

## Angela Charles

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**From:** Ruth McHargue  
**Sent:** Friday, June 12, 2015 10:35 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: Docket No. 140239- WS  
**Attachments:** Docket Number 140239.docx

Customer correspondence for docket file.

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

**From:** Consumer Contact  
**Sent:** Friday, June 12, 2015 9:19 AM  
**To:** Ruth McHargue  
**Subject:** FW: Docket No. 140239- WS

Copy on file, see 1183574C. DHood

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

**From:** Angela Charles On Behalf Of Records Clerk  
**Sent:** Friday, June 12, 2015 8:58 AM  
**To:** 'gotoalchar@juno.com'  
**Subject:** FW: Docket No. 140239- WS

Good morning,

We will be placing your comments below in consumer correspondence in Docket No. 140239-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Have a wonderful day,

Angela Charles  
Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850  
850-413-6826

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

**From:** [gotoalchar@juno.com](mailto:gotoalchar@juno.com) [<mailto:gotoalchar@juno.com>]  
**Sent:** Friday, June 12, 2015 5:54 AM  
**To:** Records Clerk  
**Subject:** Docket No. 140239- WS

Please see the attached. Thanks

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## Docket Number 140239-WS

Please take exception to the almost \$2,600 late billing fees, rightfully charged to Orchid Springs Development Corporation by the city of Winter Haven.

This may seem like a petty complaint, but is it right for OSDC to include it in their expenses, **thus making it “shared” by all of us??**

On the same subject, Ironically we are fined a \$10 late fee charge, but unlike OSDC have no one to share it with!

By the way, the Commission recommendation is for a \$5 late fee, not the long time existing \$10. And, **why not add 5 more days to the late fee deadline?** Anticipating the probability of a holiday, or slow mail delivery, the present “pay now” period is really tight and **rigidly enforced** by the Cassidy group.

A very serious concern to close with. It is rumored that a significant number of Patio Home owners do not pay the Service and Maintenance fees, added road repair fees, or even gas and water bills, **and yet still receive all the benefits being paid for by the rest of the community.** This is outrageous and can not be ignored, because **it shifts all costs to those who do pay regularly.**

It is reported that some liens have occasionally been issued, but hardly ever taken to the next level. This must be some part of the corporation’s low income complaint and **should be rectified!!**

The 186 patio homes alone should bring in a minimum of \$230,000+ and that does not account for the other 124 paying(\$ ) customers.