

Collin Roehner

From: Collin Roehner on behalf of Records Clerk
Sent: Tuesday, May 09, 2017 8:22 AM
To: 'jimpickle75@aol.com'
Subject: FW: Comments fro Customer Hearing on May 8, 2017
Attachments: STATEMENT TO PUBLIC SERVICE COMMISSION MAY 8, 2017...REV 1.docx

Good morning Mr. Dill,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner
Commission Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida, 32301
(850) 413-7123

From: jimpickle75@aol.com [<mailto:jimpickle75@aol.com>]
Sent: Tuesday, May 09, 2017 8:18 AM
To: Records Clerk
Subject: Comments fro Customer Hearing on May 8, 2017

Please find copy of comments I made at yesterday's Customer Service Hearing regarding UIF's current rate case. The docket number is **160101-WS**. Please feel free to give me a call at 719-339-5261 if you have any questions.

Thank You

Jim Dill
President
Forest Lake Estates HOA

EXHIBIT 252

STATEMENT TO PUBLIC SERVICE COMMISSION (PSC)

May 8, 2017

GOOD MORNING MS. BROWN AND FELLOW COMMISSIONERS. MY NAME IS JIM DILL AND I LIVE AT 5903 JESSUP DRIVE, FOREST LAKE ESTATES, IN ZEPHYRHILLS FL 33540, 719-339-5261. I HAVE MADE STATEMENTS TWO PREVIOUS TIMES. I AM THE PRESIDENT OF THE FOREST LAKE ESTATES HOME OWNERS ASSOCIATION. THANK YOU FOR LETTING ME GIVE YOU SOME THOUGHTS ON UTILITIES' INC. (UIF) REQUESTED WATER AND WASTEWATER RATE CASE.

WE HAVE THE HIGHEST RATES OF ALL THE 27 SYSTEMS WHERE UIF PROVIDES WATER AND WASTEWATER TO RESIDENTIAL CUSTOMERS. UNLIKE PREVIOUS TIMES WHERE WE WERE NOT IN

FAVOR OF THE RATE CASE, THIS TIME WE DO SUPPORT THE UIF RATE CASE.

WHAT I AM GOING TO TALK TO YOU ABOUT ARE RATES AND POOR WATER QUALITY THAT WE RECEIVE TODAY. I SPENT 30 YEARS IN THE AIR FORCE AND RETIRED AS A COLONEL AND BASE COMMANDER. I HAVE LIVED OVERSEAS, WAS STATIONED IN 12 DIFFERENT STATES, AND HAVE VISITED EVERY STATE IN THE UNION OVER THESE 30 YEARS AND I CAN HONESTLY SAY THAT THE WATER AND WASTEWATER SERVICE WE CURRENTLY GET ARE THE MOST EXPENSIVE I HAVE EVER WITNESSED; AND THE WATER IS THE WORST I HAVE EVER TASTED.

I WAS HERE ALMOST 2 YEARS AGO TODAY TO COMMENT ABOUT THEIR HUGE 67% INCREASE AND SINCE THEN NOTHING HAS REALLY CHANGED...RATES CONTINUE TO RISE AND THE WATER QUALITY IS STILL BAD. OUR COMMUNITY

JUST RECEIVED A 4% INCREASE IN OUR RENT. AS PART OF THE NEGOTIATIONS, WE DID A SURVEY OF THE CITY OF ZEPHYRHILLS RATES AND UIF RATES ARE CURRENTLY 300% HIGHER THAN WHAT OUR NEIGHBORS IN ZEPHYRHILLS ARE PAYING FOR CITY WATER AND WASTEWATER. FOR 3,000 GALLONS OF WATER WE ARE PAYING AROUND \$130 PER MONTH. THIS SAME AMOUNT OF WATER AND WASTEWATER IN THE CITY OF ZEPHYRHILLS COST UNDER \$50 PER MONTH FOR OUT-OF-CITY RATES AND UNDER \$40 FOR IN-CITY RATES. AND THE WATER IS DRINKABLE! OUR RESIDENTS HAVE TO PAY ALMOST \$50 PER MONTH WHILE THEY ARE GONE NORTH FOR THE SUMMER FOR USING NO WATER AND WASTEWATER AND GETTING ABSOLUTELY NO SERVICE FROM UTILITIES INC.

WE HAVE MANY RESIDENTS WHO LIVE IN OUR PARK AND THEY ONLY RECEIVE SOCIAL SECURITY BENEFITS. OVER THE PAST 10 YEARS THESE

BENEFITS HAVE INCREASED NO MORE THAN 1% ANNUALLY AND THEY ARE BEING ASKED TO PAY MORE AND MORE FOR A PRODUCT THAT NO ONE WANTS TO DRINK OR USE FOR PERSONAL USE. WE COULD POTENTIALLY LOSE MANY RESIDENTS WHO CAN NO LONGER AFFORD THIS SERVICE AND I WOULD NOT BLAME THEM IF THEY LEFT. OVER ONE THIRD OF OUR PARK ARE OUR FRIENDS FROM NORTH OF THE BORDER. NOT ONLY DO THEY HAVE TO PAY THESE HIGH RATES TOO BUT THEY ALSO MUST PAY AN ADDITIONAL 25% DUE TO THE EXCHANGE RATE.

NOW LET'S TALK ABOUT THE QUALITY OF THE WATER. WE HAVE WATER MANY WILL NOT DRINK, SOME HATE TO COOK WITH IT, AND MANY HATE TO DO OUTSIDE CHORES DUE TO THE COST OF BOTH THE WATER AND WASTEWATER. A LOT OF US SPEND EXTRA MONEY EVERY MONTH TO EITHER GET FRESH WATER DELIVERED, GET OUR OWN OUT

OF MACHINES LOCATED AROUND ZEPHYRHILLS, OR BUY CASES OF BOTTLED WATER. IN ADDITION, MANY HAVE PURCHASED AND INSTALLED EXPENSIVE FILTRATION SYSTEMS, REVERSE OSMOSIS FILTERS, OR OUTSIDE FILTERS WHICH WE HAVE TO REPLACE EVERY COUPLE OF MONTHS BECAUSE OF UNWANTED BUILD UP. WHEN THE PSC CAME TO OUR PARK TO HEAR FROM OUR RESIDENTS ON FEBRUARY 11, 2015 THEY ASKED THE QUESTION ABOUT HOW MANY OF US GET WATER FROM A DIFFERENT SOURCE OR HAVE ADDED FILTERS TO THEIR HOME AND ALMOST EVERY HAND WENT UP. THIS HAS NOT CHANGED AS MANY MORE ARE ADDING EXPENSIVE SYSTEMS. YOU CAN ALSO GO TO MOST FIRE HYDRANTS AT THE BEGINNING OF EACH MONTH AFTER UTILITIES INC. HAS FLUSHED THE WATER. THE SIDEWALK FROM THE HYDRANT TO THE STREET DRAIN IS YELLOW IN COLOR FROM THE CHEMICALS THEY

USE TO TREAT THE WATER. AFTER JUST A FEW WEEKS OUR COFEEE MAKERS GET BUILT UP WITH SCALING.

MANY OF OUR RESIDENTS HAVE LIVED HERE FOR 5, 10, AND 15 YEARS OR LONGER AND NOTHING HAS SIGNIFICANTLY CHANGED EXCEPT FOR THE PRICE OF OUR PRODUCT. JUST 15 YEARS AGO OUR RESIDENTS PAID \$15 PER MONTH FOR BOTH WATER AND WASTEWATER SERVICE. WE ARE HERE TODAY ASKING THE PSC TO BE FAIR AND REASONABLE AND TO ACCEPT UIF'S REQUESTED RATE CASE AS OUR RATES WILL DECREASE BY OVER \$100 PER MONTH FOR 5,000 GALLONS. IF SOMETHING IS NOT DONE NOW, WE WILL LOSE OUR CURRENT RESIDENTS, ESPECIALLY WIDOWS WHO LIVE JUST ON SOCIAL SECURITY, WHO CANNOT AFFORD THE EXPENSIVE WATER AND WASTEWATER AND NEW BUYERS WILL GO ELSEWHERE WHERE THE WATER AND WASTEWATER RATES ARE 300% LOWER AND

THEY GET QUALITY WATER WITH OUTSTANDING SERVICE AND SUPPORT.

FINALLY, I HAVE DISCUSSED WITH SEVERAL UTILITY DIRECTORS ABOUT THE MONTHLY FLUSHING OF SEVERAL THOUSANDS OF GALLONS OF WATER THROUGH THE FIRE HYDRANTS.

SEVERAL STATED THAT THEY ARE MOST LIKELY DOING THIS TO ENSURE THEY ARE MEETING THE STATE'S WATER STANDARDS. WE WOULD LOVE TO SEE WHAT THE QUALITY OF OUR WATER IS EITHER BY NOT FLUSHING OR LOOKING AT MID TO END OF MONTH RATES.

THIS IS NOW MY THIRD TIME IN 3 YEARS TO SPEAK BEFORE THE PSC AND EVERYTIME YOU APPROVED THE RATE CASE. EVEN THOUGH WE STILL HAVE SIGNIFICANT PROBLEMS WITH THE QUALITY OF OUR WATER, WE REQUEST YOU TO PLEASE HIGHLY CONSIDER UIF'S RATE CASE AS OUR RATES FOR 5,000 GALLONS WILL GO FROM

\$182 TO \$71 PER MONTH! THIS IS THE FIRST TIME IN SEVERAL YEARS THAT WE HAVE ACTUALLY SEEN WATER AND WASTEWATER RATES DECREASE AND WE ARE HIGHLY ENCOURAGED AND HOPEFUL THEY ARE APPROVED. THANK YOU FOR LISTENTING TO ME THIS MORNING.

JIM DILL
FLE HOA PRESIDENT