

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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IN THE MATTER OF:

DOCKET NO. 160030-WS

APPLICATION FOR INCREASE IN
WATER RATE CASE IN LEE COUNTY AND
WASTEWATER RATES IN PASCO COUNTY BY
NI FLORIDA, LLC.

_____ /

PROCEEDINGS: CUSTOMER MEETING

COMMISSION STAFF
PARTICIPATING: SHANNON HUDSON
KELLY THOMPSON

DATE: July 28, 2016

TIME: Commenced at 6:00 p.m.
Concluded at 6:45 p.m.

LOCATION: Friendship Hall Tamiami Village
16555-A North Cleveland Avenue
North Fort Myers, Florida 33903

TRANSCRIBED BY: LINDA CUNNINGHAM, RPR
COURT REPORTER & TRANSCRIBER
Notary Public in and for the
State of Florida

1 P R O C E E D I N G S

2 MS. HUDSON: Good evening. I want to thank
3 you all for coming out. This is the Ni Florida Customer
4 Meeting. I'm Shannon Hudson and Kelly Thompson, who you
5 meet when you signed in, if you signed up to speak and
6 she handed out the pamphlets here to all of you.

7 Tonight's meeting is to describe the
8 Commission's rate case process, to receive customer
9 comments from you all. As we'd mentioned before, as
10 Kelly might have explained to you when you signed up,
11 that we will call you up in the order that you signed
12 up. That's the order that we will go in. This meeting
13 is being recorded tonight. That's where staff members
14 transcribe the meeting and have available for other --
15 other staff members who did not attend the meeting to be
16 able to read and learn about the comments that you all
17 will make tonight.

18 This presentation will cover the application,
19 the requested final rates, the proposed agency action
20 process and what you can do as a customer. Utility's
21 last approved rate case was in 2013. I'm sorry. They
22 filed this application on April 4th and the reason for
23 their request is to allow them to recover proven vested
24 expenses, and, also, earn a fair return on its
25 investment.

1 This is a schedule of what the Utility's
2 current rates are and they also were recently approved
3 for interim rates, which probably have been already
4 implemented. Those are just rates until we make our --
5 until the Commission makes up a final decision in this
6 case. And the last column reflects the Utility's five
7 requested rates.

8 This is the schedule of various typical bills,
9 depending on what your consumption may be at various
10 levels. You can take a look at that. I'm not sure
11 where we -- some of you all fall. Based on our
12 preliminary analysis, we determined that your added
13 consumption for your customer base is about 2,000
14 gallons, so you would be somewhere above 3,000, if you
15 are that typical customer.

16 Proposed agency action process. The Utility
17 may request this process by statute. It's an informal
18 process and it's the less costly process that we have
19 when processing a rate increase. It must be completed
20 within five months of the official filing date, and the
21 official filing date for this rate increase request, I
22 think, is July 1st. Anybody can protest the decision
23 that the Commission makes in this process, an affected
24 party can protest.

25 What does the Commission do? What we do

1 first, the Utility files what we call minimum filing
2 requirements and we do an investigation into those
3 numbers to determine what legally are the appropriate
4 rates to recommend to the Commission. We held this
5 customer meeting here tonight to receive your comments.
6 We file a recommendation with our Commissioners and we
7 have a Commission Conference where the Commission will
8 vote on our recommendation.

9 Our investigation includes auditing the books
10 and records of the Utility. We have -- we make
11 determinations of use of (inaudible) -- what that means
12 how much of the Utility's facilities can they actually
13 earn a return on. We look at the quality of service,
14 and that includes the input from the customers as to
15 things that we can't see, looking at the books and
16 records. We have staff engineers that review the
17 facilities and the Utility's operations. We have
18 accountants' rates and staff that looks at billing
19 issues and things like that.

20 The primary purpose of this meeting is to
21 receive you all's comments, in regards to the Utility's
22 quality of service, their interaction with customers,
23 the proposed rate increase and to answer any questions
24 that you may have. This is the customer's night, not
25 the Utility's. They are not -- the Utility's

1 representatives are here, but they are not here to
2 speak, only to observe and listen to your comments.
3 Also, the Office of Public Counsel is here as well, as
4 told earlier by Ms. Barber, that she was here.

5 Once we gather all of that information and
6 review the numbers, staff prepares that recommendation
7 that I'd mentioned to you earlier. The recommendation
8 is reviewed by the Commissioners and voted on at a
9 Commission Conference. Customers and Utility
10 representatives are allowed to speak at that time.
11 Please make sure if you plan to come up to Tallahassee
12 and speak that you let us know that you are coming and
13 that way you would be able to address the Commissioners.

14 Staff is tentatively scheduled to file a
15 recommendation on September 29th. We will go to the
16 Commission Conference on October 11th. The Commission
17 may either approve our recommendation, deny it or modify
18 our staff recommendation. Following the Commission's
19 decision, an order is issued within 20 days of that
20 decision. Once the order is issued there is a 21-day
21 protest period, where any affected party who was not --
22 does not like certain items that can have them voted on
23 and (undecipherable) them on the agenda can protest and
24 request a formal hearing.

25 If A party other than to protest the PAA

1 order, the Utility can put in their rates. So that
2 means if you protest the Commission's decision, the
3 Utility can elect to implement the rates that they had
4 in their filing, subject to refiling. If no party
5 protests, then the new rates that the Commission voted
6 on will be become effective.

7 If the time the protest is filed an eight
8 month clock starts the process in the formal hearing
9 proceeding. The hearing will be held in your service
10 area, as near as possible. The hearing will be before
11 at least three of the Commissioners. Each party who
12 protests is responsible for filing testimony, putting on
13 their witnesses to support their issues, conduct cross
14 examination, conduct depositions and attend a Prehearing
15 Conference in Tallahassee and that's where we basically
16 establish what the issues are.

17 After the hearing, staff prepares another
18 recommendation based all of the record and the testimony
19 that was given during the hearing process. No
20 petitioner -- no participation is allowed from the
21 Utility or customers at that time. There will be a
22 final vote and a final order, and in order to protest
23 that decision it will have to be taken to the First
24 District Court of Appeal.

25 But what you can do as a customer, provide

1 comments today at this meeting, you can provide written
2 comments as well on those yellow papers that we'd passed
3 out at the beginning of the meeting, you can obtain a
4 copy of staff recommendation and monitor the agenda.

5 The special report that we handed out has
6 information on staff to keep in contact in with regards
7 to this rate case. It has a docket number, and (you can
8 look under Ni Florida's name, it says Docket Number, and
9 you can go on our website and review any information
10 that has been filed in the docket. And there's, again,
11 a schedule of the rates proposed for water.

12 The customer comment, again, if you don't feel
13 comfortable speaking here tonight, you can fill out the
14 customer comments section and notes to the Commission
15 and it will be considered the same as if you'd spoke
16 here tonight.

17 This is our website that you can go to when --
18 if you go into it, (undecipherable), you can log into
19 our website. You could review, you can actually watch
20 the Commission Conference on the computer. At the end,
21 as we said earlier, there's an Office of Public Counsel
22 here, who is an advocate for consumers, Ms. Danielle
23 Roth (phonetic), representing the Office of Public
24 Counsel tonight. This is their number if you need to
25 get in contact with them, and, also, their website.

1 Also, if you have any complaints that you may
2 have, this is our Consumer Affairs number that you can
3 call and if you have issues concerning the Utility.
4 Also, if you will to our websites, there is a electronic
5 way to also file complaints.

6 Please remember that tonight's meeting is
7 being recorded. When we call your name, we will ask you
8 to come up to the microphone and state your name and
9 your address for the record, so when it's transcribed we
10 will know who is speaking. That concludes the
11 presentation, and we will call the first person up to
12 the microphone.

13 Lynn Barber.

14 MS. BARBER: Good evening. I didn't expect to
15 be called this soon in the meeting. I thought there
16 were going to be other speakers first.

17 The original reason I signed up to speak was
18 because I was reading the figures here on the yellow
19 sheet, which listed \$36 and \$48, respectively. Is that
20 true -- that originally drew my indignation is not for
21 Lee County. It was for the Lee County water price in
22 here and Pasco County sewer price in there.

23 My concern is, you're asking for nearly a 40
24 percent increase in our water. That, in itself, may be
25 difficult for some people to afford. However, the

1 accompanying costs of the sewer charge is going to be
2 expediential. I brought with me my old check register
3 from the first few -- the first half of the year. In
4 January, my water bill was 17.96. My sewer was 40.24.
5 The next month, my water bill was \$.98 and my sewer bill
6 \$32.73. And it just goes on and on like that.

7 What -- the sewer bills are at least almost
8 double the water costs, and, in some cases, they are
9 triple and quadruple the water costs. And it just, I
10 think, it -- a 40 percent increase is more than we can
11 be expected to lay down and take peacefully.

12 (Clapping.)

13 MS. HUDSON: Charles Johnson -- Jones.

14 MR. JONES: By golly, I could use the name
15 Johnson, too, I tell you. Charles Jones is my name. I
16 live at 3360 Galaxy Way, and I have been in the park for
17 the last 22 years. I just wanted to say that when we
18 purchased in the park, I was on the board at that time
19 and things were a little bit different.

20 The reason I decided to speak tonight was to
21 say that my experience with the board is we're limited
22 to an increase by state law which was basically the cost
23 of living, which is the far cry from the 37.1 percent
24 that they are asking at this time. I just wanted to say
25 that they -- the figures that they'd put out to us here,

1 shown that they are losing approximately \$25,000 a year.
2 They are losing that.

3 I'm not opposed to a reasonable rate of
4 increase, but I would like to know, I would like see the
5 figures, I would like to see the -- something that shows
6 that they'd actually lost the 25 percent instead of
7 spending a lot on different items that should not have
8 been allowed to be in there, like new furniture and
9 things like that.

10 Basically, I am opposed to the increase and I
11 just wanted to make that statement and make it totally
12 clear. And if I can get them to answer some questions,
13 like, what is considered a reasonable rate of increase
14 by state law? And what is that reasonable rate of
15 increase by state law based upon? And I would like see
16 the figures that the Commission came up with that
17 allowed them to put in for a 37.1 percent increase. I
18 would like to see what the Commission based their
19 opinion on in order to do that.

20 You have to have figures in order to make a
21 reasonable response to what people are trying to get at.
22 So, without the basis for that, and there's no way that
23 I can search through 370-something pages of email to
24 figure this out. There has got to be some way that they
25 could make a composite sheet that we can look at in

1 order to make our determination.

2 Like I said, I'm not against a reasonable
3 increase, but 37.1 percent, to me, it seems like way out
4 of bounds. And that's just exactly what I want to say.
5 Thank you very much. Have a good day.

6 (Clapping.)

7 MS. HUDSON: I want to address some of the
8 points that you've laid out. We'd spoke earlier about
9 the rate of return and it is by statute and it's not a
10 set number. It's based -- it's parameters that we
11 follow and not all Utility's have the same rate of
12 return. It's based on several components that can vary
13 amongst utilities. We just have to do it within the
14 confines of the statutes, so it may come out to be a
15 different number amongst several utilities.

16 And as far as the loss that they have, that's
17 what they reported in their (undecipherable), and that's
18 what we are investigating now. So, the loss that we
19 make come up with, or not, it could happen at a profit,
20 but we are currently investigating the (undecipherable)
21 that were filed and you would be able to review that
22 information in that staff recommendation that I'd spoken
23 about earlier. It's submitted -- it will be available
24 online and it will lay out everything that we looked at,
25 the explanation as to how we came up with the numbers,

1 so that would be available once we file the
2 recommendation on September 27th.

3 MR. JONES: Thank you.

4 MS. HUDSON: You're welcome. Janet -- I can't
5 pronounce the last name -- Corliss.

6 MS. CORLISS: I know I look like I'm young,
7 but I have been in this park since 2006. We have
8 (inaudible).

9 My only concern about a water increase is, I
10 don't even think you could drink the water. I think you
11 would find that almost everyone in this park filters
12 their water some way. So, why would you pay more for
13 something you can't drink straight from the facet?
14 That's my only concern.

15 MS. HUDSON: Ken Krysztof.

16 MR. KRYSZTOF: I'm Ken Krysztof, 9243 Caloosa
17 Drive. I'm also President of Tamiami Village over here.

18 I'm going to be very brief, but I would just
19 like to say that I find it appalling when we have these
20 meetings and these rate requests at this time of the
21 year. We have 70 percent from our resident base up
22 north. It's dis not fair for them not to be here to
23 hear what's going on, nor for them to (undecipherable)
24 their input.

25 UNIDENTIFIED SPEAKER: Amen.

1 MR. KRYSZTOF: And I won't go into detail
2 regarding the rate requests, because I know Barb was
3 going to follow me or do a good job on that. So I just
4 thought I would make that comment. Thank you.

5 (Clapping.)

6 MS. HUDSON: Barbara Oliveira.

7 MS. OLIVEIRA: Barbara Oliveira. Community
8 Association Manager of Tamiami Village RV Park, 16555-A
9 North Cleveland Avenue, North Fort Myers, Florida,
10 33903.

11 I'm going to start off with, I know that this
12 particular individual is away, but they had filed a
13 report prior to their leaving, because one of the things
14 I had sent to people is to, please if you've got a
15 concern try to let people know.

16 This is, To: Owner/Operator. For two months
17 or more I have contacted Ni Florida representatives here
18 in Tamiami Village, because my water valve at the road
19 does not work. The response at (727)263-0205 has been
20 that it will be addressed. No return phone call has
21 been made and no one has appeared to repaired the issue.
22 My check for current month is enclosed with a plea for
23 service at Patricia Baker, 16253 Pelican Drive, North
24 Fort Myers, Florida. And I will give this to you. She
25 said she had mailed one out, but she is not here to fill

1 out the yellow paper.

2 The form -- (loud ambient noise), the report
3 that they said that we could look at is well over 300
4 pages. I went online and I wasn't able to actually pull
5 it, so I had to get a hold of the Commissioner -- the
6 Commission -- I think that's what this is. The
7 Commission -- maybe that's what it is. Maybe it is
8 (inaudible) -- the Commission figured it out and we got
9 that worked out. Myra printed that report.

10 I understand that there is a parameter that
11 they have to follow, but what I'm saying is that I
12 literally went through every one of those pages and it
13 was so hard to follow, because it wasn't segregated
14 where you would have, here is the water that deals with
15 Tamiami Village and here's the sewer issues that deal
16 with Pasco County. It was all mixed. Some were on the
17 same page. And I literally had to go page by page and I
18 had to mark out what I needed, circle what I needed, and
19 then Myra had to take that 380 some-odd pages copy what
20 I needed, then I had to start again and go through it
21 again. It took us -- it took me over a day just to get
22 what I needed in order to put my book together and start
23 marking it up.

24 The print is ridiculous. If any one of you
25 decided to go on and look at it, you can't read it. And

1 I actually had to have some it enlarged the best we
2 could, because if you enlarge it too much you can't read
3 it either. So, I questioned the numbers that they are
4 using. They say 200 and -- 742 residential, one RV, 26
5 commercial. The numbers don't jive here. Okay.

6 They have on there plant service, bad debt.
7 Okay. What bad debt? I know that every time we have a
8 real estate transaction, we contact Ni Florida to make
9 sure that we actually have -- that they are paid. We
10 work with them to make sure that they receive their
11 money. We make sure that it's done in closing, so I
12 don't understand that part.

13 The kicker for me is depreciation and
14 amortization. You know what? We all put those in our
15 budgets. Those aren't real numbers. We can do it, we
16 can depreciate our equipment, we can amortize our loan.
17 Those aren't real expenses. So, if you are using that
18 to show you have got a loss, it's great for your tax
19 return. It's not a solid number for us here at Tamiami
20 Village.

21 Office furniture, \$12,331. They don't have an
22 office here, never have. We work -- our office staff
23 works with Ni Florida. We -- if they get an issue, they
24 contact us. They send us notices. We put it out on our
25 website. We post notices. I've got letters in here

1 that water quality -- they send it down. Barb, will you
2 post this in the clubhouses.

3 I have no problem working hand in hand. I
4 have no problem with my staff working hand in hand with
5 Ni Florida to keep the costs down. Okay. We work
6 together as a team to keep costs down. But what benefit
7 is it for my residents, who pay our salary and let us
8 take all of this additional work to do that, when, all
9 of a sudden, you are going to turn around and use it
10 against us and say, you need -- you've got a loss and
11 you want 37.1 increase? That's ridiculous.

12 The proposed rate increase --

13 (Clapping.)

14 MS. OLIVEIRA: The proposed rates, I was at a
15 meeting with Lee County, which we are doing a project
16 here and we are funding this project. It will start not
17 until next year. We are doing a road project. I met
18 with a team of people within Lee County last week,
19 because we want to be onboard with them. We have some
20 drainage issues and things like that. We want to make
21 sure that we are following what we need.

22 There was a representative from Lee County
23 from the water division. He couldn't even believe the
24 rate request. It's unheard of, because what you have to
25 understand is that Ni Florida buys the water from Lee

1 County and supplies it here. It is a passthrough. It
2 is strictly a passthrough. They don't -- they don't
3 have a treatment plant here. They don't have staff
4 here, so that is vital when you do this. So, we are
5 trying to work to keep our costs down, and, yet, it's
6 coming back and smacking me in a face.

7 One of the things that I have to double check
8 on is they listed a Tom Watch (phonetic) as an employee
9 for here. This gentleman has never introduced himself
10 to me, has never introduced to Myra, who is my office
11 administrator, okay, has never introduced him to Butch,
12 who is my maintenance supervisor. They say he does the
13 daily water testing. Has never -- we have never seen
14 him do daily water testing. When, where, and where are
15 copies of the reports?

16 I've learned that there is some kind a box
17 down by the water valve at the south entrance, but, all
18 of a sudden, you are going to use that as an expense
19 towards Tamiami. If you have a water break or you have
20 an issue, you cannot always get through to the office.
21 Now, I happen to have the cell phone number of the
22 president of the company, and he's sitting over there
23 and he knows when I get frustrated and I can't reach out
24 and touch somebody, he's going to get touched. Okay.
25 And that's --

1 (Clapping.)

2 MS. OLIVEIRA: -- need. But I shouldn't have
3 to do that, and you're trying to justify a 37.1 percent
4 increase on this.

5 Every one of these individuals in this room
6 getting a Social Security check. They had no increase
7 on January 1st, 2016. Their Medicare went up. Their
8 subsidy went up. We are trying everything that we
9 can -- their staff -- there are eleven employees. They
10 treat us well. They take care of us and we try do the
11 same in return and we go that extra mile, but we can't
12 even get the service.

13 If we have a break here, we will try and call
14 the office. The last break we got, Butch got, oh, yeah,
15 okay, thanks for the call. We will send somebody down
16 tomorrow. Okay. Now, that water break is undermining
17 my road, so now I have that going on, or undermining
18 somebody's driveway. So, these are real issues. These
19 are real issues that these people face. Their dollars,
20 they pay us every month to take care of them and we do
21 the best that we can.

22 Your numbers don't jive. They don't compute
23 and they are wrong. I can't -- I spent -- fine, I even
24 took this home over the weekend. I took it home again
25 last night to go through. There is no breakdown of

1 expenses. There is a glob. What are your expenses?

2 What do you have?

3 I know the last time I picked up some doozies.
4 Are they hidden in here? I want to see what it takes to
5 run and what in impacts Tamiami Village? I don't care
6 where else. I want justification on these numbers.

7 What 742 residential sites? I don't have 742
8 residential. I have one RV park. If there is a problem
9 in the RV park, we are 100 percent responsible, yet they
10 get a higher rate for their water on that. I can't call
11 and say, I have got a break in the RV park. That's my
12 bad. But, yet, the rate over there is higher. Because
13 it's a commercial. It's a bigger pipe. I understand.
14 But you have to look at the whole picture.

15 Twenty-six commercial. Where are the 26
16 commercial? I have the office and real estate
17 building -- and I have the real estate building, the
18 office and the barber shop. Where does that come in? I
19 had pulled my extra sheets here. I only have nine, and
20 they are not all commercial properties. Your numbers
21 don't jive. I want to know what the numbers are. And I
22 want identification.

23 UNIDENTIFIED SPEAKER: Let me ask you a
24 question. When you talked with the county, did you find
25 out if there's a difference of the past two rates

1 between 2013 and 2016, the date? You know, if there's
2 been an increase to Ni Florida?

3 MS. BARBER: I did not. The question was,
4 when I was speaking with the county, did I, in fact,
5 find out if there was an increase from Lee County to the
6 water company to see what their increase was -- you
7 know, what was their increase. And I did not. I was
8 there on the roads.

9 UNIDENTIFIED SPEAKER: It would be nice to
10 know, because that would totaled in to what they are
11 talking about as far as pricing --

12 MS. BARBER: If there is a price increase.
13 What Sal is saying is if there is a price increase
14 between Lee County to Ni Florida, what was that rate
15 increase? I did not, because I was there on the road.

16 The other thing, I just want to make a comment
17 on --

18 MS. THOMPSON: Excuse me.

19 MS. HUDSON: (Inaudible) his name?

20 MS. OLIVEIRA: Sal Epsen (phonetic), Saturn
21 Circle.

22 MS. THOMPSON: If you have a comment to make,
23 please sign up. We can't hear you. Our court reporter
24 is going to be transcribing this and it's very important
25 that you be heard. So, unfortunately, we can't take

1 questions from the audience unless you've signed up to
2 speak. And I'll be happy to sign up anybody who would
3 like to speak. Thank you.

4 MR. EPSON: You answered my question.

5 MS. BARBER: The other thing that I want to
6 bring, I anticipated a rate increase request, because
7 Tamiami Village, as I'd mentioned, and the people here
8 know, we are going to be doing a huge road project.
9 It's going to take us multiple years. We are going to
10 start in 2017.

11 I sent off to all of the different entities
12 that may be impacted whether or not they are going -- to
13 let them know we are going to be doing sections, and if
14 you are going to be -- if you want to do some
15 replacements, pipes and things while we have the road
16 dug up, that would be the prime time to go in and do any
17 repairs, replacements, valves, things like that. I
18 heard absolutely nothing from Ni Florida.

19 And I thought when I saw the 37 percent
20 increase, I thought, oh, okay, that's what it's for.
21 They are going to use that money to help put in new
22 pipes here within Tamiami Village. Well, when I started
23 digging into it, no, that's not the case and that has
24 absolutely nothing to do with it.

25 So, again, it goes back to, where are the

1 expenses? What are the expenses? And if, in fact, they
2 feel that they are entitled to this type of an increase,
3 does that mean that my staff no longer is going to be
4 involved in trying to help and maintain, because where
5 is the benefit of them staying late, them making sure --
6 making the phone calls, trying to reach everybody,
7 trying to help the people here? Where is the benefit to
8 Tamiami Village for us trying to keep our costs down and
9 to help our residents that are here?

10 UNIDENTIFIED SPEAKER: Barber, did you say
11 what their loss was? Did somebody say what their loss
12 was?

13 MS. OLIVEIRA: Their loss was --

14 MS. THOMPSON: Sir -- I'm sorry to interject
15 again. If you -- we can't take questions from the
16 audience unless you've signed up to speak. This is
17 being --

18 UNIDENTIFIED SPEAKER: You can sign me up. I
19 have got some --

20 MS. THOMPSON: Okay, I would be happy to.

21 UNIDENTIFIED SPEAKER: Answer the question.

22 MS. BARBER: The actual question is -- I know
23 what the loss is. I want to say it was --

24 (Multiple speakers speaking at once.)

25 MS. OLIVEIRA: Twenty-six -- it was on one of

1 my tabs. Around \$26,000. The loss was 25,797 is what
2 they are saying their loss was. But if following this
3 is correct, out of that loss, depreciation and
4 amortization was over \$20,000. So that's not -- and
5 those aren't real items. They've got office furniture
6 in excess of 12,133 -- one area wants 378 -- 12,378.
7 They've got tangible as 6,726.

8 So, I'm not sure -- and it was very, very
9 hard, so I'm looking. And I will be speaking to the
10 Commission. I know that they are supposedly having to
11 follow the guideline that the Commission has. Well, may
12 be the Commission needs to change their protocol or
13 their guidelines, so we can easily follow what's going
14 on, because, believe me, as you all know I can be real
15 pain in the butt and I can be real stickler. I do read
16 all of the papers. And if I'm having a hard time
17 finding my answers, I can't expect some of you to do
18 that. Okay.

19 (Multiple speakers speaking.)

20 MS. BARBER: So, that was my concerns, my
21 statement. And I will be at the Commission Meeting.

22 (Clapping and ambient noises.)

23 MR. R. JONES: My name is Ron Jones. I live
24 at 9112 Flamingo Circle, and I have been in the park
25 about three years.

1 I have a small business that I'm still running
2 here in Fort Myers. If they loss \$25,000, the thing I
3 would like to know is what was the (undecipherable)
4 sales. I can lose \$25,000 in my business and still make
5 a benefit at the end of the year, even though on my tax
6 return it shows I've lost 25 grand. I pay no taxes,
7 but -- and I'm very small in size. So, how much -- how
8 much money did they take in and what do they writeoff?
9 Because by the time I get done writing down what the
10 government allows me, I can write my income down to zero
11 and I still made a profit.

12 And that's my point for these guys. Are you
13 making a profit? You know, liars don't figure, but --
14 right -- right. Figures don't lie, but liars figure.
15 And that's the same thing.

16 And I've been running my business for over 20
17 years here. There have been here a lot of years that I
18 made a lot of money and there has been a lot of years I
19 haven't made any money on paper, but I did make a living
20 and I paid my employees, and still showed no income.

21 And with me, I can't go to the government and
22 say, hey, I need an increase, because they'd tell me,
23 hey, you've got to be smarter about running yourself.
24 You can't do it. You need to learn how to do it. So,
25 that's my question, and you need to look at all of the

1 numbers.

2 MS. HUDSON: If no one else would like to
3 address the meeting? If not, that concludes our
4 Customer Meeting. Okay.

5 (Indiscernible conversations with multiple
6 speakers.)

7 MS. HUDSON: Bill Brower.

8 MR. BROWER: I am Bill Brower. I am at 3042
9 Saturn Circle. I have been here 16 years, going on 17.

10 I have got a question. Okay. Is, when we
11 have a water break and we can't get nobody to fix it and
12 get it repaired right away, who is paying for that
13 excess water is going out on the street and down into
14 the sewers? They saying 1,000 gallons or more, 10,000
15 gallons, are they putting that onto us to pay for that
16 excess? And they are not coming out to do the repair
17 right away. That is a pretty good question. Stop to
18 think about it.

19 And how many people on here with
20 (undecipherable) water breaks that it took them
21 sometimes a week to get it done, to get it repaired?
22 Stop to think about that. Maybe that's what they are
23 saying when they are losing money. They are losing
24 money, because they are not doing their dadgum job.

25 MS. HUDSON: Okay. Anybody else would like to

1 speak before we close out the meeting?

2 Okay. I just want to kind of summarize again,
3 the information that you all are reviewed right now is
4 still under investigation by the Commission. Those
5 losses that you were speaking of, may or may not be a
6 loss once we go through all of the records. And our
7 staff right now is conducting an audit of those numbers.
8 We don't take them at face value, so we do investigate
9 the numbers, and they are only allowed proving incurred
10 expenses.

11 And with regard to the comment made about the
12 water loss, we only allow water that was actually sold.
13 So, there is an allowance for some flushing and things
14 like that, but we do look into that kind of stuff as
15 well.

16 So, again, if you don't have any additional
17 comments, I'm going to conclude the meeting. Thank you
18 all for coming out.

19 MS. THOMPSON: This meeting was concluded at
20 6:45.

21 (The video proceedings were concluded.)
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25

1 STATE OF FLORIDA)
 : CERTIFICATE OF REPORTER
2 COUNTY OF LEON:)

3

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 DATED this 26th day of August, 2016.

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