


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: December 3, 2018
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Melinda Watts, Engineering Specialist, Division of Engineering 
RE: Docket No. 20170249-WS - Application for certificates to provide water and wastewater service in Orange County by RSPI MHC, LLC.

Please file the attached "Customer Information Request No. 1206747C," in the above mentioned docket file.

Thank you.

MW/pz

Attachment

Request No. 1206747C

Name SEIFERT ,SHARON MS

Business: PALM ISLES MOBILE HOME COMMUNITY



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:
ANGIE CALHOUN

Public Service Commission

Name <u>SEIFERT ,SHARON MS</u>	Company <u>Lake Shore Management</u>	Request No. <u>1206747C</u>
Business Name <u>PALM ISLES MOBILE HOME COMMUNITY</u>	Company Code <u>NA</u>	By <u>AC</u> Time <u>13:36</u> Date <u>03/01/2016</u>
Address <u>232 BAHIA MAR DR.</u>	County <u>Orange</u>	Type <u>GI-99</u> Phone <u>E-MAIL</u>
City/Zip <u>Apopka 32712-</u>	Consumer's Telephone # _____	Can be Reached _____
Account Number _____	E-Mail Address <u>saseifert54@gmail.com</u>	Outreach _____ Date <u>03/01/2016</u>
	Public Official <u>N</u>	

Customer email requesting information regarding water regulation by management company. Forwarding for review. ACalhoun
 "From: Sharon Seifert [mailto:saseifert54@gmail.com]
 Sent: Monday, February 29, 2016 10:21 AM
 To: Consumer Contact
 Cc: Joseph Garry; Ken and Pat Acton; Charles Tomarchio; Debra Torchia
 Subject: WATER METER ISSUE AT PALM ISLES MOBILE HOME COMMUNITY

Good morning! I am a resident of the Palm Isles Mobile Home Community located in Apopka, Florida, a 55+ community. I am also Secretary for the Home Owners Association and am writing on behalf of our Board.

We have been going through the transition of having individual water meters installed for each residence. We will then have "reduction in service" as the rent will no longer include water and sewer service, it will be billed separately.

This process started last March and is still on-going. We have been on an "indefinite" boil water notice during the whole time as the water is turned off periodically (usually 1 or 2 days per week).

On January 2nd of this year, we received our official 90-day notice of reduction of service with the intent that our new rent rates would go into effect on April 1st along with separate billing for the ater and sewer. Unfortunately, the local

representative of Lake Shore Management has not been able to tell us just what the actual fees will be for water and sewer and how much "standard" rate will be access to service whether it is used or not (an important fact for our "snowbirds" who are only living in our park a few months out of the year). We have been told that our rent will be reduced by \$17.50. The information provided to us from management as to how they came up with this figure was very convoluted and confusing - no clear-cut facts.

It is our understanding that changes such as these that require the establishing of water and sewer rates, must be approved by the Public Service Commission. Can you tell me if this approval has been requested yet? Does the timing of the approval of the rates play into the 90-day notice of rent change?

Any other information you can provide regarding the process of the approval of the setting of the rates and anything else related to this whole process, would be greatly appreciated.

Thank you in advance for your time and effort in responding.

Sincerely,
Sharon Seifert
232 Bahia Mar Dr.
Apopka, FL 32712"

05/16/2016 Email indicating the following:

"From: Ruth McHargue
Sent: Friday, May 13, 2016 4:45 PM
To: Angie Calhoun
Subject: FW: WATER METER ISSUE AT PALM ISLES MOBILE HOME COMMUNINTY

From: Rhonda Hicks
Sent: Friday, May 13, 2016 3:57 PM
To: Ruth McHargue
Subject: FW: WATER METER ISSUE AT PALM ISLES MOBILE HOME COMMUNINTY

fyi

From: Patti Daniel
Sent: Friday, May 13, 2016 3:25 PM
To: Rhonda Hicks; Robert Graves; Laura King
Cc: Greg Shafer; Shannon Hudson; Charles Johnson
Subject: RE: WATER METER ISSUE AT PALM ISLES MOBILE HOME COMMUNINTY

This looks like it might need to go to ENG. They are not resellers. They have their own water and wastewater systems and are not charging for service. Charlie will talk to ENG next week to figure out how to proceed.

From: Patti Daniel
Sent: Monday, March 21, 2016 9:36 AM
To: Rhonda Hicks
Cc: Greg Shafer; Shannon Hudson
Subject: RE: WATER METER ISSUE AT PALM ISLES MOBILE HOME COMMUNINTY

We'll handle it.

From: Rhonda Hicks
Sent: Monday, March 21, 2016 9:35 AM
To: Patti Daniel; Greg Shafer; Shannon Hudson
Subject: RE: WATER METER ISSUE AT PALM ISLES MOBILE HOME COMMUNINTY

So what kind of information do you need? Do we need to contact the customer and ask for it or are you guys going to do it?

From: Patti Daniel
Sent: Friday, March 18, 2016 12:35 PM
To: Greg Shafer; Rhonda Hicks; Shannon Hudson
Subject: RE: WATER METER ISSUE AT PALM ISLES MOBILE HOME COMMUNINTY

If they only plan on passing on the cost of the service, then they would be exempt as a reseller and the commission would not regulate the utility. If they plan on charging more than the cost (plus 9% admin costs if the law passed), then they would need a certificate. That's the kind of info we look for when we investigate these types of complaints. We won't be able to answer the customer's questions until we have more info.

From: Greg Shafer
Sent: Friday, March 18, 2016 12:15 PM
To: Rhonda Hicks
Cc: Patti Daniel
Subject: RE: WATER METER ISSUE AT PALM ISLES MOBILE HOME COMMUNINTY

I'm afraid I may have missed this one before, I will forward to Patti to handle. Sorry about that!

From: Rhonda Hicks
Sent: Tuesday, March 01, 2016 11:40 AM
To: Greg Shafer
Subject: FW: WATER METER ISSUE AT PALM ISLES MOBILE HOME COMMUNINTY

See the highlighted area below. Can your group assist with responding to the customer? I don't believe the mobile park is currently regulated by us and also, should we be regulating them after the changes.

From: Ruth McHargue
Sent: Tuesday, March 01, 2016 10:14 AM

To: Rhonda Hicks
Cc: Angie Calhoun
Subject: FW: WATER METER ISSUE AT PALM ISLES MOBILE HOME COMMUNINTY

Rhonda could we get technical to take a look at this one.

Thanks,
Ruth"

05/26/2016 Received a call from CJohnson indicating that Palm Isles issue was forwarded to engineering, since Palm Isles will need to get a certificate. He advised since Palm Isles is not a reseller, but has it's own water station, the conservation district is requiring them to bill customer's monthly as a conservation measure, instead of the water as a portion of the rent. I advised that if the customer called I would advise her of this information. ACalhoun