

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: November 18, 2014
TO: Carlotta Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Melinda Watts, Engineering Specialist III, Division of Engineering *MW*
RE: DN 130194-WS - Application for staff-assisted rate case in Lake County by
Lakeside Waterworks, Inc.

Please file the attached response letters to consumers in the correspondence side of the docket file.

Thank you.

Attachment

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

STATE OF FLORIDA



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

Public Service Commission

November 18, 2014

Ms. Anne Hawn
Mr. William Lanning
173 Taiwan Island Road
Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Ms. Hawn and Mr. Lanning:

Thank you for your letter to the Florida Public Service Commission, in which you requested that the customer meeting scheduled for July 24, 2014, for Lakeside Waterworks, Inc., be rescheduled to the fall. 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. Staff's recommendation on this matter is scheduled to be heard at the November 25, 2014 Commission Conference, and can be viewed live on the Commission's website www.floridapsc.com.

Sincerely,

A handwritten signature in blue ink that reads "Melinda Watts".

Melinda Watts
Engineering Specialist III

MW:pz

cc: Office of Commission Clerk (Docket No. 130194-WS)

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

STATE OF FLORIDA



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

Public Service Commission

November 18, 2014

Mr. & Mrs. Charles Rice
103 China Lane
Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Mr. & Mrs. Rice:

Thank you for your letter to the Florida Public Service Commission, in which you requested that the customer meeting scheduled for July 24, 2014, for Lakeside Waterworks, Inc., be rescheduled to the fall. 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. Staff's recommendation on this matter is scheduled to be heard at the November 25, 2014 Commission Conference, and can be viewed live on the Commission's website www.floridapsc.com.

Sincerely,

A handwritten signature in blue ink that reads "Melinda Watts".

Melinda Watts
Engineering Specialist III

MW:pz

cc: Office of Commission Clerk (Docket No. 130194-WS)

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

STATE OF FLORIDA



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

Public Service Commission

November 18, 2014

Mr. Ed Morgan
207 Bangkok Island Lane
Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Mr. Morgan:

Thank you for your letter to the Florida Public Service Commission, in which you expressed concerns about the rate increase and requested that the customer meeting scheduled for July 24, 2014, for Lakeside Waterworks, Inc., be rescheduled to the fall. 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. Staff's recommendation on this matter is scheduled to be heard at the November 25, 2014 Commission Conference, and can be viewed live on the Commission's website www.floridapsc.com.

Sincerely,

A handwritten signature in blue ink that reads "Melinda Watts".

Melinda Watts
Engineering Specialist III

MW:pz

cc: Office of Commission Clerk (Docket No. 130194-WS)

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

STATE OF FLORIDA



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

Public Service Commission

November 18, 2014

Mr. Gary Papucci
129 Burma Island Drive
Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Mr. Papucci:

Thank you for your letter to the Florida Public Service Commission, in which you expressed concerns about the rate increase. 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. Staff's recommendation on this matter is scheduled to be heard at the November 25, 2014 Commission Conference, and can be viewed live on the Commission's website www.floridapsc.com.

Sincerely,

A handwritten signature in blue ink that reads "Melinda Watts".

Melinda Watts
Engineering Specialist III

MW:pz

cc: Office of Commission Clerk (Docket No. 130194-WS)

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

STATE OF FLORIDA



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

Public Service Commission

November 18, 2014

Mr. Jeff Laskowski
35100 Forest Lake Road
Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Mr. Laskowski:

Thank you for your letter to the Florida Public Service Commission, in which you requested that the customer meeting scheduled for July 24, 2014, for Lakeside Waterworks, Inc., be rescheduled to the fall. 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. Staff's recommendation on this matter is scheduled to be heard at the November 25, 2014 Commission Conference, and can be viewed live on the Commission's website www.floridapsc.com.

Sincerely,

A handwritten signature in blue ink that reads "Melinda Watts" with a stylized flourish at the end.

Melinda Watts
Engineering Specialist III

MW:pz

cc: Office of Commission Clerk (Docket No. 130194-WS)

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

STATE OF FLORIDA



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

Public Service Commission

November 18, 2014

Ms. Vanessa Hampton
35100 Forest Lake Road
Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Ms. Hampton:

Thank you for your letter to the Florida Public Service Commission, in which you requested that the customer meeting scheduled for July 24, 2014, for Lakeside Waterworks, Inc., be rescheduled to the fall. 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. Staff's recommendation on this matter is scheduled to be heard at the November 25, 2014 Commission Conference, and can be viewed live on the Commission's website www.floridapsc.com.

Sincerely,

A handwritten signature in blue ink that reads "Melinda Watts".

Melinda Watts
Engineering Specialist III

MW:pz

cc: Office of Commission Clerk (Docket No. 130194-WS)

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
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STATE OF FLORIDA



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

Public Service Commission

November 18, 2014

Ms. Linda McKenna
148 Formosa Island Road
Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Ms. McKenna:

Thank you for your letter to the Florida Public Service Commission, in which you expressed concerns about the rate increase. 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. Staff's recommendation on this matter is scheduled to be heard at the November 25, 2014 Commission Conference, and can be viewed live on the Commission's website www.floridapsc.com.

Sincerely,

A handwritten signature in blue ink that reads "Melinda Watts".

Melinda Watts
Engineering Specialist III

MW:pz

cc: Office of Commission Clerk (Docket No. 130194-WS)

COMMISSIONERS:
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STATE OF FLORIDA



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

Public Service Commission

November 18, 2014

Ms. Marsha Straughan
129 Burma Island Drive
Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Ms. Straughan:

Thank you for your letter to the Florida Public Service Commission, in which you expressed concerns about the rate increase and the services provided by Lakeside Waterworks, Inc. 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. Staff's recommendation on this matter is scheduled to be heard at the November 25, 2014 Commission Conference, and can be viewed live on the Commission's website www.floridapsc.com.

Sincerely,

A handwritten signature in blue ink that reads "Melinda Watts".

Melinda Watts
Engineering Specialist III

MW:pz

cc: Office of Commission Clerk (Docket No. 130194-WS)

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
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STATE OF FLORIDA



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

Public Service Commission

November 18, 2014

Mr. Richard Cotter
237 Malaysia Island Lane
Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Mr. Cotter:

Thank you for your letter to the Florida Public Service Commission, in which you expressed concerns about the rate increase and requested that the customer meeting scheduled for July 24, 2014, for Lakeside Waterworks, Inc., be rescheduled to the fall. 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. Staff's recommendation on this matter is scheduled to be heard at the November 25, 2014 Commission Conference, and can be viewed live on the Commission's website www.floridapsc.com.

Sincerely,

A handwritten signature in blue ink that reads "Melinda Watts".

Melinda Watts
Engineering Specialist III

MW:pz

cc: Office of Commission Clerk (Docket No. 130194-WS)

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
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JULIE I. BROWN

STATE OF FLORIDA



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

Public Service Commission

November 18, 2014

Ms. Susanna Pittelkow
105 China Lane
Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Ms. Pittelkow:

Thank you for your letter to the Florida Public Service Commission, in which you expressed concerns about the rate increase. 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. Staff's recommendation on this matter is scheduled to be heard at the November 25, 2014 Commission Conference, and can be viewed live on the Commission's website www.floridapsc.com.

Sincerely,

A handwritten signature in blue ink that reads "Melinda Watts".

Melinda Watts
Engineering Specialist III

MW:pz

cc: Office of Commission Clerk (Docket No. 130194-WS)

Angela Charles

From: Ruth McHargue
Sent: Monday, November 03, 2014 12:01 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130194
Attachments: FAX-2014-11-03 11_51_47.tif

Customer correspondence

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

From: Consumer Contact
Sent: Monday, November 03, 2014 11:58 AM
To: Ruth McHargue
Subject: To CLK Docket 130194

Copy on file, see 1164626C. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Monday, November 03, 2014 11:52 AM
To: Consumer Contact
Subject: FPSC , 1 page(s)

New Fax Received!

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

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

11/1/2014

LAKESIDE WATERWORKS, INC.**130194-WS****Gary Papucci****129 Burma Island Rd****Leesburg, FL 34788**

A five year service contract with US Water was in place when Lakeside Waterworks started operations on Nov. 16, 2012. The PSC staff requested Lakeside Waterworks to solicit others to bid on this contract (document 01354-14 March 27, 2014). All companies chose not to quote.

The PSC SARC test year used only data and proforma from Lakeside Waterworks. Shangri-la Utilities data was dismissed for lack of documentation.

133 of 186 customers live in Shangri-la, a 55+ community which has 8 higher cost general service meters. These costs are passed on to the 133 residences.

A depressed FL real estate market is recovering with new homes being built which will produce more income. Lakeside Waterworks is a regulated utility with no employees. The four owners are officers and employees of US Water, a non-regulated utility. Customers expect a reasonable and fair cost increase. In return we would like to see a more conservative operational ratio and rate of return.

Angela Charles

From: Ruth McHargue
Sent: Thursday, October 30, 2014 3:08 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130194
Attachments: FAX-2014-10-30 14_09_12.tif

Customer correspondence

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

From: Consumer Contact
Sent: Thursday, October 30, 2014 2:16 PM
To: Ruth McHargue
Subject: To CLK Docket 130194

Copy on file, see 1164419C. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Thursday, October 30, 2014 2:09 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.

Oct. 30, 2014

LAKESIDE WATERWORKS, INC.

Docket # 130194-WS

To: Public Service Commission
Lakeside Waterworks, Inc.
US Water

From: Gary Papucci
Marsha Straughan
Concerned Residents

In response to Document # 05882 on 10/15/14, we would like to clear up a misunderstanding concerning the meeting with US Water about the water quality. We definitely would like to schedule a meeting with them in mid- November. We were waiting until most of our residents returned and others were not vacationing. Those that were not able to attend the September meeting have questions and comments also.

Representatives spoken to are concerned customers that happen to be in HOA. We want this to be a meeting for all customers.

Angela Charles

From: Ruth McHargue
Sent: Friday, October 10, 2014 12:50 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130194
Attachments: FAX-2014-10-10 08_31_32.tif

Customer correspondence

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

From: Consumer Contact
Sent: Friday, October 10, 2014 8:53 AM
To: Ruth McHargue
Subject: To CLK Docket 130194

Copy on file, see 1162336C. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Friday, October 10, 2014 8:32 AM
To: Consumer Contact
Subject: FPSC , 1 page(s)

New Fax Received!

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

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

Oct 10, 2014

Application for staff-assisted rate case in Lake County by

Lakeside Waterworks, Inc.

DOCKET NO. 130194-WS

Name Marsha Straughan
Address 129 Burma Island Rd
Leesburg, FL 34788

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

CONSUMER COMMENTS
1) A contract for 5yrs was signed before any other companies explored.
2) Show me what service Lakeside WW provides that previous didn't
3) Lakeside Waterworks wants a 30% profit on operation/maintenance and 18% on repairs. They knew the condition of the utility when they purchased it. It looks like they want to recover all costs and profit in the FIRST year. As they repair + maintain the facility every year the profits would grow. They should start at a lower expectation of profit.
4) The test year includes Shangri-la Utility and Lakeside WW numbers. Reports differ as to whether Shangri-la Utilities made a profit or had a loss.

Fold and tape -- see back for address

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

Application for staff-assisted rate case in Lake County by
Lakeside Waterworks, Inc.

DOCKET NO. 130194-WS

Name Susanna G. Pittelkow

Address 105 China Lane
Leeburg, Florida 34788

RECEIVED - PSC
14 SEP 29 AM 9:19
COMMISSION
CLERK

Shangri-La

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

Do unto others as you would have them do unto you. Brotherly kindness- charity. You know this bill is not just or fair. Where is your sensitivity? One act of random kindness at a time is all it takes to change the world for a better place. The monthly rate change is too high. May the Lord Bless you with righteousness and love. He is the final judge over all and he sees and witnesses all. Heaven or hell. Enter the narrow gate or the wide gate. Our time on earth is like a vapor - but eternity is forever.
It is your choice

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.

S. Pittelkow
105 China Ln.
Leesburg, Fl. 34788



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

Fold Here

Tape

Fold Here

Application for staff-assisted rate case in Lake County by
Lakeside Waterworks, Inc.

DOCKET NO. 130194-WS

Name _____

Address _____



Ms. Linda McKenna
148 Formosa Island Rd.
Leesburg, FL 34788



RECEIVED-FPSC
14 SEP 15 AM 9:21
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

Sept. 12, 2014

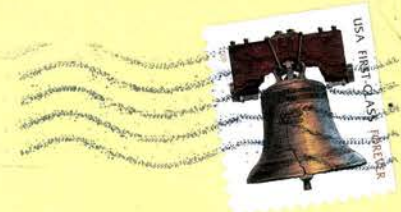
It is unfortunate that the Public Service Commissioners did not care enough about the citizens they are supposed to be representing to send at least one of the Commissioners to the Customer Meeting held September 11, 2014 in this matter. The staff member who represented the PSC – although friendly enough – he knew absolutely nothing about the case, was unable to answer the questions posed to him, and appeared to be mystified by some of the questions the customers presented to him. This meeting was absolutely useless and it is obvious this entire matter was a “done deal” and this so-called customer meeting was merely an attempt to appease the public into thinking the PSC was concerned about their thoughts. I understand less than 200 customers are affected by this rate increase, and that we have no political impact to speak of – however, the PSC should put as much honest effort into deciding a rate case with 200 customers as it does for 1000 customers. Our issues should have been heard by at least one of the Commissioners, and they should not have sent a staff member in their stead.

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.

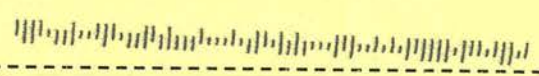
M Ms. Linda McKenna
148 Formosa Island Rd.
Leesburg, FL 34788

ORLANDO FL 328
13 SEP 2014 PM 2 1



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

92399085099



Fold Here



Tape

Fold Here

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

August 7, 2014

RE: Docket No. 130194-WS , Application for staff-assisted rate case in Lake County
by Lakeside Waterworks, Inc.

Dear Staff and Commissioners:

My letter to you of May 21, 2014 was a request to reschedule the July 24th hearing date. Subsequently I became aware that the hearing was rescheduled to September 11, 2014 (in accordance with the 15 month rule).

This is my written submission to be considered in your deliberations at the staff hearing scheduled for September 11, 2014 at the Shangri-La clubhouse and later deliberations. I am unable to attend this scheduled hearing in person.

*Shangri-La by the Lake is a 55+ community defined by the state of Florida as a retirement community.

* However this SARC is resolved, the major financial rate impact will be borne by the Shangri-La community well into the future.

*The 2nd year cost projection is about 2 1/2 times the purchase price, will the actuals come in at this level? It does not appear year one did.

*In that almost 500,000 gallons of water were unaccounted for, it seems metering and pumps should be a priority for the utility.

*On a number of occasions the utility, vertically integrated, states this is a new experience for them i.e. a private utility and dealings with the PSC.

*From the Utilities experience elsewhere, a prioritized approach to upgrade could and should be shared with the rate paying community of LWI.

* The system has been in place since 1983. We own our residence and rent the lot, (FL 723). Potable water distribution, wastewater collection, in the event of a failure, who is the responsible party?

As a member of this community for eleven years, a member of the HOA board for many of those, I am fully aware of the costs of delayed maintenance.

Thank you for your consideration.



Richard Cotter, 1st Vice President, Shangri-La HOA

RECEIVED-FPSC
14 AUG 12 AM 9:21
COMMISSION
CLERK

R. Cotter
501-50 DEACETT RD.
SANBOENVILLE, NH
03872

MANCHESTER NH 030

07 AUG 2014 PM 11



Western Meadowlark

DISTRIBUTION CENTER

14 AUG 12 AM 7:44

OFFICE OF COMMISSION CLERK
PUBLIC SERVICE COMMISSION
TALLAHASSEE, FL 32399

32399999999



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: June 12, 2014
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Melinda Watts, Engineering Specialist, Division of Engineering *MW*
RE: DN 130194-WS - Application for staff-assisted rate case in Lake County by
Lakeside Waterworks, Inc. *WV*

Please file the attached correspondence to Ms. Laura Werner to reschedule the customer meeting to September 11, 2014, in the correspondence side of the above mentioned docket file.

Thank you.

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

STATE OF FLORIDA



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

Public Service Commission

June 12, 2014

Ms. Laura Werner
Shangri-La By The Lake
100 Shangri-La Blvd.
Leesburg, FL 34788

Re: Docket No. 130194-WS - Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Ms. Werner:

This letter is to confirm the rescheduling of the Shangri-La By The Lake clubhouse for the Lakeside Waterworks, Inc. customer meeting. The customer meeting was previously scheduled for July 24, 2014, and has been rescheduled to September 11, 2014. All other details of the arrangements as stated in staff's December 10, 2013, letter remain unchanged.

If you have any questions, please contact me at (850) 413-6952. Thank you.

Sincerely,

A handwritten signature in purple ink that reads "Melinda Watts".

Melinda Watts
Engineering Specialist III

MW:pz

cc: Division of Engineering (S. Rieger)
Division of Accounting & Finance (M. Barrett)
Division of Economics (L. Roberts)
Office of the General Counsel (C. Murphy)
Office of Commission Clerk (Docket No. 130194-WS for docket file)

Linda J. McKenna
148 Formosa Island Road
Leesburg, FL 34788

June 6, 2014

RECEIVED FPSC
14 JUN 12 AM 9:05
COMMISSION
CLERK

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

Re: Docket No. 130194-WS - Lakeside Waterworks, Inc.

Dear Sirs:

I am writing to request that you seriously reconsider the proposed increases in the above water rate case. These rates will have an adverse effect on the customers, most of whom are senior citizens on fixed incomes, and I am one of them. As a widow existing on social security, it will be impossible for me to absorb a 300% increase in water rates. As it is, I limit water use to 2000 gallons per month as much as possible, to use less is virtually impossible.

The proposed increases are egregious and it is your duty, as public servants, to look after the interests of the citizens of Florida. I trust you will make an honest decision.

Respectfully,



Linda J. McKenna

L.J. McKenna
148 Formosa Island Road
Leesburg, FL 34788

ORLANDO FL 328

DISTRIBUTION CENTER
10 JUN 2014 PM 6 L

14 JUN 12 AM 7:10



RECEIVED-FPSC

14 JUN 12 AM 9:05

COMMISSION
CLERK

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

32399085099



May 22, 2014

TO: Florida Public Service Commission

FROM: Anne Hawn
William Lanning
173 Taiwan Island Road
Leesburg, FL 34788

COMMISSION
CLERK

14 MAY 27 AM 9:10

RECEIVED-FPSC

SUBJECT: DOCKET NO. 130194-WS (Rate Increase on Water Rates)

Lakeside Waterworks, Inc., the utility providing water and sewer for Shangri-La By The Lake Mobile Home Park has petitioned for a rate increase. I understand that they are requesting a major increase (300%) in the water and sewer and an increase (133%) in irrigation.

The customer meeting has been postponed several times and is now scheduled for July 24, 2014. I am requesting that this meeting be rescheduled to late October, but preferably mid November when the majority of our residents will return for the winter.

If the meeting is scheduled for July, the park will not have a good representation from the residents.

Sincerely,

Anne Hawn

William C. Lanning

Ms. Anne S. Hawn
173 Taiwan Island Rd.
Leesburg, FL 34788



CIRLANDO FL 335

24 MAY 2014 PM 4 1



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14 MAY 27 AM 9:09
COMMISSION
CLERK

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

May 21, 2014

RE: Docket # 130194-WS Lakeside Waterworks, Inc

Dear Commissioners:

I am a 11 year resident of Shangri-La By The Lake, a 55+ community. This is a small park of 120 lots which include significantly less than 120 manufactured homes. The data indicates 180 +/- water taps, however while this community represents the majority of the 'Lakeside Waterworks' customers, 180 +/- taps where are these other taps?

Representatives of the corporation spoke with the residents when the purchase of the water utility was made, we all expected adjustments in rates, however, the proposed increases are excessive.

The original hearing was scheduled 3/13/14 and has been rescheduled monthly — now — 7/24/14; a time at which the parks population would be at it's lowest, no opportunity for many to attend the hearing and provide feedback.

October, mostly everyone is here and the weather is lovely.

Thank you for your consideration.



Richard L. Cotter

Richard or Joanna Cotter
237 Malaysia Isl Lane
Leesburg, FL 34788

ORLANDO FL 328

22 MAY 2014 PM 2 L



Mountain Bluebird

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14 MAY 27 AM 7:17

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

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

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
S. CURTIS KISER
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

May 14, 2014

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14 MAY 14 PM 3:33
COMMISSION
CLERK

James Mull, President
Shangri-La by the Lake Mobile Homeowners, Inc.
125 Burma Island Road
Leesburg, FL 34788

Re: Request to postpone customer meeting in Docket No. 130194-WS,
Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc.

Dear Mr. Mull:

I have received your letter dated May 9, 2014, in which you ask the Florida Public Service Commission (Commission) to postpone the customer meeting in the docket referenced above, and I understand the concerns that you have raised in your letter.

Staff assisted rate cases are governed by Section 367.0814, Florida Statutes. This law requires that the Commission issue a final order within 15 months of the utility's official date of filing in the case. In this Commission docket, the official date of filing is September 15, 2013, with a 15 month statutory deadline of December 15, 2014. As you mentioned in your letter, the customer meeting in this case has previously been postponed. Thus, further delaying the customer meeting until October of 2014, would make it impossible for the Commission to issue an order in this case by the statutory deadline.

Although further postponement of the customer meeting is not possible absent a waiver of the deadline by the utility, you are welcome to participate in this docket in a number of ways. You can submit written comments to the Commission at the following address:

Carlotta Stauffer, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850¹

Such written comments will be considered by the Commission staff when it makes a recommendation to the Commission in this docket, and by the Commissioners when they vote on

¹ Please refer to Docket No. 130194-WS, Application for staff-assisted rate case in Lake County by Lakeside Waterworks, Inc., in all correspondence with the Commission regarding this matter.

Such written comments will be considered by the Commission staff when it makes a recommendation to the Commission in this docket, and by the Commissioners when they vote on the matter. You do not need to wait until the July 24, 2014 customer meeting to raise any concerns that you have.

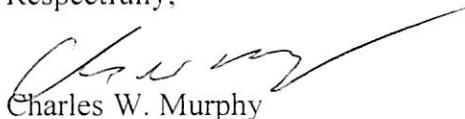
Customers are also permitted to participate when the Commission considers this matter at its November 13, 2014 Agenda Conference. The Office of Public Counsel (OPC)² represents consumers in cases before the Commission and may be of assistance to you in this docket. The OPC can be reached at the following address and telephone number:

J.R. Kelly
Public Counsel
c/o The Florida Legislature
111 W. Madison Street
Room 812
Tallahassee, FL 32399

Telephone: (850) 488-9330 and (800) 342-0222.

I hope that this is helpful. If you need additional information, or I can otherwise be of assistance, please do not hesitate to call me at 850-413-6191.

Respectfully,



Charles W. Murphy
Senior Attorney
Florida Public Service Commission

cc: Representative Bryan Nelson
Senator Alan Hays
J.R. Kelly, Public Counsel
Gary Deremer, President, Lakeside Waterworks, Inc.
↓ Carlotta Stauffer, Commission Clerk

² <http://www.floridaopc.gov/about.cfm>

FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850

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14 MAY 14 AM 9:03

COMMISSION
CLERK

RE: DOCKET NO. 130194-WS

TO WHOM IT MAY CONCERN:

I AM WRITING TO YOU IN REGARD TO THE MEETING SCHEDULED FOR JULY 24, 2014 AT THE CLUBHOUSE OF SHANGRI-LA BY THE LAKE. THIS MEETING HAS BEEN RESCHEDULED SEVERAL TIMES, AND IS NOW RESCHEDULED FOR A TIME WHEN VERY FEW OF THE RESIDENTS WILL BE HERE. AS EVERYONE KNOWS, A GOOD NUMBER ARE SNOWBIRDS AND WON'T BE HERE AT THAT TIME. IT IS IMPERATIVE AS MANY PEOPLE AS POSSIBLE ATTEND THIS MEETING, SO I AM ASKING FOR A CONTINUANCE OF THIS MEETING UNTIL AT LEAST LATE OCTOBER. AS YOU CAN SEE FROM THE ENCLOSED NOTE, THE WATER COMPANY IS ASKING FOR AN EXTREMELY HIGH RATE INCREASE.

SINCERELY,

Charles and Mary Rice

CHARLES AND MARY RICE

103 CHINA LANE

SHANGRI-LA BY THE LAKE

ENCLOSURE.

CC: SENATOR ALAN HAYS

REPRESENTATIVE BYRON NELSON



SHANGRI - LA BY THE LAKE
MOBILE HOMEOWNERS' ASSOCIATION, INC.
May 9, 2014

IMPORTANT NOTICE TO ALL RESIDENTS

Lakeside Waterworks, Inc., the utility providing water and sewer service to all residents, has petitioned the Florida Public Service Commission (PSC) for a rate increase. The preliminary report indicates the utility will be granted a **300% rate increase on water rates!** In addition, it is proposed that an additional base monthly rate be assessed on the irrigation meters. The base rate will be increased 133% for those residents with one meter and 200% for residents with an irrigation meter.

The PSC originally scheduled a customer meeting for all customers of the utility on March 13, 2014. However, this customer meeting has been postponed several times and is currently scheduled for July 24, 2014, at our clubhouse. This customer meeting is meant to provide an opportunity for customers to review the proposed increases and question the justification for it.

It is imperative that as many customers of the utility attend this customer meeting as possible and display a united front. Many of our residents, however, will be on vacation in July and unable to attend. The Association is requesting the PSC to continue the customer meeting until no earlier than October to allow a larger representation of the utility customers to attend. The greater the number of requests the PSC receives from customers for a continuance, the more impact this request will have. **It is important that as many as possible of our residents personally take a moment to write or call to request a continuance of this customer meeting until at least October. You must mention Docket No. 130194-WS.**

The PSC has a duty to look after the best interests of the public – which is you – and to do so, they should consider the public's request and grant a continuance of the customer meeting to at least October. We need your help to make this request effective! We are also contacting State Representative Bryan Nelson and Senator Alan Hays seeking their assistance in this continuance request.

Please take a moment to write and/or call the following and express your concerns and ask for a continuance of the customer meeting in this case and include Docket No. 130194-WS.

Florida Public Service Commission	Senator Alan Hays	Representative Bryan Nelson
2540 Shumard Oak Blvd.	871 South Central Ave.	301 West Ward Ave
Tallahassee FL 32399-0850	Umatilla FL 32784	Eustis FL 32726
1-800-955-8770	352-742-6441	352- 742-6275

Your Association is looking out for the best interests of everyone in the park, and in this situation we need your help for a positive outcome for all our park residents. If you have any questions, please feel free to contact me or any member of the Board. Your Board of Directors thanks you for your help in this matter.

Jim Mull
President

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14 MAY 12 AM 9:32



COMMISSION
CLERK Shangri - La by the Lake Mobile Homeowners, Inc.
c/o James Mull, President
125 Burma Island Road
Leesburg, FL 34788

May 9, 2014

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

Re: Docket No. 130194-WS - Lakeside Waterworks, Inc.

Dear Sirs:

On behalf of over 100 customers of Lakeside Waterworks, Inc. residing in Shangri - La by the Lake Mobile Home Park, we urgently request that the customer meeting in the above rate case set for July 24, 2014, be continued to no earlier than October. This meeting has been postponed several times at the utility's request since the original scheduled date.

In fairness to all parties concerned, and as Lakeside Waterworks, Inc. customers and citizens of this state, we respectfully urge you to consider this request. As the utility is aware, a large number of its 183 customers will be on vacation in July and thus be deprived of the opportunity to appear at the scheduled meeting. It is incumbent on the Commission to consider the best interests of the citizens involved as the Commission has a fiduciary duty to the public and should therefore continue the customer meeting to a more convenient date for all involved.

Inasmuch as the proposed increase could result in a 300 percent increase in water rates, it is imperative that all parties concerned have an opportunity to be heard. Should the July 24, 2014, meeting proceed as currently scheduled, it provides an unfair advantage to the utility since a majority of its customers will not be represented and given an opportunity to address the Commission.

I look forward to hearing from you at your earliest convenience that a new customer meeting date is scheduled to a date no earlier than October 2014. Thank you.

Respectfully,

A handwritten signature in blue ink that reads 'James Mull'. The signature is written in a cursive style with a large initial 'J'.

Shangri - La by the Lake Mobile Home Owners' Association, Inc.
James Mull, President

cc: Representative Bryan Nelson
Senator Alan Hays

11/1/2014

LAKESIDE WATERWORKS, INC.**130194-WS****Gary Papucci****129 Burma Island Rd****Leesburg, FL 34788**

A five year service contract with US Water was in place when Lakeside Waterworks started operations on Nov. 16, 2012. The PSC staff requested Lakeside Waterworks to solicit others to bid on this contract (document 01354-14 March 27, 2014). All companies chose not to quote.

The PSC SARC test year used only data and proforma from Lakeside Waterworks. Shangri-la Utilities data was dismissed for lack of documentation.

133 of 186 customers live in Shangri-la, a 55+ community which has 8 higher cost general service meters. These costs are passed on to the 133 residences.

A depressed FL real estate market is recovering with new homes being built which will produce more income. Lakeside Waterworks is a regulated utility with no employees. The four owners are officers and employees of US Water, a non-regulated utility. Customers expect a reasonable and fair cost increase. In return we would like to see a more conservative operational ratio and rate of return.