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STATE OF FLORIDA



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

Public Service Commission

November 18, 2013

Mr. Ernest Fontaine
1440 Warmwood Dr.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. Fontaine:

Thank you for your letter received November 18, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) proposed rates and charges in its application for water and wastewater certificates. The proposed rates and charges can be reviewed in Sunlake's application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the application on December 5, 2013.

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

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

If the Commission approves Sunlake's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121(1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should Sunlake fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that Sunlake charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

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

Additionally, the Commission requires every regulated utility to comply with a set of Rules and Regulations designed to protect both the customer and the utility. These Rules and Regulations discuss such topics as maintenance and operation of its plant and facilities, safety of employees, customers, and the public, and meter testing and accuracy requirements. Sunlake submitted with its application a set of Water and Wastewater Tariffs to be reviewed and approved by Commission staff. The Rules and Regulations can be found within each of these Tariffs. Once the Utility receives approved Tariffs from the Commission, Sunlake is required by Commission Rules contained within Chapter 25-30 of the Florida Administrative Code (F.A.C.) to make them available to customers at the Utility's main office during regular business hours.

Mr. Ernest Fontaine
Page 3
November 18, 2013

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

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

Public Service Commission

November 18, 2013

Mr. Gerald Parker
1565 St. Lawrence Drive
Grand Island, Florida 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. Parker:

Thank you for your letter received November 15, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) proposed rates and charges in its application for water and wastewater certificates. The proposed rates and charges can be reviewed in Sunlake's application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the application on December 5, 2013.

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

The Commission has a memorandum of understanding with the Florida Water Management Districts (FWMD). This understanding recognizes that it is in the public interest that the Commission and FWMD engage in a joint goal to ensure the efficient and conservative utilization of water resources in Florida and that a joint cooperative effort is necessary to implement an effective, state wide water conservation policy. According to the memorandum, the FWMD's responsibilities are to evaluate the public water supply needs to determine reasonable demands, identify alternative water sources necessary to meet the demands, and evaluate the water resource availability. The Commission's responsibilities are to provide feasibility analysis of the financial impacts of system improvement projects associated with water use planning or permitting requirements, determine the type of rate relief needed to recover costs necessary for system improvement projects, and provide assistance in the review of water conservation rate structures.

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

If the Commission approves Sunlake's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121(1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should Sunlake fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that Sunlake charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

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Mr. Gerald Parker
Page 3
November 18, 2013

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

RECEIVED-FPSC

Application for original certificates to provide water and wastewater service in
Lake County by

COMMISSION
CLERK

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

Name ERNEST R FONTAINE

Address 1440 WARM WOOD DR
GRAND ISLAND FL 32735

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
LIVED AT SUNLAKE FOR 10 YRS RENT STARTED OUT
280 NOW AT \$570 AS A SNEAK EVERY DOLLAR COUNTS
WITH ONLY A 1/2 PERCENT INCREASE & HIGH RENTS WILL NOT BE
ABLE TO AFFORD HOME IF WE ARE CHARGED FOR WATER, MOST
OF US HERE ARE LIVING ON A FIXED INCOME, I ASK THAT
THE PSC TURN DOWN SUNLAKE TO CHARGE US FOR WATER
THEY ARE VERY SLOW TO FIX THINGS, MANY REPAIRS TAKE
MONTHS FOR THEM TO REPAIR, AND ARE FIXED WITH A
BAND AID FIX DOES NOT LAST ONLY \$ GREAT NEW ROAD
THANK GOD FOR PEOPLE IN PARKS TO FIX THINGS OR WE
WOULD BE IN BAD SHAPE THANKS FOR YOUR TIME
PLEASE DO NOT FORCE US OUT OF OUR HOMES BUT
WITH HIGH RENTS, WE NOW PAY THEY MAKE GOOD MONEY
THANK YOU Ernest R Fontaine

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.



Ernest Fontaine

1440 Warmwood Dr.
Grand Island, FL 32735-9760

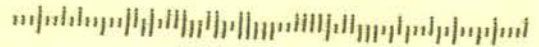
FLORIDA PUBLIC SERVICE COMMISSION
25 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850



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

DOCKET NO 130180-W5

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COMMISSION
CLERK

October 24, 2013

Florida Public Service Commission

Office of Commission Clerk

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0870

Docket No. 130180-WS Sunlake Estates
Utilities, L.L.C.

To Whom It May Concern:

Enclosed is the comments I made at the meeting at Sunlake Estates on October 10. I pointed out that it was wrong for those of us who pay the most rent for our land lease (our's being \$544.41 a month this year , there are some even higher) to have to foot the water bill for those paying \$299 and \$314 a month for life and those who own there own lots. We were told at the meeting by your representative that we were wrong that everyone will pay the same water and waste water bill. Please read the enclosed letter that American Land Lease sent to all home owners on July 12, 2013. I have highlighted the paragraph.


If this goes into effect, the land owners will not have to pay and those with a lifetime lease amount will also not have to pay any more as it states that the base rent will be reduced to reflect the water and wastewater usage. (\$299 minus \$71.60 is \$227.40). It does not take a mathmatic genius to see that the company cannot raise the rent for these homes but can raise rent for all others to make up the difference. Our rent goes up each year and even as stated the water bill and the waste water bill will come off our base rent, they will no doubt raise our base rent to accomodate for the amount they are losing from the above stated leases. Therefore, those of us with market value rent will be paying for all the homes that the Company cannot charge more rent. Please consider this when you make your decision.

We realize the waste water plant needs upgraded and this plan is the Company's way to foot the bill, but they knew this when they bought this park and we should not be the ones to pay for it.

It also came to our attention at the meeting that the Company has know that for the past 7 years the park has been using above what is allotted for water, but we the residents have not been informed of this. Nor have we been informed of how much we should be using or how

much we have used. We should first be given the option to conserve and the Company should have to conserve also.

Sincerely yours,

A handwritten signature in cursive script, appearing to read "Gerald L. Parker". The signature is fluid and somewhat stylized, with the first name "Gerald" being the most prominent part.

Gerald L. Parker



July 12, 2013

Re: Sunlake Estates (the "Community") – Notice regarding application (the "Application") to separately invoice customers for water and wastewater services (the "Notice").

Dear Residents:

Despite conservation efforts by Community Sunlake Joint Venture, our entity that directly owns the Community (the "Community Owner"), for the last several years the Community water usage has exceeded the permitted amount set forth in the Community's Consumptive Use Permit issued by St. Johns River Water Management District. Based on this history, it is clear that the Community Owner's conservation efforts must change in order to curb the overconsumption of water by residents of the Community. To that end, the Community is seeking approval from the Florida Public Service Commission (the "PSC") to charge customers for water and wastewater services by metered usage. Accordingly, Sunlake Estates Utilities, L.L.C. (the "Utility"), an affiliate of the Community Owner, has filed the Application referenced above and is providing you with the enclosed Notice.

If the Application is approved by the PSC, residents who lease lots owned by Community Owner (the "Lot Renters") will receive at least 90 days' advance written notice that their base rent will be reduced to reflect that water and wastewater services will no longer be included within their base rent payment, but instead will be billed directly to them by the Utility based on individual metered usage. As a result of this change, Lot Renters will have direct control over the amount they pay for these services. In our experience, this generally has a meaningful effect on reducing water consumption in a community.

If the Application is approved by the PSC, Community Owner currently does not expect the existing billing arrangement to change for residents who own lots within the Community (the "Lot Owners") and receive water and wastewater service pursuant to the Restatement of Declaration of Restrictions recorded in O.R. Book 1509, Page 695, as amended.

We appreciate your support of our efforts to conserve water at the Community. If you have any questions, please contact me.

Sincerely,

A handwritten signature in black ink that reads "S. Woodworth".

Sheri Woodworth
Regional Vice President
American Land Lease, Inc.
727-726-8868



We moved to Sunlake Estates in July 2003 at this time until present the prospectus states the charge for water is included in the lot rental amount. Water is provided to each individual lot by the community through the use of community owned wells. Sewage disposal is also included in the lot rental amount.

New people have moved into this park and all of them have been told that the water and sewer as well as basic cable is included in the rental amount.

Now the owners want to charge for water and sewer because the renters USE TOO MUCH WATER. This may be true, but how much is too much? We have never been informed how much we use or how much we are permitted to use. We all need to be informed and if someone is using ~~well~~ over the amount allowed they should be given notice then they should be charged. Why penalize the entire community?

We realize the owners are not making money on all rent due to the fact that some people pay \$299 a month and some own their own land. So those of us who are paying over \$500 to almost \$700 a month will be penalized twice to help pay for the low rent and the land owners. There are many people in this park who just can't absorb this extra expense and why should we have to pay for those who have been granted low rent or pay for those who will be exempt from any water bill?

Speaking of which-----It is stated in the letter dated July 12, 2013, "If the Application is approved by the PSC, Community Owner does not expect the existing billing arrangement to change for



residents who OWN LOTS WITHIN THE COMMUNITY (the "Lot Owners"). In other words the lot owners will not have to pay for water or sewage.

If this goes into effect we all can go to our neighbors who own their lots and wash our cars, truck, motor homes or whatever, because they will be able to use as much water as they want with absolutely no penalty. Now does that seem fair????

I would suggest the "Community" correct their problems before even thinking about charging for water .

1. All meters need to be CALIBRATED
2. Every household in the community needs to know how many gallons of water they are permitted to use.
3. Every house hold in the commnunity needs to know how many gallons they have used each month.
4. We all need to know how much the "Community" uses in the clubhouse, lounge, office and all common areas.

We are not idiots, if we know we are exceeding our limit we can find ways to conserve, but we need to know. I don't want to have to pay for someone who is abusing their water limit and neither do you. I also do not want to pay for the water used by the lot owners!

I can install rain sensors for you if yours are not in working order, but if this goes through, I for one will just disconnect my sprinklers and let my lawn dry up. If the park owners want to charge for

3

water and sewage they might as well have dried up lawns on there rental properties, because they must have forgotten why Sunlake Estates is such a a desirable place to live. It is a very beautiful place when prospective clients drive through as we all water and maintain our lawns. It seems what the owners are now trying to do is turn our beautiful Sunlake Estates into a run down TRAILER PARK.

It all comes down to the bottom line--the owners are greedy and this is another way to raise our rent!

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

November 6, 2013

Mr. Larry Marshall
Sunlake HOA President
2940 Grand Traverse Cir.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. Marshall:

I would like to clarify the letter I sent to you on October 31, 2013 concerning the customer's question about who is responsible for the meter, lines, and infrastructure repairs. The answer given is correct that the customer should contact the Department of Business and Professional Regulations (DBPR) concerning the lines and infrastructures repairs from the meter to the house. However, according to Rule 25-30.231, Florida Administrative Code (F.A.C.), the utility shall operate and maintain "the distribution, regulation, measurement and delivery of water service to the customer up to and including the point of delivery into the piping owned by the customer." Rule 25-30.210, F.A.C., defines the point of delivery as "the outlet connection of the meter for metered service or the point at which the utility's piping connects with the customer's piping for non-metered service." Therefore, utilities subject to Commission jurisdiction and regulations are responsible for the repair or replacement of meters.

I apologize for any confusion, and please contact me if you have any further questions by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,

A handwritten signature in blue ink that reads "Penelope D. Buys".

Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

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

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STATE OF FLORIDA



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TOM BALLINGER
DIRECTOR
(850)413-6910

Public Service Commission

October 31, 2013

Mr. Larry Marshall
Sunlake HOA President
2940 Grand Traverse Cir.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. Marshall:

During the customer meeting that was held at the Sunlake Clubhouse on October 10, 2013, a customer asked the question listed below. I'm sending you the answer because you are the Homeowner Association (HOA) President and we do not know which customer asked the question.

- Who is responsible for the meter, lines, and infrastructure repairs to the homes if the customer is renting the mobile home lot from the parent company, but owns the actual home? Who is responsible if the customer owns the lot and the home? Who is responsible if the customer rents the lot and the home from the parent company?

Staff's answer is below.

- This question should be referred to the Department of Business and Professional Regulations. DBPR regulates mobile home parks through their Rules and Chapter 723, Florida Statutes. The answer to this question may also largely depend on the Prospectus for the mobile home park. DBPR's Customer Contact Center (CCC) can be reached at 850.487.1395. The CCC hours of operations are Monday-Friday, 8 a.m. - 6 p.m. Eastern Time. For a quicker response from a DBPR representative, the best times during the day to call are between the hours of 8 a.m. to 10 a.m. Eastern Time or 4:30 p.m. to 6 p.m. Eastern Time. You may also fill out a contact form on the DBPR website at <http://www.myfloridalicense.com/dbpr/contact.html>.

Mr. Larry Marshall
Page 2
October 31, 2013

If you prefer to mail your question, you may do so to the following address:

Department of Business and Professional Regulation
1940 North Monroe Street
Tallahassee, FL 32399-1027

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
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Public Service Commission

October 31, 2013

Ms. Donna Brown
1420 Warmwood Dr.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Ms. Brown:

Thank you for your letter received October 28, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) for review, proposed rates and charges in its application for water and wastewater certificates. These can be reviewed in its application, accessible on the Commission's website located at <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation on November 20, 2013.

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

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Commission staff has determined Sunlake's plants are managed by certified plant operators as well as licensed contractors that provide supplemental services. Staff will address the Utility's technical ability in its recommendation. Under the Commission's jurisdiction, salaries and contractor services are included in the Sunlake's operation and maintenance costs, and total operation and maintenance costs are included in the calculation of the investment on which the Utility is allowed to earn a fair rate of return.

Ms. Donna Brown
Page 3
October 31, 2013

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

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: October 30, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Penelope D. Buys, Engineering Specialist III, Division of Engineering
RE: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Please place the attached documents in the correspondence side of the docket file.

Penny Buys

From: acharlandsr@cfl.rr.com
Sent: Wednesday, October 30, 2013 7:11 AM
To: Penny Buys
Subject: Re: Docket No. 130180-WS (Sunlake Estates Utilities, L.L.C.)Huh?

Like I stated in my letter Sunlake reads the meters and gives us no feed back. No real effort to start a conservation program and poor accountability or none for the parks useage.

This looks like another Whitewash and no concern for us, the public,if status is granted!

I do thank you for your answee which indicate to me the bias your PSB seems to have.

Arthur Charland

---- Penny Buys <PBuys@PSC.STATE.FL.US> wrote:

> Mr. Charland,
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>
>
> Thank you for your e-mail received October 25, 2013, in which you
> expressed your concerns regarding the above-referenced docket.
> Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted
> to the Florida Public Service Commission (Commission) proposed rates
> and charges in its application for water and wastewater certificates.
> The proposed rates and charges can be reviewed in Sunlake's
> application, accessible on the Commission's website located at:
> <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>.
> Commission staff is reviewing the proposed rates and charges, and is
> currently scheduled to file its recommendation regarding the
> application on November 20, 2013.
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>
> The answers to your questions are listed below.
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>
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> 1) Would you kindly via email your basis for allowing Sunlake
> Utility status? Staff processes the application according to
> Commission Rules contained within Chapter 25-30 of the Florida
> Administrative Code
> (F.A.C.) making a recommendation that the Commissioners will vote on.
>
> 2) What would be the reasons you might deny this status? Staff

- > would make a recommendation to deny the application if the application
- > is not in the Public interest.
- >
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- >
- > The Utility is required by the Florida Department of Environmental
- > Protection (DEP) to follow specific rules relating to such things as
- > maintenance of the facilities, repairs needed, the use of proper
- > treatment methods, and management of the plants by certified operators.
- > DEP staff periodically inspects Sunlake's facilities and determines
- > whether they are in or out of compliance. If the Utility is deemed
- > out of compliance, the DEP will require that specific deficiencies are
- > corrected within a provided timeframe. You may wish to request
- > additional information regarding compliance from the DEP, which can be
- > contacted through its website located at: <http://www.dep.state.fl.us>.
- > Commission staff is reviewing Sunlake's overall compliance with DEP
- > Rules and will provide its conclusions in its recommendation to the
- > Commission.
- >
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- > If the Commission approves Sunlake's application, its regulation by
- > the Commission will ensure that customers receive water and wastewater
- > services in a safe, affordable, and reliable manner. The Commission
- > exercises regulatory authority in key areas such as rate base/economic
- > regulation, competitive market oversight, and monitoring of safety,
- > reliability, and service. Section 367.121 (1)(a) of the Florida
- > Statutes (F.S.) gives the Commission the power to set fair and
- > reasonable rates and charges and standards of quality, and to
- > prescribe service rules to be observed by a utility. In addition,
- > Section 367.011(2), F.S., gives the Commission exclusive jurisdiction
- > over a utility with respect to its authority, service, and rates.
- > Therefore, should Sunlake fall under the Commission's jurisdiction
- > through the Commission's approval of its application, the Commission
- > will have the authority to regulate the quality of service that the
- > Utility provides as well as the rates and charges that Sunlake
- > charges. This means that the Commission will be able to investigate
- > and act upon any and all grievances received regarding any service or
- > billing issue. This also means that the Utility will not be able to
- > charge its customers any fees other than those expressly approved by the Commission.
- >
- >
- >
- > Section 367.121(2), F.S., grants the Commission the authority to enter
- > a utility's facilities during all reasonable hours for the purpose of
- > investigating, inspecting, examining, testing, and exercising any
- > power granted by Chapter 367. In addition, Section 367.121(1)(d),
- > F.S., grants the Commission the authority to require repairs,
- > improvements, additions, and extensions to any facility, or to require
- > the construction of a new facility, if reasonably necessary to provide
- > adequate and proper service to any person entitled to service or, if
- > reasonably necessary, to provide any prescribed quality of service.

> However, Section 367.081(2), F.S., further provides that a utility may
> earn a fair return on its investment in property used and useful in
> the public service. This means that any investment that a utility
> makes in its facilities that are deemed reasonable and prudent by the
> Commission can be recovered by the utility in its rates.
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> Additionally, the Commission requires every regulated utility to
> comply with a set of Rules and Regulations designed to protect both
> the customer and the utility. These Rules and Regulations discuss
> such topics as maintenance and operation of its plant and facilities,
> safety of employees, customers, and the public, and meter testing and
> accuracy requirements. Sunlake submitted with its application a set
> of Water and Wastewater Tariffs to be reviewed and approved by
> Commission staff. The Rules and Regulations can be found within each
> of these Tariffs. Once the Utility receives approved Tariffs from the
> Commission, Sunlake is required by Commission Rules contained within
> Chapter 25-30 of the Florida Administrative Code (F.A.C.) to make them
> available to customers at the Utility's main office during regular business hours.
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> Regarding your concerns about unaccounted for water, the Commission
> recognizes that a portion of a customer's water usage does not return
> to the Utility's wastewater facilities. Thus, an allowance is made
> and is reflected in the rates such that a customer does not incur
> wastewater charges for every drop of water used.
>
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>
> In response to your concerns, from our understanding, the Utility sent
> letters about over consuming water to the customers that had higher
> usage. Not everyone in the community received the notification. With
> no consequences for the customers with higher usage, Sunlake was at
> loss to meet the demands for the Water Management District.
> Unfortunately, the only recourse for the Utility was to apply for
> water and wastewater certificates and initial rates.
>
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>
> Should you have any further questions regarding the above-referenced
> matter or the information contained herein, please feel free to
> contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.
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>
> Sincerely,
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>
>
> Penelope Buys

- >
- > Engineering Specialist
- >
- > Florida Public Service Commission
- >
- > Division of Engineering
- >
- > (850) 413-6518
- >
- > Fax - (850) 413-6519
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- > pbuys@psc.state.fl.us
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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: October 29, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Penelope D. Buys, Engineering Specialist III, Division of Engineering
RE: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Please place the attached documents in the correspondence side of the docket file.

Penny Buys

From: Penny Buys
Sent: Tuesday, October 29, 2013 8:38 AM
To: 'acharlandsr@cfl.rr.com'
Cc: Paul Vickery; Clayton Lewis
Subject: Docket No. 130180-WS (Sunlake Estates Utilities, L.L.C.)

Mr. Charland,

Thank you for your e-mail received October 25, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) proposed rates and charges in its application for water and wastewater certificates. The proposed rates and charges can be reviewed in Sunlake's application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the application on November 20, 2013.

The answers to your questions are listed below.

- 1) Would you kindly via email your basis for allowing Sunlake Utility status? *Staff processes the application according to Commission Rules contained within Chapter 25-30 of the Florida Administrative Code (F.A.C.) making a recommendation that the Commissioners will vote on.*
- 2) What would be the reasons you might deny this status? *Staff would make a recommendation to deny the application if the application is not in the Public interest.*

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

If the Commission approves Sunlake's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121 (1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should Sunlake fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that Sunlake charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

Section 367.121(2), F.S., grants the Commission the authority to enter a utility's facilities during all reasonable hours for the purpose of investigating, inspecting, examining, testing, and exercising any power granted by Chapter 367. In addition, Section 367.121(1)(d), F.S., grants the Commission the authority to require repairs, improvements, additions, and extensions to any facility, or to require the construction of a new facility, if reasonably necessary to provide

adequate and proper service to any person entitled to service or, if reasonably necessary, to provide any prescribed quality of service. However, Section 367.081(2), F.S., further provides that a utility may earn a fair return on its investment in property used and useful in the public service. This means that any investment that a utility makes in its facilities that are deemed reasonable and prudent by the Commission can be recovered by the utility in its rates.

Additionally, the Commission requires every regulated utility to comply with a set of Rules and Regulations designed to protect both the customer and the utility. These Rules and Regulations discuss such topics as maintenance and operation of its plant and facilities, safety of employees, customers, and the public, and meter testing and accuracy requirements. Sunlake submitted with its application a set of Water and Wastewater Tariffs to be reviewed and approved by Commission staff. The Rules and Regulations can be found within each of these Tariffs. Once the Utility receives approved Tariffs from the Commission, Sunlake is required by Commission Rules contained within Chapter 25-30 of the Florida Administrative Code (F.A.C.) to make them available to customers at the Utility's main office during regular business hours.

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

In response to your concerns, from our understanding, the Utility sent letters about over consuming water to the customers that had higher usage. Not everyone in the community received the notification. With no consequences for the customers with higher usage, Sunlake was at loss to meet the demands for the Water Management District. Unfortunately, the only recourse for the Utility was to apply for water and wastewater certificates and initial rates.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,

Penelope Buys
Engineering Specialist
Florida Public Service Commission
Division of Engineering
(850) 413-6518
Fax – (850) 413-6519
pbuys@psc.state.fl.us

Application for original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

Name Donna Brown
Address 1420 Warmwood DR
Grand Island, FL 32735

RECEIVED-FPSC
13 OCT 28 AM 9:56
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
I would like to thank you for the very
informative program provided by your staff on
Oct 10
I am not in favor of allowing Sunlake Estates to
become a utility co. The waste water plant is in
need of some serious updating and this is just
a way for corporate greed to pass the costs on
to the consumer (senior citizens in this case).
The costs will sky rocket and it will be passed
on to lot renters. We will be at their mercy and
they have not been kind in the past. They do not
have qualified persons to run & maintain a utility.
Please I am requesting that you not pass
this application for Sunlake Estates Utility

Fold and tape -- see back for address

Donna Brown

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.

Brown
1420 Warmwood Dr
Grand Island FL
32735

DISTRIBUTION CENTER

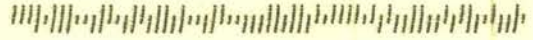
13 OCT 28 AM 7:11

25 OCT 2013 PM 5:1



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

32399085099



Fold Here

Tape

Fold Here

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STATE OF FLORIDA



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

Public Service Commission

October 25, 2013

Mr. Robert F. Cope
2210 Grand Traverse Circle
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. Cope:

Thank you for your letter received October 24, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) proposed rates and charges in its application for water and wastewater certificates. The proposed rates and charges can be reviewed in Sunlake's application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the application on November 20, 2013.

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

The Commission has a memorandum of understanding with the Florida Water Management Districts (FWMD). This understanding recognizes that it is in the public interest that the Commission and FWMD engage in a joint goal to ensure the efficient and conservative utilization of water resources in Florida and that a joint cooperative effort is necessary to implement an effective, state wide water conservation policy. According to the memorandum, the FWMD's responsibilities are to evaluate the public water supply needs to determine reasonable demands, identify alternative water sources necessary to meet the demands, and evaluate the water resource availability. The Commission's responsibilities are to provide feasibility analysis of the financial impacts of system improvement projects associated with water use planning or permitting requirements, determine the type of rate relief needed to recover costs necessary for system improvement projects, and provide assistance in the review of water conservation rate structures.

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

If the Commission approves Sunlake's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121(1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should Sunlake fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that Sunlake charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

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

Additionally, the Commission requires every regulated utility to comply with a set of Rules and Regulations designed to protect both the customer and the utility. These Rules and Regulations discuss such topics as maintenance and operation of its plant and facilities, safety of employees, customers, and the public, and meter testing and accuracy requirements. Sunlake submitted with its application a set of Water and Wastewater Tariffs to be reviewed and approved by Commission staff. The Rules and Regulations can be found within each of these Tariffs. Once the Utility receives approved Tariffs from the Commission, Sunlake is required by Commission Rules contained within Chapter 25-30 of the Florida Administrative Code (F.A.C.) to make them available to customers at the Utility's main office during regular business hours.

Mr. Robert F. Cope
Page 3
October 25, 2013

In response to your concerns and from our understanding, Sunlake sent letters concerning possible over consumption of water to the customers that had higher usage. Not everyone in the community received the notification. With no consequences for the customers with higher usage, Sunlake was at a loss to meet the demands of the Water Management District requiring a reduction in the utility's overall consumptive water use. Unfortunately, the only recourse for the Utility was to apply for water and wastewater certificates and initial rates in order to reduce high water usage.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

COMMISSIONERS:
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JULIE I. BROWN

STATE OF FLORIDA



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

Public Service Commission

October 25, 2013

Mr. and Mrs. Larry Boehm
1450 Warmwood Dr.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. and Mrs. Boehm:

Thank you for your letter received October 25, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) proposed rates and charges in its application for water and wastewater certificates. The proposed rates and charges can be reviewed in Sunlake's application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the application on November 20, 2013.

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

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

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

If the Commission approves Sunlake's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121(1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should Sunlake fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that Sunlake charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

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Mr. and Mr.s Larry Boehm

Page 3

October 25, 2013

Should you have any further questions regarding the above-referenced matter or the information contained herein, please fell free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

Crystal Card

From: Ruth McHargue
Sent: Friday, October 25, 2013 12:17 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: Docket130180-WS

Customer correspondence

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

From: Consumer Contact
Sent: Friday, October 25, 2013 8:37 AM
To: Ruth McHargue
Subject: FW: Docket130180-WS

Copy on file, see 1128299C. DHood

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

From: acharlandsr@cfl.rr.com [<mailto:acharlandsr@cfl.rr.com>]
Sent: Friday, October 25, 2013 8:23 AM
To: Consumer Contact
Subject: Docket130180-WS

I have many objections to Sunake obtaining a Utility status.

It has nothing to do with water conservation but rather a way to collect more money.

Sunlake has made no effort to conserve water, they just read the meters monthly and give us no feedback on usage. The last I knew a large amount is unaccounted for and they continue to add homes.

QUESTIONS

Would you kindly return via email your basis for allowing Sunlake Utility status? I understand you seldom, if ever, in the recent past deny status, What would be the reasons you might deny this status?

If this is truly about water conservation, let's try that before allowing Sunlake to collect more money thru Devious, yet legal means. Let the Public in your name mean something.

Thank you I await your reply.

Arthur Charland
A concerned resident of Sunlake.

PS

Reminder, A few years ago we spent in excess of \$80,000, in a law suite, in which we prevailed, to get Sunlake to perform the duties for which we were promised in our Prospectus.

The water & sewer systems are old require massive infusions of money to bring them up to date, They want us to pay for that and their neglect. Yet they continue to raise our rent annually.

Must we sue them again, if you allow they a bogus Utility status

Application for original certificates to provide water and wastewater service in
Lake County by
Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

Name LARRY + BECKY BOEHM

Address 1450 WARMWOOD DR
GRAND ISLAND, FL 32735

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.

<i>The Main</i>	CONSUMER COMMENTS
<p>The main reason Sunlake wants to become a Utility Co is the old age of both the Water + Waste Water plants. If they become a Utility they will pass on Millions to us, the residents, to update them. This should be done before they become a Utility Co. The Water lines are 30 years old and older. Our meters do not work right - How will they know how many gallons of water we use? 20% of the water they pump is lost through the old pipes. Please consider this when looking to make them a Utility Co. Check out the condition of the plants, lines, pumps, meters -</p> <p style="text-align: right;"><i>Thank you</i></p>	

Fold and tape -- see back for address

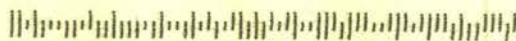
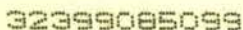
Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires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



Mr. Larry Boehm
 1430 W. 47th St.
 Jasper, IN 47546



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



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COMMISSIONERS:
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JULIE I. BROWN

STATE OF FLORIDA



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

Public Service Commission

October 24, 2013

Mr. and Mrs. Bill Harrison
1390 St. Lawrence Drive
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. and Mrs. Harrison:

Thank you for your letter received October 23, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) proposed rates and charges in its application for water and wastewater certificates. The proposed rates and charges can be reviewed in Sunlake's application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the application on November 20, 2013.

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

The Commission has a memorandum of understanding with the Florida Water Management Districts (FWMD). This understanding recognizes that it is in the public interest that the Commission and FWMD engage in a joint goal to ensure the efficient and conservative utilization of water resources in Florida and that a joint cooperative effort is necessary to implement an effective, state wide water conservation policy. According to the memorandum, the FWMD's responsibilities are to evaluate the public water supply needs to determine reasonable demands, identify alternative water sources necessary to meet the demands, and evaluate the water resource availability. The Commission's responsibilities are to provide feasibility analysis of the financial impacts of system improvement projects associated with water use planning or permitting requirements, determine the type of rate relief needed to recover costs necessary for system improvement projects, and provide assistance in the review of water conservation rate structures.

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

If the Commission approves Sunlake's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121(1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should Sunlake fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that Sunlake charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

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

Additionally, the Commission requires every regulated utility to comply with a set of Rules and Regulations designed to protect both the customer and the utility. These Rules and Regulations discuss such topics as maintenance and operation of its plant and facilities, safety of employees, customers, and the public, and meter testing and accuracy requirements. Sunlake submitted with its application a set of Water and Wastewater Tariffs to be reviewed and approved by Commission staff. The Rules and Regulations can be found within each of these Tariffs. Once the Utility receives approved Tariffs from the Commission, Sunlake is required by Commission Rules contained within Chapter 25-30 of the Florida Administrative Code (F.A.C.) to make them available to customers at the Utility's main office during regular business hours.

Mr. and Mrs. Bill Harrison
Page 3
October 24, 2013

In response to your concerns and from our understanding, Sunlake sent letters concerning possible over consumption of water to the customers that had higher usage. Not everyone in the community received the notification. With no consequences for the customers with higher usage, Sunlake was at a loss to meet the demands of the Water Management District requiring a reduction in the utility's overall consumptive water use. Unfortunately, the only recourse for the Utility was to apply for water and wastewater certificates and initial rates in order to reduce high water usage.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

COMMISSIONERS:
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STATE OF FLORIDA



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

Public Service Commission

October 24, 2013

Mr. and Mrs. Frank Ball
2501 Grand Traverse Circle
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. and Mrs. Ball:

Thank you for your letter received October 23, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) proposed rates and charges in its application for water and wastewater certificates. The proposed rates and charges can be reviewed in Sunlake's application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the application on November 20, 2013.

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

The Commission has a memorandum of understanding with the Florida Water Management Districts (FWMD). This understanding recognizes that it is in the public interest that the Commission and FWMD engage in a joint goal to ensure the efficient and conservative utilization of water resources in Florida and that a joint cooperative effort is necessary to implement an effective, state wide water conservation policy. According to the memorandum, the FWMD's responsibilities are to evaluate the public water supply needs to determine reasonable demands, identify alternative water sources necessary to meet the demands, and evaluate the water resource availability. The Commission's responsibilities are to provide feasibility analysis of the financial impacts of system improvement projects associated with water use planning or permitting requirements, determine the type of rate relief needed to recover costs necessary for system improvement projects, and provide assistance in the review of water conservation rate structures.

If the Commission approves Sunlake's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121(1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should Sunlake fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that Sunlake charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

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

Additionally, the Commission requires every regulated utility to comply with a set of Rules and Regulations designed to protect both the customer and the utility. These Rules and Regulations discuss such topics as maintenance and operation of its plant and facilities, safety of employees, customers, and the public, and meter testing and accuracy requirements. Sunlake submitted with its application a set of Water and Wastewater Tariffs to be reviewed and approved by Commission staff. The Rules and Regulations can be found within each of these Tariffs. Once the Utility receives approved Tariffs from the Commission, Sunlake is required by Commission Rules contained within Chapter 25-30 of the Florida Administrative Code (F.A.C.) to make them available to customers at the Utility's main office during regular business hours.

In response to your concerns and from our understanding, Sunlake sent letters concerning possible over consumption of water to the customers that had higher usage. Not everyone in the community received the notification. With no consequences for the customers with higher usage, Sunlake was at a loss to meet the demands of the Water Management District requiring a reduction in the utility's overall consumptive water use. Unfortunately, the only recourse for the Utility was to apply for water and wastewater certificates and initial rates in order to reduce high water usage.

Mr. and Mrs. Frank Ball

Page 3

October 24, 2013

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

Application for original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

RECEIVED-FPSC
OCT 24 AM 9:39
COMMISSIONER
CLERK

Name ROBERT F. LOPE

Address 2210 GRAND TRAVERSE CIRCLE
GRAND ISLAND, FL 32735

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
SUNLAKE'S REASONING FOR APPLICATION IS THE RESIDENTS WATER USAGE EXCEEDS THE REGIONAL WATER AUTHORITY'S GUIDELINES. SUNLAKE HAS ^{MADE} MINIMAL EFFORTS TO CONTROL EXCESSIVE WATER USAGE BY RESIDENTS. SPRINKLER SYSTEMS HAVE BEEN ALLOWED TO OPERATE DAILY, IN THE MIDDLE OF THE DAY, IN DEFIANCE OF WATER AUTHORITY'S GUIDELINES OF ONCE A WEEK IN WINTER AND TWICE A WEEK IN SUMMER. SUNLAKE ESTATES HAS HAD PERIODIC WATER MAIN BREAKS THAT FLOOD ROADWAYS AND WASTE THOUSANDS OF GALLONS OF WATER. SINCE MANY RESIDENTS ONLY OCCUPY HOMES SEASONALLY, PROPER ENFORCEMENT OF WATER REGULATIONS BY SUNLAKE WOULD BRING WATER USAGE WITHIN WATER AUTHORITY'S GUIDELINES.

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.

STAMP

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

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Robert F. Cope
547 Pioneer Trail
Muncy Valley, PA 17758-5292

HARRISBURG PA 171

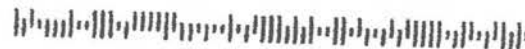
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13 OCT 24 AM 7:04



FLORIDA PUBLIC SERVICE COMMISSION
OFFICE OF COMMISSION CLERK
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

32399085099



Application for original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

Name Cleveland & Steadman
MARtha Steadman

Address 2212 Susquehanna Cir
Grand Island, Fl. 32735

RECEIVED-FPSC
10 OCT 24 AM 9:39
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
<p>ALL gave us no notice of water usage but they want us to make their lots look good. If water is such a problem why are they putting new homes in ??? Just like every thing else - no research just do it. Your commission was here for ALL put us the home owner. They showed their "power" when they would not talk to us - but was busy taking pictures without our consent. Bad taste left from the actions of your employees.</p>

Field and tape -- see back for address

They have their minds made up all ready.

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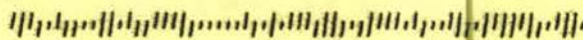


Mr. Cleveland Steadman
2212 Susquehana Cir.
Grand Island, FL 32735



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

32399-0850 0001



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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

October 23, 2013

Mr. and Mrs. Don Snyder
2814 Ontario Pl.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. and Mrs. Snyder:

Thank you for your letter received October 22, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) proposed rates and charges in its application for water and wastewater certificates. These can be reviewed in its application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation on November 20, 2013.

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

Section 367.121 (1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should Sunlake fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that Sunlake charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

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

Mr. and Mrs. Don Snyder

Page 2

October 23, 2013

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

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Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

Application for original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

13 OCT 23 AM 9:38

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COMMISSION
CLERK

Name Bill & Connie Harrison
Address 1390 St. Lawrence Drive
Grand Island, FL 32735

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

CONSUMER COMMENTS	
<p>I don't see how you can charge for the water we use until they fix the leak, & calibrate all water meters for entire park. We need to have qualified meter readers. Most people are trying to conserve but there are some that don't, they should be meter. Please do not approve this application until we get all problems agreed upon.</p>	
<p>Thank you,</p>	

Fold and tape -- see back for address

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



Mr. Bill Harrison
1390 Saint Lawrence Dr.
Grand Island, FL 32735-9732

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13 OCT 23 AM 7:04

ORLANDO FL 328

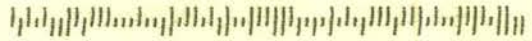
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Office of Commission Clerk
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Tallahassee, FL 32399-0850

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13 OCT 23 AM 9:37

October 22, 2013

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

COMMISSION
CLERK

Re: Sunlake Estates
Docket No. 130180-WS

To Whom It May Concern:

Imagine our surprise at receiving a letter from A.L.L. informing us that they had filed an application to invoice residents for water and wastewater services. The letter beings "**Despite conservation efforts by Community Sunlake Joint Venture...**". And we ask "what conservation efforts?"!

On Sept. 26, 2006, St. John's Water Management District approved Consumption Usage Permit #2542 to American Land Lease, the owner of Sunlake Estates. Through our own research and according to the information we recently have been provided with, we now know American Land Lease has been using too much water every year since the permit was issued! It is our understanding that a water conservation plan is a requirement of the CUP. We have lived in this community four years and were never told there was a consumption limit other than regulations on irrigation of our lawn.


In a letter to St. John's dated Oct. 28, 2012, the community manager said "monthly discussions at the HOA meetings regarding water usage and assistance is given to the residents on their irrigation timers". During the past two years there is nothing in the official HOA Board minutes that even mentions water other than a reminder that "irrigation systems are not to be running on any days other than their designated day". Once in 24 months is hardly "monthly discussions" and never has there been an indication of a water consumption issue in this community.

We understand the need for conservation but feel we have been blindsided by A.L.L. Our community has not been given the opportunity to help conserve water. How can you help correct a problem if you don't even know one exists? Our community had a resident Water Conservation Committee in 2005. For unknown reasons it was dissolved by A.L.L. in 2006 or 2007 with no explanation. With the cooperation of management of Sunlake we will re-institute this program and work together toward meeting the standards set forth by St. John's.

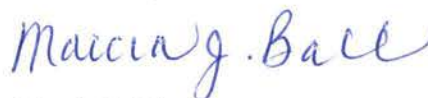
We ask you to reject the application number 130180-WS filed with the Florida Public Service Commission. We feel this application was filed prematurely. A.L.L. needs to demonstrate they have implemented a conservation plan and involve the residents in it and provide staff that are knowledgeable and able to read water meters accurately once they have been calibrated by an independent company. This would be in the best interest of the residents of our community.

American Land Lease's "Good Neighbor Pledge" says they want to "work in partnership with you to build a shared vision for the future of your community". Apparently those are just words.

Sincerely,



Frank E. Ball



Marcia J. Ball

2501 Grand Traverse Circle
Grand Island, FL 32735

GRAND ISLAND FL 32735

23 OCT 2013 PM 7 2



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13 OCT 23 AM 7:16

Florida Public Service Commission
Office of Commission Clerk
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Tallahassee, FL 32399-0850

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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

October 22, 2013

Ms. Martha Steadman
2212 Susquehana Cir.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Ms. Steadman

Thank you for your letter received October 21, 2013, in which you expressed your concerns regarding the above-referenced docket. 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.

I sincerely apologize for disconcerting you on October 11, 2013. We were investigating a list of residences that had new meters installed and your water meter was reporting an average of 29,000 gallons per month for the last four months. We were concerned the meter may not be read properly or that other causes for high water use may be in play. We did notice your drip system for your butterfly garden. If Sunlake Estates Utilities, L.L.C. (Sunlake) is granted a certificate, as mentioned in the first letter sent to you dated October 21, 2013, Sunlake will have to comply with all the applicable rules and regulations for a water utility. There are eight rules pertaining to meters. Specifically, Rules 25-30.260 through 25-30.267, Florida Administrative Code (F.A.C.), are rules about meter installations, readings, test methods, accuracy requirements, testing equipment, periodic meter tests, test by request, and record of meter tests.

The concerns of homeowners and utility customers are important to the Commission, and are taken earnestly. All correspondence will be placed in the docket file which is a public record. Consumer complaints against utilities that come to the Commission are recorded in our Consumer Activity Tracking System (CATS). Staff uses CATS for the resolutions of these complaints.

Ms. Martha Steadman

Page 2

October 22, 2013

Once again, my apologies for any disconcertion we may have caused and should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
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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

October 21, 2013

Mr. and Mrs. James Martin
2482 Grand Traverse Cir.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. and Mrs. Martin:

Thank you for your letter received October 21, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) proposed rates and charges in its application for water and wastewater certificates. The proposed rates and charges can be reviewed in Sunlake's application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the application on November 20, 2013.

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

The Commission has a memorandum of understanding with the Florida Water Management Districts (FWMD). This understanding recognizes that it is in the public interest that the Commission and FWMD engage in a joint goal to ensure the efficient and conservative utilization of water resources in Florida and that a joint cooperative effort is necessary to implement an effective, state wide water conservation policy. According to the memorandum, the FWMD's responsibilities are to evaluate the public water supply needs to determine reasonable demands, identify alternative water sources necessary to meet the demands, and evaluate the water resource availability. The Commission's responsibilities are to provide feasibility analysis of the financial impacts of system improvement projects associated with water use planning or permitting requirements, determine the type of rate relief needed to recover costs necessary for system improvement projects, and provide assistance in the review of water conservation rate structures.

The Utility is required by the Florida Department of Environmental Protection (DEP) to follow specific rules relating to such things as maintenance of the facilities, repairs needed, the use of

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proper treatment methods, and management of the plants by certified operators. DEP staff periodically inspects Sunlake's facilities and determines whether they are in or out of compliance. If the Utility is deemed out of compliance, the DEP will require that specific deficiencies are corrected within a provided timeframe. You may wish to request additional information regarding compliance from the DEP, which can be contacted through its website located at: <http://www.dep.state.fl.us>. Commission staff is reviewing Sunlake's overall compliance with DEP Rules and will provide its conclusions in its recommendation to the Commission.

If the Commission approves Sunlake's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121(1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should Sunlake fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that Sunlake charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

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

Additionally, the Commission requires every regulated utility to comply with a set of Rules and Regulations designed to protect both the customer and the utility. These Rules and Regulations discuss such topics as maintenance and operation of its plant and facilities, safety of employees, customers, and the public, and meter testing and accuracy requirements. Sunlake submitted with its application a set of Water and Wastewater Tariffs to be reviewed and approved by Commission staff. The Rules and Regulations can be found within each of these Tariffs. Once the Utility receives approved Tariffs from the Commission, Sunlake is required by Commission Rules contained within Chapter 25-30 of the Florida Administrative Code (F.A.C.) to make them available to customers at the Utility's main office during regular business hours.

Mr. and Mrs. James Martin

Page 3

October 21, 2013

In response to your concerns and from our understanding, Sunlake sent letters concerning possible over consumption of water to the customers that had higher usage. Not everyone in the community received the notification. With no consequences for the customers with higher usage, Sunlake was at a loss to meet the demands of the Water Management District requiring a reduction in the utility's overall consumptive water use. Unfortunately, the only recourse for the Utility was to apply for water and wastewater certificates and initial rates in order to reduce high water usage.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

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: October 21, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Penelope D. Buys, Engineering Specialist III, Division of Engineering *PDB*
RE: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Please place the attached documents in the correspondence side of the docket file.



Department of Environmental Protection

Lawton Chiles
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Virginia B. Wetherell
Secretary

January 22, 1999

CERTIFIED MAIL AND BY FAX
Z 308 504 419

Brandywine Corporation
2637 McCormick Drive
Clearwater, FL 34619-1041

NON-COMPLIANCE LETTER
OCD-PW-CE-99-0092

Attention: Bruce Moore, Chief Executive Officer

Lake County - PW
Sunlake Estates
PWS ID Number 3351555

Dear Mr. Moore:

On December 10, 1998 Tom Felton, certified operator for the above-referenced water system, notified this office by telephone that he and others had consumed water on December 9 from this system and experienced a burning in the mouth. He also reported an odor to the water.

Following receipt of this complaint, DEP immediately notified the Lake County Health Department [LCHD]. On the same day, representatives from this office, LCHD and the Florida Rural Water Association [FRWA] met on-site to investigate this matter. The LCHD collected water samples which were sent to the Florida Department of Health [DOH] Bureau of Laboratories in Jacksonville to be analyzed for the purgeable organics [EPA Method 524.2]. Sample locations included the potable well, maintenance building and Hamilton home (Lot 50). Dr. Pellosie, Director of the LCHD, recommended that residents drink bottled water rather than water from the system until further notice.

Results were received at a later date and determined to be satisfactory.

Additional samples were taken by the LCHD on December 28, 29 and 30 from the same locations and analyzed by the DOH laboratory in Jacksonville for the purgeable organics [EPA Method 524.2] and the organic compounds [EPA Method 525.2]. Other samples were taken by the LCHD on January 12 from the same locations, including the entry point to the distribution system and analyzed by Test America, Inc., for the organic compounds [EPA Method 525.2]. All sample results were satisfactory except for the maintenance building location which had levels of vinyl chloride in concentrations of 1.1 ug/L [December 28], 1.5 ug/L [December 29] and 1.3 ug/L [December 30]. These results exceeded the maximum contaminant level [MCL] of 1.0 ug/L. Whether vinyl chloride was the cause of the burning mouth and odors remains undetermined.

Rule 62-550.515(4), Florida Administrative Code [FAC], requires public notification to the persons served by the water system when the volatile organic contaminant vinyl chloride MCL is exceeded. Specifically, Rule 62-560.410(1)(c), FAC, requires this notice to be given by hand delivery or by continuous posting in conspicuous places within the area served by the system. Posting shall continue for as long as the violation exists. Notice by hand delivery shall be repeated at least every three months until the failure is corrected. The public notice must contain the information listed in the Mandatory Health Effects Language Publication (copy attached). Please provide this office with written verification that the required public notification has been performed along with copies of the public notices by February 1, 1999.

You are required to conduct **quarterly monitoring** for the **volatile organic contaminants** from the **maintenance building** and from the **entry point to the distribution system** locations until further notice. The samples shall be collected at these locations and submitted to an approved DOH laboratory for analysis. For the first quarter samples, DEP shall be notified of the date of submittal and laboratory name no later than **seven days** upon receipt of this letter. A copy of the results must be FAXed to this office at FAX number (407)897-2966 upon your receipt of such from the laboratory.

In addition, you are required to retain a consultant to evaluate and investigate the cause of odors and subsequent burning sensation in the mouths of the water consumers and also why vinyl chloride was detected in the water at the maintenance building. This evaluation must include, but not be limited to, searching for cross connections in the maintenance building area and providing details of the well drillers' development of the new well on and around December 9. A written evaluation must be submitted to this office no later than March 10, 1999.

DEP understands that a Phase I environmental study was recently completed for Sunlake Estates. Please provide one copy of this report to DEP as soon as possible.

DEP, the LCHD and the DOH Bureau of Environmental Toxicology agree that it is no longer necessary for the residents to drink bottled water and that residents may resume drinking water from the system. Paul Morrison of this office notified Karol McDermott in your on-site office on January 21 at 2:45 p.m. regarding this matter. She stated that she would notify the residents.

Please notify DEP and the LCHD immediately if similar drinking water problems (burning sensation in the mouth, bad odors and taste, etc.) occur in your system in the future. If you have any questions, please contact Mr. Paul Morrison in this office at (407)893-3318. Your continued cooperation in the drinking water program is appreciated.

Sincerely,


Christianne C. Ferraro, P.E.
Program Administrator
Water Facilities

RSC

CCF:pm:pp

Attachments

cc: Lake County Health Department [by FAX]
Karol McDermott [Brandywine Corporation] [by FAX]
Tom Felton, Operator
Connie Garrett [DOH Bureau of Environmental Toxicology]
Doug Van Deursen [H.W. Barrineau Associates]
Brenda Brown, President [Homeowners Association]
Tom Gustafson [Florida Rural Water Association]
Van Hoofnagle, DEP Tallahassee
Paul J. Morrison, DEP Drinking Water Compliance/Enforcement
Marie Carrasquillo, DEP Drinking Water Compliance

Water Crisis January 1999

Glenn Thompson 669-3119 was the individual who suffered burning in the mouth and nausea after drinking water. The fire chief was notified who detected a foul odor to the water. The fire chief called the homeowners president who contacted the block captains who called the residents and notified them not to drink the water. The order to not drink the water lasted for about 6 weeks. Vinyl Chloride was found in the water after numerous test. Brandywine furnished drinking water for all residents during the ban. The residents volunteered to give out the water to the residents. The ban on drinking water was lifted on January 21, 1999. Vinyl Chloride was still found in the water samples taken from the maintenance building.

Suggestions for handling a disaster:

Block captains should make call no matter what time day or night.

Fire truck could travel through park to sound alarm.

RECEIVED-FPSC

Application for original certificates to provide water and wastewater service in
Lake County by

13 OCT 22 AM 9:48

Sunlake Estates Utilities, L.L.C.

COMMISSION
CLERK

DOCKET NO. 130180-WS

Name Don & Linda Snyder
Address 2814 Ontario Pl
Grand Island Fl 32735

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

DIP ALL not do any research before they bought this community? They had to have known before hand that the sewage plant needed to be upgraded and it would have cost a lot of money. They should have had negotiated that in the price of buying Sunlake Estates.

We moved here because of the location, and the amenities that were offered... such as water is included in the lot rent. Most of us are on fixed incomes and cannot absorb costly water bill. my vote is going to be 1.5 this year - not enough to cover anything. please help to defeat this charge

Thank you!

Fold and tape -- see back for address

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Shuder
2814 Ontario A
Grand Island A
32735



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

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JULIE I. BROWN

STATE OF FLORIDA



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

Public Service Commission

October 21, 2013

Ms. Martha Steadman
2212 Susquehana Cir.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Ms. Steadman:

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Ms. Martha Steadman

Page 3

October 21, 2013

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Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

Application for original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

RECEIVED-FPSC

13 OCT 21 AM 9:49

COMMISSION
CLERK

Name JAMES + DONNA MARTIN

Address 2482 GRAND TRAVERSE CIR.
GRAND ISLAND, FL 32735

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
SIRAS: My husband & I TRULY believe that this issue has NOTHING to do with water CONSERVATION, or St. JOHN'S Water Authority. If that were the case, that problem could be solved very easily. Just a matter of fining those who use too much water (it is most usually using Sprinklers too much and not on scheduled day) should do the trick. However, we have no idea how much is used due to NOT reading the meters correctly or letting the residents know their monthly usage. NOT to mention leakage. We truly believe it is just another scam for a big Corporation to increase their greedy ways, plus they need to replace the water treatment plant & WANT us to pay for it. Remember we live on fixed incomes & rent goes up every year, plus everything but our income.

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THANK YOU

Ms. Donna J. Martin
2482 Grand Traverse Cir
Grand Island, FL 32735



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13 OCT 21 AM 7:14

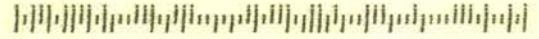
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Application for original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

RECEIVED-FPSC
13 OCT 21 AM 9:49
COMMISSION
CLERK

Name Martha Steadman

Address 2212 Susquehanna Cir.
Grand Island, FL 32735

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

You and the 2 girls from the commission really upset me Friday. No questions were asked about the watering of the plants around the house. We use a drip system which uses very little water. We were not even warned that pictures were taken of our place. Cleve tried to tell the lady that we use a drip system but she only smiled and continued to take notes and pictures. This just shows that they are not interested in knowing anything about the situation here in Sun Lake. I feel like they will use the pictures of the property without our consent and they don't even know the whole story about the plants. We took our own money and tore up the old grass and put down bahai so it wouldn't have to be irrigated as often as St. Augustine, and also it made ALL (Sun Lake) look better. I think courtesy goes along way and we were not shown any Friday 10/11/13. Not one question was asked of us. If this is how the residents of Sun Lake are going to be treated, we are doomed. It takes a lot to upset me but this treatment from professionals made me loose respect for the commission, and the homeowner was ignored.

Docket NO 130180-WS

Martha Steadman

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 Ms. Martha Steadman
2212 Susquehanna Cir.
Grand Island, FL 32735-9707

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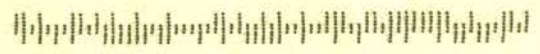
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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
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Public Service Commission

October 21, 2013

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Grand Island, FL 32735

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Ms. Martha Steadman

Page 3

October 21, 2013

In response to your concerns, from our understanding, Sunlake sent letters pertaining to over consuming water, to the customers that had higher usage. Not everyone in the community received the notification. With no consequences for the customers with higher usage, Sunlake was at loss to meet the demands for the Water Management District. Unfortunately, the only recourse for the Utility was to apply for water and wastewater certificates and initial rates.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

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STATE OF FLORIDA



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

Public Service Commission

October 16, 2013

Mr. Robert Klunk
1525 Warmwood Dr.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. Klunk:

Thank you for your letter received October 15, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) for review, proposed rates and charges in its application for water and wastewater certificates. These can be reviewed in its application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the approval of the same on November 20, 2013.

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

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

If the Commission approves the Utility's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121 (1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should the Utility fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that the Utility charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

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

Additionally, the Commission requires every regulated utility to comply with a set of Rules and Regulations designed to protect both the customer and the utility. These Rules and Regulations discuss such topics as maintenance and operation of its plant and facilities, safety of employees, customers, and the public, and meter testing and accuracy requirements. The Utility submitted with its application a set of Water and Wastewater Tariffs to be reviewed and approved by Commission staff. The Rules and Regulations can be found within each of these Tariffs. Once Sunlake receives approved Tariffs from the Commission, the Utility is required by Commission Rules contained within Chapter 25-30 of the Florida Administrative Code (F.A.C.) to make them available to customers at the Utility's main office during regular business hours.

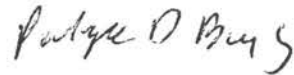
Regarding your concerns about irrigation, the Commission recognizes that a portion of a customer's water usage does not return to the Utility's wastewater facilities. Thus, an allowance is made and is reflected in the rates such that a customer does not incur wastewater charges for every drop of water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

Commission staff has determined that the Sunlake's plants are managed by certified plant operators as well licensed contractors that provide supplemental services. Staff will address the Utility's technical ability in its recommendation. Under the Commission's jurisdiction, salaries and contractor services are included in the Sunlake's operation and maintenance costs, and total operation and maintenance costs are included in the calculation of the investment on which the Utility is allowed to earn a fair rate of return.

Mr. Robert Klunk
Page 3
October 16, 2013

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

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JULIE I. BROWN

STATE OF FLORIDA



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

Public Service Commission

October 16, 2013

Mr. and Mrs. Larry Marshall
2940 Grand Traverse Cir.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. and Mrs. Marshall:

Thank you for your letter received October 15, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) for review, proposed rates and charges in its application for water and wastewater certificates. These can be reviewed in its application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the approval of the same on November 20, 2013.

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

The Commission has a memorandum of understanding with the Florida Water Management Districts (FWMD). This understanding recognizes that it is in the public interest that the Commission and FWMD engage in a joint goal to ensure the efficient and conservative utilization of water resources in Florida and that a joint cooperative effort is necessary to implement an effective, state wide water conservation policy. According to the memorandum, the FWMD's responsibilities are to evaluate the public water supply needs to determine reasonable demands, identify alternative water sources necessary to meet the demands, and evaluate the water resource availability. The Commission's responsibilities are to provide feasibility analysis of the financial impacts of system improvement projects associated with water use planning or permitting requirements, determine the type of rate relief needed to recover costs necessary for system improvement projects, and provide assistance in the review of water conservation rate structures.

October 16, 2013

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

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Mr. and Mrs. Larry Marshall

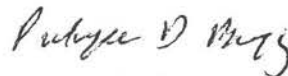
Page 3

October 16, 2013

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Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

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STATE OF FLORIDA



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

Public Service Commission

October 17, 2013

Mr. David Prince
1660 Shady Lane
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. Prince:

Thank you for your letter received October 15, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) for review, proposed rates and charges in its application for water and wastewater certificates. These can be reviewed in its application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the approval of the same on November 20, 2013.

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

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

If the Commission approves the Utility's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121(1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should Sunlake fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that Sunlake charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

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Mr. David Prince

Page 3

October 17, 2013

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

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

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JULIE I. BROWN

STATE OF FLORIDA



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

Public Service Commission

October 18, 2013

Mr. and Mrs. Edward Dwyer
1830 Cape Cod Cove
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. and Mrs. Dwyer:

Thank you for your letter received October 17, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) for review, proposed rates and charges in its application for water and wastewater certificates. These can be reviewed in its application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the approval of the same on November 20, 2013.

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

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October 17, 2013

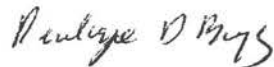
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Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
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STATE OF FLORIDA



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

Public Service Commission

October 17, 2013

Mr. and Mrs. Jerald Drabek
1340 Warmwood Dr.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. and Mrs. Drabek:

Thank you for your letter received October 17, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) for review, proposed rates and charges in its application for water and wastewater certificates. These can be reviewed in its application, accessible on the Commission's website located at <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the approval of the same on November 20, 2013.

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Mr. and Mrs. Jerald Drabek

Page 2

October 17, 2013

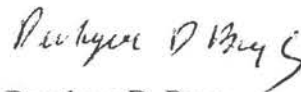
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Bureau of Reliability and Resource Planning

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TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

October 17, 2013

Ms. Joan Messina
1555 St. Lawrence Drive
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Ms. Messina:

Thank you for your letter received October 17, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) for review, proposed rates and charges in its application for water and wastewater certificates. These can be reviewed in its application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the approval of the same on November 20, 2013.

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

The Commission has a memorandum of understanding with the Florida Water Management Districts (FWMD). This understanding recognizes that it is in the public interest that the Commission and FWMD engage in a joint goal to ensure the efficient and conservative utilization of water resources in Florida and that a joint cooperative effort is necessary to implement an effective, state wide water conservation policy. According to the memorandum, the FWMD's responsibilities are to evaluate the public water supply needs to determine reasonable demands, identify alternative water sources necessary to meet the demands, and evaluate the water resource availability. The Commission's responsibilities are to provide feasibility analysis of the financial impacts of system improvement projects associated with water use planning or permitting requirements, determine the type of rate relief needed to recover costs necessary for system improvement projects, and provide assistance in the review of water conservation rate structures.

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

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

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

If the Commission approves the Utility's application, its regulation by the Commission will ensure that customers receive water and wastewater services in a safe, affordable, and reliable manner. The Commission exercises regulatory authority in key areas such as rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service. Section 367.121(1)(a) of the Florida Statutes (F.S.) gives the Commission the power to set fair and reasonable rates and charges and standards of quality, and to prescribe service rules to be observed by a utility. In addition, Section 367.011(2), F.S., gives the Commission exclusive jurisdiction over a utility with respect to its authority, service, and rates. Therefore, should Sunlake fall under the Commission's jurisdiction through the Commission's approval of its application, the Commission will have the authority to regulate the quality of service that the Utility provides as well as the rates and charges that Sunlake charges. This means that the Commission will be able to investigate and act upon any and all grievances received regarding any service or billing issue. This also means that the Utility will not be able to charge its customers any fees other than those expressly approved by the Commission.

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

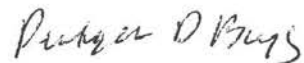
Additionally, the Commission requires every regulated utility to comply with a set of Rules and Regulations designed to protect both the customer and the utility. These Rules and Regulations discuss such topics as maintenance and operation of its plant and facilities, safety of employees, customers, and the public, and meter testing and accuracy requirements. Sunlake submitted with its application a set of Water and Wastewater Tariffs to be reviewed and approved by Commission staff. The Rules and Regulations can be found within each of these Tariffs. Once the Utility receives approved Tariffs from the Commission, Sunlake is required by Commission Rules contained within Chapter 25-30 of the Florida Administrative Code (F.A.C.) to make them available to customers at the Utility's main office during regular business hours.

Ms. Joan Messina
Page 3
October 17, 2013

In response to your concerns, from our understanding, the Utility sent letters about over consuming water to the customers that had higher usage. Not everyone in the community received the notification. With no consequences for the customers with higher usage, Sunlake was at loss to meet the demands for the Water Management District. Unfortunately, the only recourse for the Utility was to apply for water and wastewater certificates and initial rates.

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-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

October 17, 2013

Mr. Albert Gleichauf
1650 Shady Ln.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. Gleichauf:

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Mr. Albert Glerchauf

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October 17, 2013

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Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

Application for original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

RECEIVED--FPSC
18 OCT 18 AM 9:24
COMMISSION
CLERK

Name Martha Steadman

Address 2212 Susquehanna Cir.
Grand Island, Fl. 32735

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 believe your mind was made up
before arriving at Sunlake Estates.
No classes or conversation for the
residents by ALL. Your staff who
came to Sunlake was not interested
in any truth. Pictures of our residence
was taken without our consent.
Tried to tell you we use a drip system
and also planted at our expense
Bahai grass to cut down on watering
but she was not interested -
Too much power given to these
3 and they proved they are not
interested in helping the homeowner
just ALL. Lost all faith in you

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.

Commission - what a joke

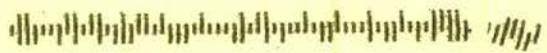
 Ms. Martha Steadman
2212 Susquehanna Cir.
Grand Island, FL 32735-9707

ORLANDO FL 327
25 OCT 2014 PM 11



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

32399085099



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Application for original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

RECEIVED-PPSC
OCT 18 AM 9:24
COMMISSION
CLERK

Name David and Ruth Fitch

Address 1715 Shady Lane
Grand Island, FL 32735

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

CONSUMER COMMENTS
<u>This Corporation Can not be Trusted!</u>
<u>A few years ago there was a Rent issue that ALL Rents were to be adjusted. People were outraged with the 33% increases! Some Residences decided with the help of Corporate to form a lunch club! Some of these Residents, in the end Got a decrease in their Rents plus a Life Time lease Also. How are we supposed to know if this will Not Happen Again with the Water issue? They will Not Be Fair! We know for sometime the Sewer Needs Repair. This is Just Another Reason for this Corporation to add another fee so the people here can pay for all their mistakes they have made for at least a Decade! The Corporation Can't Not Be Trusted - There is no enforcement of the Rules here made By Corporation or even at Management. Rentals are No less than 3 months - No more than 4 months. Yet, there</u>

Fold and tape -- see back for address

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And the Community looks ~~more~~ worse than it has ever looked!

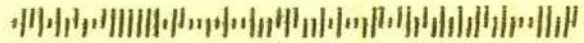
Please take all information you receive from Sunlake Residents to be Truthful and Please Deny this Application.

Fitch
1715 Shady Lane
Grand Island, FL 32135

ORLANDO FL
16 OCT 2013 P
USA FOREVER



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



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Crystal Card

From: Ruth McHargue
Sent: Thursday, October 17, 2013 11:34 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130180
Attachments: FAX-2013-10-16 12_36_37.tif

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, October 16, 2013 4:46 PM
To: Ruth McHargue
Subject: To CLK Docket 130180

Copy on file, see 1127280C. DH

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Wednesday, October 16, 2013 12:37 PM
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 original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

Name ALBERT GLEICHAUF

Address 1650 SHADY LN.

GRAND ISLAND FL. 32735

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 minority of people in this park are taking advantage of the free water. Some are watering both morning and night on water days and there are some that water whenever they feel like. American Land Lease sets back and watches but says nothing. They read the meters once a month . They should have been publishing how much water we all use and warning us of the consequences. I feel this is the biggest scam I have ever witnessed. American Land Lease sets back and watches the meter go around and around and around and says OH Goody lets keep quiet, let them keep watering and then we can line our pockets. I feel we should be given a chance to correct this situation.

Thank You



Albert Gleichauf

roid and tape -- see back for address

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The majority of the residents of Sunlake Estates are interested in conservation. We hope that our children, grandchildren and great-grandchildren will have the natural resources that we have had the privilege to enjoy!

We can only conserve when we are aware of what is expected of us!

As an analogy: If I were diagnosed as a diabetic, my Dr. would give me a diet including the number of calories, sugars and carbs. needed to consume to maintain my blood sugar. I would return in a reasonable time to check my blood sugar. That would determine if I need to raise or lower my food intake. We should be granted the time and means to do the same with our water usage!

Thank you for your consideration



Joan Messina

1555 St. Lawrence Drive

Grand Island, Fl.

32735

Ms. Joan Messina
1555 Saint Lawrence Dr.
Grand Island, FL 32735-9737

DISTRIBUTION CENTER

13 OCT 17 AM 7:15

RECEIVED-FPSC

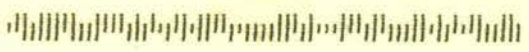
13 OCT 17 AM 9:33



COMMISSION
CLERK

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 original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

Name Jerald + LESSIE DRABEK

Address 1340 WARMWOOD DR.

GRAND ISLAND, FL 32735-9728

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.

10/10/2013


CONSUMER COMMENTS

We have lived IN Sunlake Estates For over 10 years. Over the years we have seen All management consistently ignore problems with water and wastewater over these years. They repaired a valve leak at the wastewater plant with masking or duck tape. IT was dripping for years. The water + sewer systems have constantly leaked, ruptured over the years due to use of inferior piping, especially in the older sections. We bought here at sunlake because of the utilities and many amenities were included in our rent. Now that the water plant(s) are in dire need of repair, they want A utility system so they can fix the water systems and make us pay for it. MY water meter has been off on its readings for years

Fold and tape -- see back for address

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We Respectfully request Denial of Their (Sunlake Estates Utilities, L.L.C.) application for certificates to provide water/wastewater services IN Lake County
Jerald Drabek

 **Jerald J. Drabek**
1340 Warmwood Dr.
Grand Island, FL 32735-9728

DISTRIBUTION CENTER

13 OCT 17 AM 7:15

RECEIVED-FPSG

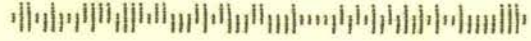
13 OCT 17 AM 9:33

COMMISSION
CLERK

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



32399085099



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Crystal Card

From: Ruth McHargue
Sent: Wednesday, October 16, 2013 2:14 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130180
Attachments: FAX-2013-10-16 09_35_50.tif

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, October 16, 2013 1:25 PM
To: Ruth McHargue
Subject: To CLK Docket 130180

Copy on file, see 1127207C. DH

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Wednesday, October 16, 2013 9:36 AM
To: Consumer Contact
Subject: FPSC , 1 page(s)

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Application for original certificates to provide water and wastewater service in
Lake County by
Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

Name Mr + Mrs Edward Dwyer
Address 1830 Cape Cod Cove
CLAND ISLAND FL. 32735

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
The water & sewer pipes & all that is involved with this system is ready to collapse. We are on the verge of a big dilemma. The owners of this community want to collect from us homeowners the funds to fix these problems.
We are not in a position to afford this expense. Most important is that we can not fight such a large Corp. These problems existed when they purchased the park & they were aware of the problems.

Fold and tape - - see back for address

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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

October 15, 2013

RECEIVED-FPSC
13 OCT 16 PM 2:25
COMMISSION
CLERK

Ms. Sandra Wurst
2750 Grand Traverse Cir.
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Ms. Wurst:

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Commission staff has determined Sunlake's plants are managed by certified plant operators as well licensed contractors that provide supplemental services. Staff will address the Utility's technical ability in its recommendation. Under the Commission's jurisdiction, salaries and contractor services are included in the Sunlake's operation and maintenance costs, and total operation and maintenance costs are included in the calculation of the investment on which the Utility is allowed to earn a fair rate of return.

Ms. Sandra Wurst
Page 3
October 15, 2013

Should you have any further questions regarding the above-referenced matter or the information contained herein, please feel free to contact me by phone (850) 413-6518 or by e-mail pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-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

October 15, 2013

RECEIVED-EPSC
13 OCT 16 PM 2:25
COMMISSION
CLERK

Mr. and Mrs. Charles Krause
2245 Grand Traverse Circle
Grand Island, FL 32735

Re: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Dear Mr. and Mrs. Krause:

Thank you for your letter received October 14, 2013, in which you expressed your concerns regarding the above-referenced docket. Sunlake Estates Utilities, L.L.C. (Sunlake or Utility) has submitted to the Florida Public Service Commission (Commission) for review, proposed rates and charges in its application for water and wastewater certificates. These can be reviewed in its application, accessible on the Commission's website located at: <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130180>. Commission staff is reviewing the proposed rates and charges, and is currently scheduled to file its recommendation regarding the approval of the same on November 20, 2013.

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

Mr. and Mrs. Krause
Page 2
October 15, 2013

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Sincerely,



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Engineering Specialist
Bureau of Reliability and Resource Planning

cc: Division of Accounting & Finance (B. Fletcher, A. Norris)
Division of Economics (L. Roberts, S. Hudson)
Office of the General Counsel (J. Gilcher)
Office of Commission Clerk (Docket No. 130180-WS)

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: October 15, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Penelope D. Buys, Engineering Specialist III, Division of Engineering
RE: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Please place the attached documents in the correspondence side of the docket file.

Dear Sir - Madam

Sunlake Estates is a very close-knit mobile home community in north central Lake County. We help each other in times of need and everyone takes pride in our community. On September 26, 2006, St John's Water Management District approved Consumption Usage Permit number (2542) to American Land Lease, the owner of Sunlake Estates. According to the information we now have been provided and through research of our own, we now know American Land Lease has been using too much water every year since the permit was issued. I understand it is a requirement of the CPU that A.L.L. submit a water conservation plan. The community has not been given a copy and doesn't know what conservation efforts have been put into place to this date. My wife and I have lived here for 8 years with never a mention of any over usage, either by us or by the community as a whole.

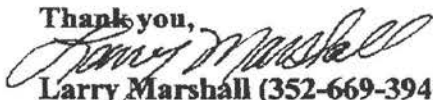
We, as a community, do not dispute the need for conservation. After 7 years plus of over usage, it would seem that Sunlake residents don't care because it is included in the rent. That is absolutely not the case. Granted, there are those who are wasteful but to bypass the end user and go straight to a rate structure is a punishment to the end user with no consequences to the holder of the CPU.

We are asking for a one year extension on the application number (130180-WS) filed with the Public Service Commission. We do understand the reason for the application but feel since we were not informed of a problem, we have not been given the opportunity to comply with the CPU. Only A.L.L. was aware of the situation and took no corrective action.

The community had a resident Water Conservation Committee in 2005. It was disbanded by A.L.L. sometime in 2006 or 2007 with no explanation. It will become active again with the cooperation of the Management staff of Sunlake. The rain sensors are nearly non-existent; they will be installed as required. There will be monthly meetings with Management to determine who is in violation and what steps will be taken to correct their deficiencies. The violators will be contacted and the committee will go to their home to inspect and correct the problem areas.

If, in one year we continue as a community to not meet the quota as set forth by the CPU, we then agree we need a rate structure and will accept it willingly. I'm sure we can meet the standards set forth by St John's and look forward to the challenge.

Thank you,


Larry Marshall (352-669-3946)
Sunlake HOA President

Application for original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

Name LARRY + FRANCES MARSHALL

Address 2940 GR TRAVERSE CR

GR ISLAND FL 32735

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

This Process is Stacked against the Residents of Sunlake. If we were knowingly abusing the water supply then we should have a rate structure imposed. For nearly 7 years Sunlak told A.L.L. they were over using but A.L.L. kept that information to them selves and continued business as usual. The community was not informed and no conservation measures were put in place on the contrary, there lack of action showed everyone there lack of initiative. There was a resident conservation committee around 2005 which was discontinued by A.L.L. sometime in 2006-2007. Your decision to set a rate structure is a punishment to those folks who can't afford still another increase in their expenses. There are no consequences to A.L.L. however they will have more income with an adjustment to rates only a fraction of the amount of the water bill. Your attitude and demeanor at our meeting was all

that was needed to see you are only looking at figures not listening to the concerns expressed by the residents.

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.

This community is capable of fixing the problem but somebody you will not give us the opportunity. For as you said your job is to set rates and approve the utility. It seems you are a monopoly we have no one else to turn to??

Application for original certificates to provide water and wastewater service in
Lake County by
Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

Name DAVID PRINCE
Address 1660 SHADY LANE
GRAND ISLAND, FL 32735

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

ALL was aware of pumping in excess of St John's River Authority for the past six years. They have done very little to address this issue including they have not notified home owners of what their water usage should be or advise what constitutes normal usage. If the home owners had been made aware of excess usage on their property they would then be able to investigate where the problems may occur such as underground leak and take corrective action, broken sprinkler head, etc. Further with the numerous major water leaks on ALL's water lines they may account for a bulk of the excess water. Based on these facts it is abundantly clear that the ALL organization is unfit to operate a utility. I believe that their only reason for applying for utility status is to develop a new profit center at the cost of the home owners. Thank you for your consideration.

Fold and tape -- see back for address

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Shawna Senko

From: Ruth McHargue
Sent: Tuesday, October 15, 2013 11:55 AM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130180
Attachments: FPSC , 2 page(s); FPSC , 1 page(s)

Customer correspondence

From: Diane Hood
Sent: Tuesday, October 15, 2013 11:25 AM
To: Ruth McHargue
Subject: To CLK Docket 130180

These have been entered as WS 967, Docket 130180, PR68. DHood

Shawna Senko

From: PSC Fax Server <Fax@psc.state.fl.us>
Sent: Monday, October 14, 2013 2:13 PM
To: Consumer Contact
Subject: FPSC , 2 page(s)
Attachments: FAX-2013-10-14 14_13_14.tif

New Fax Received!

You have received a 2 page fax from FPSC ().

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

Shawna Senko

From: PSC Fax Server <Fax@psc.state.fl.us>
Sent: Monday, October 14, 2013 2:22 PM
To: Consumer Contact
Subject: FPSC , 1 page(s)
Attachments: FAX-2013-10-14 14_22_06.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.

Application for original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

RECEIVED-FPSC

13 OCT 15 AM 9:34

COMMISSION
CLERK

Name ROBERT G KLUNK

Address 1525 WARMWOOD DR.

GRAND ISLAND, FL 32735

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.

* START HERE. MAJOR CONCERN IS THAT THIS APPLICATION
FOR THE COLLECTION OF RATES & WATER/SEWER BE DENIED


CONSUMER COMMENTS

SUNLAKE ESTATES DOES NOT HAVE THE ABILITY
 TO MAINTAIN & CHARGE RESIDENTS FOR USAGE
 SYSTEMS ARE OLD, METER NOT READ TIMELY
 PIPES OLD & LEAKING, LACK OF PERSONEL AVAILBLE
 TO CORRECT PROBLEMS. ENTIRE PARK NEEDS
 UPDATING & HAVE PROPER PERSONEL TO
 HANDLE EXISTING WATER SYSTEMS. WATER
 WASTED ON GARDENS, GOLF COURSE, BALL FIELD
 COMMON OTHER AREAS, NEW HOMES BEING ADDED
 MODELS ETC. NEW WATER CONIBLING LAWNS
 APPLICATION SHOULD BE DENIED UNTIL THIS
 PARK CAN DISMONSTRATE ITS ABILITY TO JUSTIFY
 APPROVAL
 PLEASE "VOTE NO" TO APPLICATION THANKS

Fold and tape -- see back for address

Steve Klunk

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or employee of the PSC, in the transaction of public business is considered a public record and is subject to
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such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of
the media.

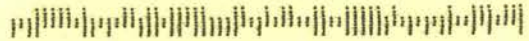
 **Robert Klunk**
1525 Warmwood Dr.
Grand Island, FL 32735-9712

ORANGE COUNTY FL 328
21 OCT 2013 PM 2 U



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

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Tape

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Application for original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

DOCKET NO. 130180-WS

RECEIVED-FPSC

13 OCT 15 AM 9:34

COMMISSION
CLERK

Name SANDRA WYRST

Address 2750 GRAND TRAVERSE CIR
GRAND ISLAND, FL 32735

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 believe the decision was already made before we had this meeting. (10-10-13) It was a waste of everyone's time, because you don't care how the people feel or what they want even though we can show ALL is incapable of the responsibility of a utilities co. I thought the PSC was to help the consumers (the little guy), not do what ever big business wants, I think you guys vote for the one that has the most money. You really don't care about the consumers. Your name should be change to "Corp Service Commission. Because you don't care what the public wants. Its all about money. You did not want to hear how responsible ALL is. ALL never tried conservation or told us about unusual water usage. They would not show us what our usage is.

Fold and tape -- see back for address

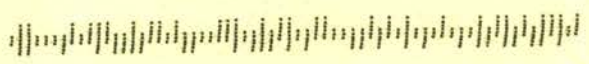
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I am very disgusted with the PSC. PSC doesn't care about the consumer, just the big corp with the money.



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

3239990850 C001



Fold Here

Tape

Fold Here

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: October 14, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Penelope D. Buys, Engineering Specialist III, Division of Engineering *pdB*
RE: Docket No. 130180-WS - Application for original certificates to provide water and wastewater service in Lake County by Sunlake Estates Utilities, L.L.C.

Attached are documents received by staff at the Sunlake Estates Utilities, L.L.C. customer meeting held October 10, 2013. Please place the attached documents in the correspondence side of the docket file.

RECEIVED-PPSC
13 OCT 15 AM 9:03
COMMISSION
CLERK

Residents ignored as bottler seeks more water



LAUREN RITCHIE
Lake Front

Drop by drop, Central Florida is turning into the Wild West of water, and Niagara Bottling is staking its claim with a recent request to nearly double the amount of water it sucks from beneath Lake County.

Lake residents lost a bitter fight in 2011 to the California bottler allowed to pump up to 177 million gallons of water a year from their Groveland operation, put it in little bottles and make a fortune selling a precious natural resource that the rest of us are forced to conserve.

Now the company wants to draw 332 million gallons a year, and you can lay down money that the St. Johns River Water Management District will give the OK when the showdown comes at a meeting of the governing board, perhaps as early as November.

"This is unfair," said Nancy Fullerton, a founder of the south Lake-based Alliance to Protect Water Resources.

Please turn to RITCHIE, J3

RITCHIE

Continued from Page J1

She pointed out that residents are limited in the amount that they can water their lawns while a for-profit company from out of the state gets to stampede into town and take what it wants.

Asked repeatedly over weeks to explain the reasoning behind the hypocrisy, Hans G. Tanzler III, executive director of the water district, was far too busy for an interview. Tanzler, a lawyer and certified public accountant whose family business is real estate in Jacksonville, probably won't ever be explaining it. The executive director has to know what the reaction of the public would be.

His spokesman said the Niagara request is really just a teeny-tiny amount compared with total water use across the district. As if that makes it OK. Tell that to the hundreds of Central Florida residents whose wells have gone salty or dry and whose homes have been damaged by sinkholes.

He offered happy statistics about how the district's water use has dropped despite a growth in population. Yeah, no kidding. The average guy can't water his lawn because we have to save water so Niagara can make a profit and development can keep building.

Folks, as long as Gov. Rick Scott is in office, that's how it's going to be.

Scott gutted the water-management districts shortly after taking office. Years of experience in Florida hydrology went out the door with 40 percent budget cuts, and water-management districts, like the rest of Florida, became "business friendly." That's just code for giving away something that you thought belonged to you as a sovereign citizen of the state. Wrong again.

Scott had his way with the governing board, too. All nine St. Johns members are wealthy white guys, with the exception of one woman whose biography proudly states she has been "a tireless advocate for economic growth," which is just more code for "more development to use more water."

The board's chairman is president of a big real-estate agency, and six more are either in real estate or serve companies seeking to

grab more water. One worked for years for Big Sugar, which destroyed the Everglades. Is that a person qualified to set policy for us of a natural resource?

No wonder there's a new philosophy in town about who should be at the top of the priority list for water from the Floridan Aquifer, source of nearly all the state's drinking water.

In the American West, those who could stake a claim to water controlled it. Public policy surrounding water in the Eastern U.S. evolved differently, however. Theoretically, water is supposed to be doled out for the use of all, and conservation is supposed to play a role. Big water users such as Niagara aren't supposed to have virtually irrevocable rights to water.

But money, not conservation, is driving this public policy.

Distasteful as Niagara's request is to many, the bottling company is not the only big user mowing down the rights of residents.

Consider that in past weeks, south Lake residents have been complaining about tanker trucks from a sod company dropping a hose into Lake Minneola and sucking up water near 12th Street and Fran Mar Court.

No worries, that's OK, a St. Johns staffer explained. Never mind that big sod companies have their own use permits limiting the amount of water they can pump. Such companies can legally get a big bonus of up to 100,000 extra gallons a day by taking water from lakes and rivers.

These withdrawals are neither recorded nor monitored in a lake whose water already is below the established regulatory level — a lake where residents have been complaining for years that their docks are sticking up from dry land and that they cannot use their boats for recreation.

A south Lake woman who complained the St. Johns got back a polite note. The staffer who replied urged the woman to come to a meeting and take her gripe right directly to the top: the St. Johns governing board.

Yes, that governing board.

Lritchie@tribune.com. Lauren invites you to send her a friend request on Facebook at facebook.com/laurenonlake.



1290 Sun meadow Ln.

1290



1290 Sun Meadow LN.

Bob + Barbara White



1290

Shawna Senko

From: Ruth McHargue
Sent: Monday, October 14, 2013 2:58 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130180
Attachments: FAX-2013-10-14 12_26_08.tif

Customer correspondence

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

From: Consumer Contact
Sent: Monday, October 14, 2013 2:38 PM
To: Ruth McHargue
Subject: To CLK Docket 130180

Copy on file, see 1126898C. DH

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Monday, October 14, 2013 12:26 PM
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 original certificates to provide water and wastewater service in
Lake County by

Sunlake Estates Utilities, L.L.C.

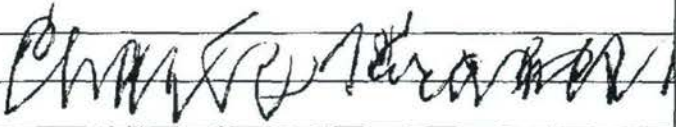
DOCKET NO. 130180-WS

Name CHARLES & KAREN KRAUSE
Address 2245 GRAND TRAVERSE CIRCLE
GRAND ISLAND, FLORIDA
332-669-3849

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.

DOCKET # 130-180-WS

CONSUMER COMMENTS	
WHEN WE BOUGHT IN 2007 ONE OF THE POINTS THAT WE MADE OUR PURCHASE WAS THAT WASTEWATER WAS INCLUDED IN OUR LEASE PAYMENTS. THEY (ALL) WOULD HAVE LOWER OUR LEASE PAYMENTS ABOUT 90.00 PER MONTH.	
WE ASK YOU TO REJECT SUNLAKE'S APPLICATION IN THIS MATTER	
	

Fold and tape -- see back for address

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