

**Shawna Senko**

---

**From:** Bev DeMello  
**Sent:** Monday, August 26, 2013 4:47 PM  
**To:** 'don@gcrachgroup.com'  
**Cc:** Consumer Correspondence  
**Subject:** re: To CLK Docket 130155

RE: Docket No. 130155

Dear Don Carlos:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the limited proceeding rate petition filed by Peoples Water Service Company of Florida, Inc. (Peoples Water), I have placed your e-mail on the correspondence side of the docket file.

All customer comments during the recent customer meeting and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Peoples Water's proposed rates.

Commissioners are charged with making sure that Florida's utility companies, including Peoples Water, fulfill their service obligation. The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Peoples Water to deliver quality water service to your home or business.

Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, [www.floridapsc.com](http://www.floridapsc.com); look for the Clerk's Office tab, then hit Dockets, and type in the Peoples Water case number 130155. I hope you will also call me if you have any questions.

Sincerely,

Bev DeMello  
Assistant Director, Consumer Assistance & Outreach Office  
850-413-6107

BSD/bsd  
cc: Commission Clerk

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

From: Randy Roland  
Sent: Monday, August 26, 2013 9:59 AM  
To: Consumer Correspondence  
Subject: FW: To CLK Docket 130155

**Shawna Senko**

**8/27/2013 7:59 AM**

Please add the below correspondence to Docket 130155.

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

From: Consumer Contact  
Sent: Monday, August 26, 2013 9:06 AM  
To: Randy Roland  
Subject: To CLK Docket 130155

Copy on file, see 1120929C. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Saturday, August 24, 2013 12:51 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 34215

#### CUSTOMER INFORMATION

Name: don carlos  
Telephone:  
Email: [don@gcrachgroup.com](mailto:don@gcrachgroup.com)  
Address: 405 east sunset pensacola FL 32507

#### BUSINESS INFORMATION

Business Account Name: don carlos  
Account Number:  
Address: 405 east sunset pensacola Florida 32507

Water County Selected: ESCAMBIA

#### COMPLAINT INFORMATION

Complaint: Other Complaint against Peoples Water Service Company of Florida, Inc.

Details:

People's Water billing systems are outdated and apparently inefficient. We can pay all other utility bills on line using the internet and direct bank payments however People's Water maintains a written check and mailing system. People's Water options to make internet payments or anything other than a written check results in Customers having to pay additional fees. Why should a rate increase be granted if they are not first maintaining an efficient operation. Offering the ability for direct payment with an online system could result in a reduction in payroll staff and overhead costs and would certainly result in more satisfied customers. Just observing their billing system I suspect there are other inefficiencies in their operations

**Shawna Senko**

---

**From:** Randy Roland  
**Sent:** Monday, August 26, 2013 9:59 AM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130155

Please add the below correspondence to Docket 130155.

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

From: Consumer Contact  
Sent: Monday, August 26, 2013 9:06 AM  
To: Randy Roland  
Subject: To CLK Docket 130155

Copy on file, see 1120929C. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [mailto:[consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us)]  
Sent: Saturday, August 24, 2013 12:51 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 34215

#### CUSTOMER INFORMATION

Name: don carlos  
Telephone:  
Email: [don@gcrachgroup.com](mailto:don@gcrachgroup.com)  
Address: 405 east sunset pensacola FL 32507

#### BUSINESS INFORMATION

Business Account Name: don carlos  
Account Number:  
Address: 405 east sunset pensacola Florida 32507

Water County Selected: ESCAMBIA

#### COMPLAINT INFORMATION

Complaint: Other Complaint against Peoples Water Service Company of Florida, Inc.

Details:

People's Water billing systems are outdated and apparently inefficient. We can pay all other utility bills on line using the internet and direct bank payments however People's Water maintains a written check and mailing system. People's Water options to make internet payments or anything other than a written check results in Customers having to pay additional fees. Why should a rate increase be granted if they are not first maintaining an efficient operation. Offering the ability for direct payment with an online system could result in a reduction in payroll staff and overhead costs and would certainly result in more satisfied customers. Just observing their billing system I suspect there are other inefficiencies in their operations

**Shawna Senko**

**Shawna Senko**

---

**From:** Ruth McHargue  
**Sent:** Monday, August 12, 2013 10:06 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130155  
**Attachments:** FPSC , 1 page(s)

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, August 12, 2013 8:29 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130155

The page is not complete with a customer's name or service address. Copy on file, see 1119220C. DH

## Shawna Senko

---

**From:** PSC Fax Server <Fax@psc.state.fl.us>  
**Sent:** Saturday, August 10, 2013 6:55 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 1 page(s)  
**Attachments:** FAX-2013-08-10 18\_52\_33.tif

\*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.

Office of Commission Clerk      FAX 800-511-0809

August 9, 2013

On behalf of a number of residents of Navy Point and Warrington, we hereby express upset over the increases to the water utility as proposed in the INITIAL CUSTOMER NOTICE AND NOTICE OF CUSTOMER MEETING, Docket No 130155-WU, Peoples Water Service Company of Florida, Inc.

Understanding that expenses are always increasing, utility bills are one thing we cannot control, and, cannot do without.

Other expenses can be curtailed, cut back or put off - but NOT UTILITIES.

Many of us in Navy Point - and - other service areas for this utility - are on a fixed income, barely getting by , or, somewhere inbetween. Many are veterans with disabilities. We have few choices.

Although an increase may be reasonable, we IMPLORE the Commission to hold that increase to a BARE MINIMUM - for the reasons listed above.

Not being in a position to audit the books of Peoples Water, we cannot speak to the FAIRNESS or NEED of this increase.

BUT, we certainly note that ERRORS were detected by Commission staff and find that ALARMING.

AND, we have no idea of what a FAIR RETURN is for the company. We also have no complaint against Peoples Water.

Many of us who would like to attend this meeting are not able to do so, hence, this fax on behalf of a large number of customers.