

32399-0850

Application for increase in water rates in Lee County by

Ni Florida, LLC

DOCKET NO. 130010-WS

13 AUG 26 AM 8:02

RECEIVED PSC

COMMISSION
CLERK

Name MICHAEL KACZMAREK

Address 3492 CELESTIAL WAY

3492 CELESTIAL WAY

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

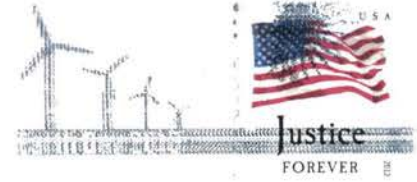
20%!!! WOW!! ARE YOU TRYING TO DRIVE US SNOW BIRDS AWAY?
IT'S BAD ENOUGH THAT I PAY A FIXED FEE DURING THE WINTER
WHEN I DON'T USE ANY WATER.

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.

SOUTH BEND IN 466

22 AUG 2013 PM 2 T

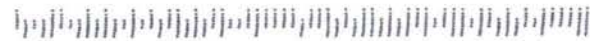


DISTRIBUTION CENTER

13 AUG 26 AM 7:17

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

32399\$0850



DOASLITTLESCAN

WE LIKE FUN

SOUTH BEND INDIANA
NORTH FORT MYERS

MIKE KACZMAREK
RETIREE EXTRAORDINAIRE

JONWANE43@YAHOO.COM

Application for increase in water rates in Lee County by
Ni Florida, LLC

DOCKET NO 130010-WS

RECEIVED - FPSC
18 AUG 26 AM 8:02
COMMISSION
CLERK

Name **David and Patricia Baker**

Address *16253 Pelican Dr
No FT Myers, FL 33903*

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

MY BILL IS NORMALLY \$38 TO \$50 PER MONTH FOR MINIMAL USAGE - WE GET NO RESPONSE TO OUR REQUESTS AS TO WHY IT IS SO HIGH THE WATER IS TURNED OFF AND ON WITHOUT NOTICES UNTIL AFTER THE FACT - WHEN THERE IS A PROBLEM NOBODY ANSWERS - THE 1 MA ON SITE DOES NOT HAVE PROPER EQUIPMENT TO REPAIR VALVES, ETC THESE PEOPLE DO NOT DESERVE A RAISE OF ANY KIND - THEY PUT A NEW VALVE OUTSIDE OUR HOUSE IN THE RECENT PAST AND OUR BILL INCREASED SINCE - THE SERVICE AND MAINTENANCE ARE UNACCEPTABLE

Fold and tape - 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



David Baker
16253 Pelican Dr.
N Ft Myers, FL 33903-2171

FT MYERS FL 339

22 AUG 2013 PM 6 L



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13 AUG 26 AM 7: 17

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

Docket # 1300 10-WS

32399085098



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-

DATE: August 22, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Stanley D. Rieger, Utilities System/Engineering Specialist, Division of Engineering *SDR PV*
RE: Docket No. 130010-WS - Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Please submit into the customer correspondence side of the above referenced docket file, the enclosed Lee County Health Department Drinking Water Report for Tamiami Village sent to staff by Ms. Barbara Oliveira.

Thank you.

DRINKING WATER MICROBIAL SAFETY COLLECTION AND LABORATORY REPORTING FORMAT

Lee County Health Dep't., Environmental Engineering
60 Danley Dr. #1, Ft. Myers, FL 33907 (239) 274-2200
Certification No.: E25706 EPA No.: FL00122

Report Number: _____ Sub-Contract Lab ID: _____
Analysis Requested: Total Coliform/E. coli Type: MF MUG

Check One:
 Collected by Lee CHD per Standard Method 9060A
 Not collected by Lee CHD

Analysis Date & Time: 07/02/13 3:00 PM
Lab Receipt Date & Time: _____

I.D. NO. E25706
REC'D FT. MYERS

2013 JUL -1 PM 2:52

Sample Acceptance Criteria: 4.5
Sample Preservation On Ice Not On Ice _____ °C
Disinfectant Check Not Detected _____ mg/L
This sample does not meet the following NELAC requirements:

System Name: TAMIAMI VILLAGE WATER COMPANY

System I.D. 5364151

System Address: 16555 NORTH CLEVELAND AVENUE

City: NORTH FORT MYERS

System or Owner's Phone #: 239-482-0747

Fax #: 239-489-2017

Project (Location or S/D): VENUS LANE

Collector: Doug Padgett

Collector's Phone #: 239-274-2200

Type of Supply: (check only one)

Community Water System Non-Transient Non-community Water System Transient Non-community Water System
 Limited Use System Bottled Water Private Well Swimming Pool Other _____

Reason for Sampling: (check all that apply)

Distribution Routine Distribution Repeat Raw (triggered or assessment) Raw (triggered or assessment) additional Well Survey
 Replacement (also check type of sample be replaced) Boil Water Notice Clearance Day 1 Day 2 Type _____

Sample Collection Date: 1 JULY 13 Other _____

To be completed by collector of sample						To be completed by lab					
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type ¹	Disinfect Res'd (mg/L)	pH	Weight Wet Basis					
D-7	9259 DESOTO DR	11:15	D	3.9	8.1	Non Coliform	Total Coliform	Total Coliform/Confirm.	E. Coll/Confirm.	Data Qualifier ²	Lab Sample Number
							A			U	260906
D-8	3319 GALAXY WAY	11:35	D	3.9	8.1		A			U	260907

Average of disinfectant residuals for distribution routine and repeat samples. (Complete for community and non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.)

²Defined in Florida Administrative Code Rule 62-160, Table 1
All tests are performed in accordance with NELAC standards. Statement of estimated uncertainty can be found in QA Manual section 22. *Results are presumptive. Total coliform or E.Coli confirmation will follow in 24-48 hours.

Disinfectant Residual Analysis Method:
 DPD Colorimetric Other:
Person performing analysis is (Please see instructions on reverse):
 A certified operator (# _____) Employed by a certified lab
 Supervised by a cert operator (# _____) Employed by DEP or DOH

Date & Time PWS notified by lab of positive results: _____
Date & Time DEP/DOH notified by lab of positive results: _____
Date Issued: 07/02/13

All tests are relevant to the samples. For questions about this report contact
Nelica Krekic 239-274-2200

Lab Signature: _____ Title: CHEMIST II

Name/Mailing Address of Person to Receive Report

NI FLORIDA
13825 US HWY 19, STE 201
HUDSON, FL 34667

DEP/DOH USE ONLY

Satisfactory Incomplete Collection Information
 Unsatisfactory Replacement Samples Required
 Repeat Samples Required

Date Reviewed by DEP/DOH: 7/2/13
DEP/DOH Reviewing Official: _____

DEP Sample Type Codes: D = Distribution (Routine Compliance); C = Repeat or Check; R = Raw; N = Entry to Distribution; P = Plant Tap; S = Special (clearance, etc.)
Results: A = coliforms are absent; P = coliforms are present; C = confluent growth; TNTC = too numerous to count; Data Qualifier: U - compound was analyzed for but not detected; B - Colony counts outside the acceptable range; O - sample held beyond the accepted holding time; Y - laboratory analysis was done on duplicate samples

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-

DATE: August 21, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Stanley D. Rieger, Utilities System/Engineering Specialist, Division of Engineering *SDR PV*
RE: Docket No. 130010-WS - Application for increase in water rates in Lee County and wastewater rates in Pasco County by Ni Florida, LLC.

Please submit into the above referenced docket file the enclosed 2 page document created by Ms. Wendy Bartley. This document was handed to staff at the August 14, 2013 customer meeting in New Port Richey, Florida.

Thank you.

Doc. # 130010-WS
N; Florida, LLC.

Wendy Bartley
P. 1 of 2

Areas of concern regarding NiFlorida's service and request for rate increase and elder valve.

- **Rates are already higher than Pasco county by \$4.19/month (based on 1000 gallon usage)**
 - Proposed rates would bring this to \$9.21/month
- **Excessive use of late charges through improper billing**
 - Bills are often not sent, with a late charge added the next months bill
 - In one instance, customers were told that a mail truck caught on fire resulting in no bills being delivered. US Postal service states the truck was only carrying junk mail.
 - Refusal to remove late fees unless the customer visits the office in person
- **Billing of monthly base fee begins at the time of closing, not when service is connected**
 - Customers are not made aware of this, but late fees accrue and the sewer is blocked, resulting in a connection AND reconnection fee, along with a past due balance when service is requested
- **Shut off valves were not installed in the easement when customers were charged for connecting to the service, NiFlorida uses the customer's cleanout to block service**
 - I believe this is the reason for the elder valve proposal, and that there will be a dramatic increase in the amount of service disconnects
- **Request for rate increase proposed during the summer when many residents are unable to attend**
- **"F" rating with the BBB, based on billing complaints and refusal to respond to complaints**
- **Overcharging for sewer usage vs. water usage**
 - Reason given is that the meters are read on different days between the two services and the meter has rolled over to the higher amount, but this never balances out (see attachment)
 - Failure to physically read meters (my opinion, and that of others who have NEVER seen anyone read the meter)
 - Threatening disconnect if bill is not paid, customers are told to pay the bill then dispute
 - When disputing a bill, NiFlorida requests the exact meter reading of the water department which is not available

I personally have two properties serviced by NiFlorida. one on Tower Drive and one on Curlew Lane. They are in different subdivisions but both have the same issues. I have spoken to MANY neighbors and acquaintances with the same issues, but many seniors are afraid to challenge a utility company for fear of service disconnect or collections activities. Some of the statements above are my opinions, but many are simple facts with supporting documentation. At the minimum, this decision should be postponed until the practices of this company can be examined and more customers are able to attend.

Windy Bartley
p. 2 of 2.

Tower Water Read Date	Tower Water	Tower Sewer	Tower Sewer Read Date	Curlew Water Read Date	Curlew Water	Curlew Sewer	Curlew Sewer Read Date
7/19/2012	2000	3000	7/18/2012	7/20/2012	0	0	7/18/2012
8/16/2012	2000	2000	8/17/2012	8/16/2012	1000	1000	8/17/2012
9/17/2012	1000	1000	9/17/2012	9/20/2012	1000	1000	9/17/2012
10/17/2012	2000	2000	10/17/2012	10/17/2012	1000	1000	10/17/2012
11/15/2012	2000	2000	11/19/2012	11/15/2012	1000	1000	11/19/2012
12/14/2012	2000	2000	12/15/2012	12/14/2012	0	0	12/15/2012
1/16/2013	1000	1000	1/17/2013	1/16/2013	0	0	1/17/2013
2/15/2013	1000	1000	2/16/2013	2/15/2013	2000	2000	2/16/2013
3/15/2013	0	2000	3/18/2013	3/15/2013	2000	2000	3/15/2013
4/17/2013	1000	2000	4/17/2013	4/17/2013	0	1000	4/17/2013
5/17/2013	5000	6000	5/16/2013	5/15/2013	0	1000	5/17/2013
6/14/2013	3000	3000	6/15/2013	6/14/2013	2000	1000	6/19/2013
7/17/2013	4000	5000	7/19/2013	7/17/2013	1000	1000	7/19/2013
26000		32000		11000		12000	

Crystal Card

From: Ruth McHargue
Sent: Wednesday, August 21, 2013 5:08 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130010
Attachments: Docket Number, 130010-WS Consumer Comments; Ni Florida rate increase Docket # 130010-WS

Customer correspondence

From: Diane Hood
Sent: Wednesday, August 21, 2013 4:23 PM
To: Ruth McHargue
Subject: To CLK Docket 130010

These have been added as info request to docket 130010, WU920, PR-68. DH

Crystal Card

From: Susan Gauch <sgauch@gmail.com>
Sent: Wednesday, August 21, 2013 10:22 AM
To: Consumer Contact
Subject: Docket Number, 130010-WS Consumer Comments

Susan G Gauch
9024 Flamingo Circle
North Fort Myers, FL 33903

I am a seasonal resident of Tamiami Village in North Fort Myers. I pay a monthly fee to NiFL for water services I do not use for 8 months of the year. My water is shut off for those months. I would think the water supplier is doing very well, since so many of the residents of our Village are seasonal. A 20% rate increase is simply outrageous.

Susan Gauch

Crystal Card

From: Sydney Dawson <corybruic@yahoo.com>
Sent: Wednesday, August 21, 2013 10:34 AM
To: Consumer Contact
Subject: Ni Florida rate increase Docket # 130010-WS

This is in regard to the requested rate increase for Ni Florida.

1. I am on a fixed income. Wish I could get what amounts to a 10 percent increase in my pay on Social Security per year but we all know that won't happen.
2. As for operating expenses, our people put out the cones when water problems occur. Our people call and often times repair problems or customers have to pay for the repairs.
3. Pools have been shut down because of water problems that have taken more than one day to fix. and it was our people that were working on them.
4. Many water boil notices go out quite often and it is our office that is sending out the notices via e-mail. Those that don't have e-mail I guess don't get a notice because Ni - Florida isn't doing it.
5. Kept getting late notices even though I sent the money in on time. After 2 months of this and numerous phone calls that would take you to never never land, I finally figured out in talking to the company that they had moved their offices to Elgin. I was still sending my money to Port Richie because no one notified me to change locations.

Thank you for listening and I hope you do not give them a 20 percent increase. I understand they may need to increase a little but it should be more about 5 percent or less.

Sydney Dawson
3370 Galaxy Way
Tamiami Village
N. Ft. Myers, Fl 33903
239-410-1077
corybruic@yahoo.com

I don't support Ni Florida L.L.C Rate increase.

Reasons:

1. Bad odor from lift station
2. Arbitrary use of late fees
3. Poor customer service
4. Poor billing practices
5. Rude meter readers
6. Service rates are high enough already
7. Bills owners of vacant lots/homes with no effluent discharged

Customer name Sary Vella
Customer address 14104 Plum Lane
Customer phone Number 727 597 7210

Send to:

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

RECEIVED - PASC
13 AUG 21 AM 9:27
COMMISSION
CLERK

I don't support Ni Florida L.L.C Rate increase.

Reasons:

1. Bad odor from lift station -
2. Arbitrary use of late fees -
3. Poor customer service -
4. Poor billing practices -
5. Rude meter readers -
6. Service rates are high enough already.
7. Bills owners of vacant lots/homes with no effluent discharged

Customer name ML Hesler
Customer address 6812 Flicker Ln Hudson, FL 34667
Customer phone Number 727 868-1025

Send to:

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

RECEIVED FPSC
18 AUG 21 AM 9:27
COMMISSION
CLERK

I don't support Ni Florida L.L.C Rate increase.

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1. Bad odor from lift station
2. Arbitrary use of late fees
3. Poor customer service
4. Poor billing practices
5. Rude meter readers
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Customer name Jena Johnson
Customer address 6919 Hudson Ave
Customer phone Number 727 868 6414

Send to:

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

RECEIVED FPSC
18 AUG 21 AM 9:27
COMMISSION
CLERK

I don't support Ni Florida L.L.C Rate increase.

Reasons:

1. Bad odor from lift station
2. Arbitrary use of late fees
3. Poor customer service
4. Poor billing practices
5. Rude meter readers
6. Service rates are high enough already
7. Bills owners of vacant lots/homes with no effluent discharged

Customer name Russell J Johnson

Customer address 6923 Hudson Ave

Customer phone Number 727-868-6414

Send to:

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

COMMISSION
CLERK

13 AUG 21 AM 9:27

RECEIVED PSC

I don't support Ni Florida L.L.C Rate increase.

Reasons:

1. Bad odor from lift station
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3. Poor customer service
4. Poor billing practices
5. Rude meter readers
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7. Bills owners of vacant lots/homes with no effluent discharged

Customer name J. L. J. Jones

Customer address 7530 MARYLAND AVE #18

Customer phone Number 727-226-0254

Send to:

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

COMMISSION
CLERK

19 AUG 21 AM 9:27

RECEIVED-FPSC

TAMPA FL 335
SAINT PETERSBURG FL
16 AUG 2013 PM 7:1



DISTRIBUTION CENTER

13 AUG 21 AM 7:09

Office of the Commission Clerk
Florida Public Service Commission
25 Shumard Oak Blvd.

Tallahassee, FL 32399

3239999999955

August 11, 2013

Office of the Commission Clerk
Florida Public Service Commission
2540 Shumand Oak Boulevard
Tallahassee, FL 32399

Re: Docket No. 130010-WS

Dear Sir or Madam:

Please be advised I do not feel this request for a rate increase is warranted. Therefore, I am not in favor of it.

When we put our home here in Signal Cove, Pasco County had the sewer lines in. We paid a fee to hook up to the sewers. Then for some reason Pasco County turned us and 100+ other residents over to Hudson Utilities. This did not seem right. Then Hudson Utilities sold to Ni Florida LLC out of Texas. Now if you call the phone number on your billing statement you reach an office in Elgin, SC. They in turn tell you to contact the local office. Which there is no phone listing. So you have to drive to the location. If you don't have a personal transportation you have trouble.

You have trouble trying to check how much waste water you are being billed for the amount of water used. The two statements never match. They have no customer concern.

On my last billing this rate increase would have raised my bill \$9.98. To me something is wrong when the cost of water is \$19.95 and the cost of sewer would be \$59.99. It looks like someone is trying to fleece the residents. Maybe they should look in-house on the ways to save money and not look to increase what is already way too high.

Maybe Ni Florida LLC should have checked out Hudson Utilities better before taking it over. A bad business mistake shouldn't be put on the customers.

Again, I say NO to any rate increase.

Thank you,


R.L. Carpenter
6236 Tower Drive
Hudson, FL 34667

RECEIVED - FPSC
13 AUG 14 AM 9:42
COMMISSION
CLERK

TO:

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

Aug. 8, 2013

Docket # 130010-WS

From:

Peter S. Meduri
Loretta Deacon

Account # 106-18-0234-2-10

6736 GULL LN.
Hudson FL, 34667

We are writing to The Public Service Commission to object to the Proposed Rate increase. As we all know the economic situation right now is very unfavorable for all of us. As consumers we are all feeling the impact of higher costs & fees that are being imposed on us. To some of us every penny counts. To increase the monthly rate will effect us greatly. I hope the Commission can come up with another alternative then to impose an increase on its customers.

Sincerely

Peter meduri

Loretta Deacon

Peter meduri
Loretta Deacon

TO:

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

Aug. 8, 2013

Docket # 130010-WS

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Peter S. Meduri
Loretta Deacon

Account # 106-18-0234-2-10

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Hudson FL, 34667

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Sincerely

Peter meduri

Loretta Deacon

Peter meduri
Loretta Deacon

I don't support Ni Florida L.L.C Rate increase. Reasons:

COMMISSION
CLERK

13 AUG 12 AM 9:14

RECEIVED #180

1. Bad odor from lift station
2. Arbitrary use of late fees
3. Poor customer service
4. Poor billing practices
5. Rude meter readers
6. Service rates are ^{Too High} ~~high enough~~ already
7. Bills owners of vacant lots/homes with no effluent discharged

Customer name ~~FRANCIS BING~~ FRANCIS BING

Customer address 6833 CURLEW LN

Customer phone Number 727-868-4996

Send to:

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

I don't support
Ni Florida L.L.C
Rate increase.

Reasons:

1. Bad odor from lift station
2. Arbitrary use of late fees
3. Poor customer service
4. Poor billing practices
5. Rude meter readers
6. Service rates are ~~high enough~~ ^{Too High} already
7. Bills owners of vacant lots/homes with no effluent discharged

Customer name DANA Arnold
Customer address 6821 ALBATROSS LN.
Customer phone Number

Send to:

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



Dana Arnold
6821 Albatross Ln
Hudson, FL 34667-1637

TAMPA FL 335
MINT PETERSBURG FL
09 AUG 2013 PM 3 L



TER

13 AUG 12 7:15

Office of the Commission Clerk
Florida Public Service Commission
3540 SHUMARD OAK BLVD.
TALLAHASSEE, FL. 32399



I don't support Ni Florida L.L.C Rate increase. Reasons:

COMMISSION
CLERK

13 AUG 12 AM 9:44

RECEIVED P-90

1. Bad odor from lift station
2. Arbitrary use of late fees
3. Poor customer service
4. Poor billing practices
5. Rude meter readers
6. Service rates are ~~high enough~~ ^{too high} already - ^{very} _{True}
7. Bills owners of vacant lots/homes with no effluent discharged

Customer name DONNIE VANDERHOFF

Customer address 16795 ALBATROSS

Customer phone Number 915-896-4628

Send to:

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

06



I don't support Ni Florida L.L.C Rate increase.

Reasons:

1. Bad odor from lift station - *many, many years!*
2. Arbitrary use of late fees
3. Poor customer service
4. Poor billing practices
5. Rude meter readers
6. Service rates are ~~high~~ ^{too high} enough already - *3x more than water!*
7. Bills owners of vacant lots/homes with no effluent discharged - *very true - have neighbors it happened to*

Customer name TED & DEBI GRAFF

Customer address 6819 ALBATROSS LN-

Customer phone Number 929-237-2349

Send to:

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



TALLAHASSEE FL 32309
POST OFFICE BOX 1000
TALLAHASSEE FL 32309
JUN 13 2013 PM 3:11

Office of the Commission Clerk

Florida Public Service Commission

2540 Shumard Oak Blvd.

Tallahassee, FL 32399

13 JUN 13 PM 7:15
DISTRIBUTION



Tom Stearns
13707 Britton Drive
Hudson, Florida 34667

RECEIVED -FSPG
13 AUG -9 AM 9:19

August 4, 2013

COMMISSION
CLERK

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

Dear Commissioners and Staff,

Please consider this a public records request for a copy of the Staff Audit Report with a Due Date of June 7, 2013 of NI Florida, LLC. This can be either on paper via mail or electronic mail to tomstearnsPasco@earthlink.net.

In addition, this is to provide notification that I expect to attend the meeting, August 14, 2013 in New Port Richey and introduce the rates of other sewer operators in Pasco County.

In summary, I live in the community with sewer service provided by this company. There are several concerns related to their request for a rate increase. My first concern is a 19% requested increase when your March 13, 2012 annual reestablishment of price index increase index was 2.41%.

Secondly, the pumping station located on Sea Ranch Road and Delmar Drive is under constant repair. I am aware of this because the pumping station is located on the corner of the only ingress and egress to the subdivision, whenever you drive by it the smell is obnoxious. My neighbor has raised a concern that the overflow from this station is being pumped into the canal (I have not witnessed this). The Environmental Protection Commission has not been contacted to the best of my knowledge.

Lastly, this company is located in Houston, Texas and payments are made to Elgin, South Carolina, 29045. This leads me to believe that ownership does not have the best interest of the citizens of Florida as a concern. I expect the Florida Public Service Commission to have the citizens of the State of Florida as their only concern.

Thanks for your service to our State.

Sincerely,



Tom Stearns

I don't support Ni Florida L.L.C Rate increase.

Reasons:

1. Bad odor from lift station
2. Arbitrary use of late fees
3. Poor customer service
4. Poor billing practices
5. Rude meter readers
6. Service rates are high enough already
7. Bills owners of vacant lots with no
affluent discharged
8. 8/2/2013 Pumping raw sewage on ground
at lift station

RECEIVED FPSC
13 AUG -9 AM 9:17
COMMISSION
CLERK

Customer name Ms Dean Lawson
Customer address 6740 Flicker Ln Hudson, Fl 34467
Customer phone Number 727-963-9559

Send to:

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



Mrs. Dean R. Lawson
 6740 Flicker LN
 Hudson, FL 34667

TAMPA FL 335
 SAINT PETERSBURG FL
 07 AUG 2013 PM 3 L

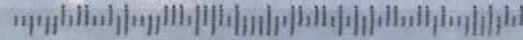


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To: office of the Commission Clerk
 Florida Public Service Commission
 2540 Shumard Oak Blvd.
 Tallahassee, Fla. 32399

32399065099



I don't support Ni Florida L.L.C Rate increase.

Reasons:

1. Bad odor from lift station
2. Arbitrary use of late fees
3. Poor customer service
4. Poor billing practices
5. Rude meter readers
6. Service rates are high enough already
7. Bills owners of vacant lots with no affluent discharged
8. 8/2/2013 Pumping raw sewage on ground at lift station

Customer name Leo R. Burgess

Customer address 6722 ALBATROSS LA

Customer phone Number 727 495 4141

Send to:

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

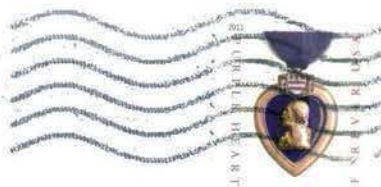
COMMISSION
CLERK

13 AUG - 9 AM 9:16

RECEIVED-FPSC

Mildred Burgess
6722 Albatross Ln.
Hudson, FL 34667-1672

TAMPA FL 335
SAINT PETERSBURG FL
07 AUG 2013 PM 1 L
DISTRIBUTION CENTER



Office of ^{13 AUG 2013} FH 7:13 Commission
Florida Public Service " " clerk

2540 Shumard Oak Blvd.

Tallahassee, FL 32399

FPSC
 Administrative Training
DOCUMENT NO. 04414-13
DISTRIBUTION:

I don't support Ni Florida L.L.C Rate increase.

RECEIVED-FPSC
13 AUG -7 AM 9:11
COMMISSION
CLERK

Reasons:

1. Bad odor from lift station - *From IBK CONSTANT - Away?*
2. Arbitrary use of late fees - *AND VISITATION FEES?*
3. Poor customer service - *OVER 2-3 weeks from*
4. Poor billing practices - *payment to account CREDITING - NO PHONE PAYMENTS*
5. Rude meter readers
6. Service rates are high enough already *VERY POOR*
7. Bills owners of vacant lots/homes with no effluent discharged *Doubted over past 2 year*

Customer name STANTON ROBINSON

Customer address 6833 ALBATROSS LN. HUDSON FL. 34667

Customer phone Number 727 237 1388

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Tallahassee, Fl 32399

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5. Rude meter readers
6. Service rates are high enough already
7. Bills owners of vacant lots/homes with no effluent discharged

Customer name William Hemmo
Customer address 6900 ALBATROSS Ln
Customer phone Number 727-505-2339

Send to:

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

COMMISSION
CLERK

13 AUG - 7 AM 9:11

RECEIVED FPSC

I don't support Ni Florida L.L.C Rate increase.

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4. Poor billing practices
5. Rude meter readers
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7. Bills owners of vacant lots/homes with no effluent discharged

Customer name Wendy S Pipe
Customer address 6839 Albatross LN
Customer phone Number 727-697-2444

Send to:

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

COMMISSION
CLERK

13 AUG - 7 AM 9:11

RECEIVED FPSC

1 AUG 2013

PRE-APPENDED
AUG 06, 2013 - 9:30 A.M.
DOCUMENT NO. 04414-13

EARL R BOURGEOIS
13115 COXSWAIN CT
HUDSON, FL 34667

OFFICE OF THE COM CLERK
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399

RECEIVED 11:52
18 AUG - 5 AM 8:51
COMMISSION
CLERK

Dear Sirs,

REFERENCE IS MADE INCREASE FOR
THE NE FLORIDA SEWERAGE CO.

I AM ONE OF THE 60% OF RESIDENTS
WHO ONLY USE THE SYSTEM FOR SIX
MONTHS OF THE YEAR AND PAID \$130.00
TO PUT IN NEW PIPES FOR THE
PREVIOUS OWNER OF THE COMPANY.

A SURVEY OF PROPERTY OWNERS
WOULD FIND 60% OF OWNERS ONLY
USE THE SYSTEM 6 MONTHS OF THE
YEAR, THEY HAD AN INCREASE TWO
YEARS AGO.

THIS COMPANY COULD USE THE COUNTY
READINGS TO SAVE MONEY. ON A FEW
OCCASION I FOUND THEIR READINGS
TO BE 2000 GALLONS HIGHER THAN THE
COUNTY. THEIR ANSWER, WE READ THE
METER 2 DAYS AFTER THE COUNTY.

VOTE NO RATE INCREASE

Earl R Bourgeois
WE PAY 18-19.00 PER MONTH WHEN WE DON'T
USE THE SYSTEM

I don't support Ni Florida L.L.C Rate increase. Reasons:

1. Bad odor from lift station
2. Arbitrary use of late fees
3. Poor customer service
4. Poor billing practices
5. Rude meter readers
6. Service rates are high enough already
7. Bills owners of vacant lots with no affluent discharged

Customer name ED LEWIS L.L.C

Customer address 6840 ALBATROSS LN

Customer phone Number 305-896-5930

Send to:

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

COMMISSION
CLERK

13 AUG -5 AM 8:54

RECEIVED 7:25

I don't support Ni Florida L.L.C Rate increase. Reasons:

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3. Poor customer service
4. Poor billing practices
5. Rude meter readers
6. Service rates are high enough already
7. Bills owners of vacant lots with no effluent discharged

Customer name ED LEWIS L.L.C

Customer address 6843 ALANTHISS, HADSON FL

Customer phone Number 305 876 5730

Send to:

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

19 AUG -5 AM 8:54
COMMISSION
CLERK

July 30, 2013

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

RE: DOCKET NO. 130010-W5

Gentlemen,

I am writing to you to express my grave concern regarding the almost 20% increase in fees being proposed for Ni Florida LLC in Pasco County.

The 9.46% ROE being requested by the company is a wonderful target and I wish citizens, especially those of us who are retired, in Pasco County could enjoy this level of fiscal return. I believe the magnitude of the present proposal however will place an excessive burden on the backs of most Ni Florida customers who are still struggling to recover from our economic slump.

I also believe that any rate review should include a 3-5 year review of salary and other operational costs associated with the business.

Thank you in advance for considering my letter as I will be unable to attend the public meeting.

Sincerely,



David G. Taylor
6412 Yvette Drive
Hudson, FL 34667

727 819-0930

13 AUG - 1 AM 10:13
KEM