

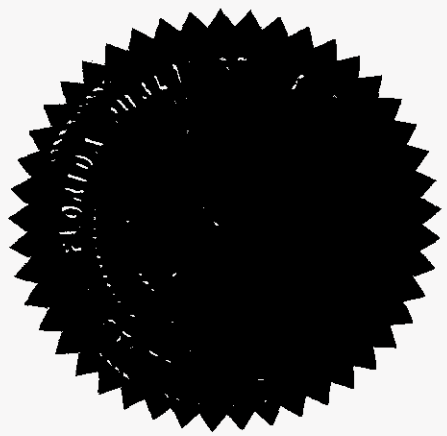
BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of

Application for a rate increase
and increase in service
availability charges by SOUTHERN
STATES UTILITIES, INC. for
Orange-Osceola Utilities, Inc.
in Osceola County, and in
Bradford, Brevard, Charlotte,
Citrus, Clay, Collier, Duval,
Highlands, Lake, Lee, Marion,
Martin, Nassau, Orange, Osceola,
Pasco, Putnam, Seminole,
St. Johns, St. Lucie, Volusia and
Washington Counties.

DOCKET NO. 950495-WS



PROCEEDINGS: STUART SERVICE HEARING

BEFORE: COMMISSIONER J. TERRY DEASON
 COMMISSIONER JULIA L. JOHNSON
 COMMISSIONER JOE GARCIA

DATE: Thursday, February 1, 1996

TIME: Commenced at 6:00 p.m.
 Concluded at 9:00 p.m.

PLACE: Holiday Inn Downtown
 Hibiscus and Jasmine Rooms
 1209 South Federal Highway
 Stuart, Florida

REPORTED BY: ROWENA NASH HACKNEY
 Official Commission Reporter

DOCUMENT NUMBER - DATE

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FPSC-RECORDS/REPORTING

1 APPEARANCES:

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5 **ROSANNE CAPELESS**, Florida Public Service
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7 Oak Boulevard, Tallahassee, Florida, 32399-0870,
8 Telephone No. (904) 413-6199, appearing on behalf of
9 the **Commission Staff**.

10 **JACK SHREVE**, Public Counsel, Office of
11 Public Counsel, 111 West Madison Street, Room 812,
12 Tallahassee, Florida 32399-1400, Telephone No. (904)
13 488-9330, appearing on behalf of the **Citizens of the**
14 **State of Florida**.

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P R O C E E D I N G S

(Hearing convened at 6:00 p.m.)

COMMISSIONER DEASON: Ladies and gentlemen, if I can have your attention, please. We'll go ahead and call the hearing to order. We will begin by having the notice read.

MS. CAPELESS: Pursuant to notice, this time and place has been designated for a customer service hearing in Docket No. 950495-WS, application for a rate increase and increase in service availability charges by Southern States Utilities, Inc.

COMMISSIONER DEASON: Thank you. We'll take appearances. We'll begin with Mr. Shreve.

MR. SHREVE: Jack Shreve, Public Counsel, representing the Citizens of the State of Florida and the customers of Southern States Utilities against the rate increase.

MR. FEIL: Matthew Feil, 1000 Color Place, Apopka, Florida, here on behalf of Southern States Utilities, Inc.

MS. CAPELESS: And I'm Rosanne Capeless, appearing on behalf of the Commission Staff.

COMMISSIONER DEASON: Ladies and gentlemen, I'm going to stand up so you can hear me. We have a very crowded room here. Let me begin by introducing

1 myself, my name is Terry Deason. I'm a member of the
2 Public Service Commission, and I will be chairing the
3 hearing this evening.

4 Seated to my right is Commissioner Julia
5 Johnson, and seated to my left is Commissioner Joe
6 Garcia. I also want to take this opportunity to
7 introduce you to a few of our Staff members who are
8 here tonight. They are here to assist you. If you
9 have any questions which you would like to speak to
10 someone personally about, they will be here and will
11 be available for that.

12 First of all, I'll begin with the attorney,
13 Ms. Rosanne Capeless, she introduced herself earlier.
14 And seated to her right is Mr. Marshall Willis.
15 Seated to her left is Mr. Troy Rendell. And seated to
16 his left is Mr. Stan Rieger.

17 These folks are with our professional Staff
18 in the Water and Wastewater Division of the Public
19 Service Commission. They are accountants and
20 engineers and rate analysts. I think that they can
21 help you with any questions that you may have.

22 For those of you who may not have heard
23 where the voices were coming from, seated to my far
24 right is Mr. Jack Shreve, who is the Public Counsel
25 for the state of Florida. He works for the

1 legislature, and it's his assigned responsibility to
2 represent you, the customers, in opposition to this
3 rate request.

4 And seated to my near right is Mr. Matt
5 Feil. He is an attorney who works for Southern States
6 Utilities, and it is his position that the rate
7 request which they are asking is justified.

8 That's pretty much the players. We also
9 have a court reporter from the Public Service
10 Commission who will be recording this proceeding. It
11 will become part of the official record in this docket
12 and will be available to the Commission in making its
13 decision in this case.

14 The purpose of the hearing this evening is
15 to hear from you, the customers, concerning this
16 request which has been filed with the Public Service
17 Commission. We are interested in hearing your
18 comments on the quality of service Southern States
19 Utilities provides to you. We are interested in your
20 comments concerning the rate request, both the amount
21 of the request, as well as the rate structure which is
22 being proposed by Southern States Utilities. We
23 encourage you to please participate in this process.
24 That's what we are here for is to hear from you.

25 The schedule of this case is such that,

1 first off, it was initiated by a filing, an
2 application for a rate increase, that was filed by
3 Southern States Utilities. The Public Service
4 Commission has no control whatsoever when a company
5 seeks to change its rates. We do statutorily have to
6 process a rate case within eight months after it is
7 filed. That is what we are doing at this point.

8 The case is at the point where we are
9 hearing from customers. We are holding a number of
10 customer hearings throughout the state. In fact, we
11 basically have been out of Tallahassee all this week
12 at hearings like this around the state.

13 Also, while we are going through this
14 process, Mr. Shreve's office and other intervenors who
15 have intervened on behalf of certain homeowner groups
16 throughout the state are being involved in the process
17 of litigating this case by conducting discovery,
18 writing testimony, and things of that nature.

19 The technical portions of the hearings will
20 be held in Tallahassee beginning April the 29th.
21 There are approximately two weeks set aside to hold
22 those hearings in Tallahassee. At that point we will
23 be taking expert testimony from the Company, and from
24 Mr. Shreve, and from the other intervenors; and that
25 testimony will be part of the record, just like your

1 testimony will be part of the record.

2 I believe that this case is scheduled for a
3 decision sometime in the August time frame; is that
4 correct? So we are still in this eight-month process
5 and, hopefully, a decision will be made by August.

6 The procedure we are going to follow here
7 this evening is, in just a moment I'm going to have
8 Mr. Shreve give a brief opening statement, Mr. Feil
9 give a brief opening statement. After they complete
10 their opening statements, I'm going to ask all the
11 members of the public who have signed up and who wish
12 to testify this evening to stand and to be sworn in.
13 This is necessary so that your testimony can become
14 part of the official record, as I indicated to you
15 earlier.

16 When we finish with the opening statements
17 and after we swear witnesses in, Mr. Shreve will be
18 calling members of the public to come forward. When
19 he calls your name, we ask that you come forward to
20 the podium and begin by giving us your name, and
21 spelling your last name so it will be correct in the
22 record, and to give us your address, and which system
23 you receive service from. Then you may proceed with
24 your statement.

25 We do not impose strict time limits on your

1 statements. The only thing we do is we ask customers
2 to please be mindful that there are many others
3 waiting to testify as well, to please be courteous to
4 your neighbors.

5 We are under rather cramped conditions this
6 evening. For that, I do apologize. We did not
7 anticipate this many customers being here, but we want
8 all of you to be as comfortable as possible. And we
9 are certainly interested in what you have to say, and
10 we appreciate your bearing with us.

11 So at this point, I'm going to begin with
12 opening statements. And, Mr. Feil, we'll allow you to
13 take your time for the opening statement at this time.

14 MR. FEIL: Thank you, Commissioner.

15 My name is Matthew Feil. I'm here on behalf
16 of Southern States Utilities, Inc. Southern States
17 filed the rate case now under consideration because it
18 is not able to earn a reasonable profit from the rates
19 in effect prior to this case as being filed. Since
20 SSU's last consolidated rate case, which included
21 SSU's facilities in Martin County, but not in St.
22 Lucie County, SSU has invested and will invest an
23 additional \$100 million in utility plant statewide.
24 Rates in SSU's last case were set using 1991
25 information. So SSU's additional investments since

1 that time, roughly \$20 million a year through 1996,
2 were not considered in that case.

3 SSU submitted information to the Commission
4 in this case showing that in 1994 SSU earned less than
5 a 3% return on its investment. Because of the
6 increased investments that I have mentioned, that
7 return will diminish in 1995 and 1996, and SSU will
8 lose money. Despite these poor returns, SSU has
9 continued to invest in plant additions primarily
10 because it is required to do so by the Department of
11 Environmental Protection, the Environmental Protection
12 Agency, the Water Management District, and other
13 governmental agencies, rules, regulations, permits,
14 orders, and the like.

15 In Martin County alone, from 1992 through
16 1994, SSU's plant investments have increased by
17 approximately \$835,000. With increased investments
18 and expenses caused by increased regulation and
19 service requirements comes a need for revenue
20 adjustments. Electric utilities experienced higher
21 investment requirements and higher revenue needs in
22 the early 1980s such that it was not unusual for an
23 electric bill to be as much \$100 a month. Water and
24 wastewater utilities have been facing similar pressure
25 since the mid-1980s when the Clean Water Act was

1 passed.

2 What I've just discussed is one of the two
3 major issues in this proceeding, the total revenue
4 issue of this proceeding. The other major issue in
5 this proceeding is rate structure, as Commissioner
6 Deason has mentioned. The revenue issue concerns how
7 much money in total SSU will be allowed to recover
8 through rates. The rate structure issue concerns
9 which customer groups pay what portion of the total.

10 SSU has requested what's called a uniform
11 rate at the conclusion of this case. A uniform rate
12 reflects a pooling of all revenue requirements from
13 all of SSU's service areas throughout the state and
14 has most customers paying the same uniform rate. A
15 possible alternative to the uniform rate structure is
16 what's called a stand-alone rate structure, where
17 revenue needs or requirements for each individual
18 locality are calculated separately, and rates can vary
19 widely from one service area to the next, even though
20 those service areas may be located within the same
21 county.

22 How these different rate structures affect
23 you, can be illustrated in two ways. First, Martin
24 County customers who were affected from SSU's last
25 case can compare the uniform rates that you had been

1 charged prior to this case being filed with what your
2 stand-alone rates would have been at the conclusion of
3 the prior case. For this comparison, the stand-alone
4 rates I'll refer to are modified stand-alone rates
5 which the Commission approved in an order issued in
6 response to a 1994 court decision reversing uniform
7 rates.

8 For every SSU service area in Martin County,
9 the uniform rates are lower than stand-alone rates on
10 a combined water and wastewater bill based on average
11 use. That difference can range anywhere from \$3.50 a
12 month lower in Leilani Heights, to \$55 a month lower
13 in Fox Run.

14 The second comparison you can make to the
15 two rate structures, you have in front of you on the
16 blue sheets that the Commission passed out in the
17 back. You may compare the potential final rates under
18 the various rate structures listed there.

19 For those of you in Fisherman's Haven and
20 Fox Ron in Martin County, the approved interim rates
21 you see listed are higher than the potential final
22 uniform rates. The interim rates are rates which the
23 law allows SSU to collect while the rate case is
24 pending. Those interim rates are subject to refund at
25 the conclusion of the case.

1 The interim rates shown on the blue sheet
2 follow a version of the stand-alone rate structure.
3 If you look at those sheets for Fox Run and for
4 Fisherman's Haven, the interim rates are higher than
5 the final uniform rates SSU has requested at the
6 conclusion of the case. The reason is because of the
7 rate structure, even though the interim rates are
8 based on 1994 information and the final uniform rates
9 are based on 1996 information which reflect additional
10 investment.

11 Some customers oppose uniform rates because
12 their stand-alone rates as proposed would be lower
13 than uniform rates. You can see from the blue sheets
14 whether you benefit or not. SSU favors uniform rates
15 for all of its customers because, among other things,
16 you all receive the same service from the same utility
17 company, and uniform rates serve as insurance against
18 rate spikes that may occur in the future as a result
19 of increased investment in just one locality.

20 Thank you for your attention.

21 COMMISSIONER DEASON: Thank you, Mr. Feil.

22 Mr. Shreve.

23 MR. SHREVE: Thank you, Mr. Chairman. You
24 know the one thing Southern States really doesn't want
25 to talk about or doesn't want you to really focus on

1 is how much money they want, how much of an increase
2 they want to walk away from this case with, which is
3 really how this whole thing got started. We are here
4 for a rate increase request on their part.

5 They talk about losing money or not making
6 enough money. In the last rate case, there was a sale
7 before that case of St. Augustine Shores, a utility,
8 in St. Augustine. They made a \$6 million profit on
9 that. We tried to have the Public Service Commission
10 include that in the revenues or either amortize it so
11 it would benefit the customers. Now, the customers in
12 St. Augustine had supported that. They paid the
13 taxes, they paid the interest, they paid a return to
14 Southern States on it over the years, and to Deltona
15 before that. The Public Service Commission declined
16 to do that.

17 We have the same situation for a \$19 million
18 profit right now that was in 1994 in Sarasota. That
19 profit was not counted in the interim rate increase
20 that was granted. That was in 1994.

21 Now, the first thing you ought to do is get
22 the pot right and get all the money in there. They
23 are receiving a return on money they have not
24 invested. The figures that they quote are not real.
25 They are phantom figures on an amount that was not

1 invested.

2 The Public Service Commission in the last
3 case -- and I'll give you one example, the Deltona
4 purchase. They paid \$9 million less for the Deltona
5 systems than they were granted in the rate case. That
6 means, right now and since the last rate case, you
7 have been paying not only a return to Southern States
8 on that \$9 million, but you've been paying
9 depreciation to them on \$9 million that they didn't
10 invest. And it's the same situation with Lehigh Acres
11 where they bought it at a bankruptcy sale, like a
12 bankruptcy sale, wrote it down, everything else. They
13 bought a country club, a golf course, a motel, wrote
14 everything else down to about 40%, except the
15 utilities, but left that up there. That's in this
16 case the same way.

17 Before they start bellyaching about not
18 making any money, they ought to count all of the money
19 they have coming in and not just be raising the rates
20 of the citizen of the state of Florida. I want to
21 give you a few examples here in Martin County. Now,
22 Tropical Isles is a little different because they were
23 in the last rate case. They want to raise Tropical
24 Isles from 13.33 to -- I think they've asked for 44.27
25 under the uniform. And if it was stand alone, it

1 would be 37.77. Either one of those is atrocious.

2 (Applause)

3 Now, it's supposed to be a fair -- now, the
4 law says a fair, just, and reasonable rate of return.
5 Now, we ought to put the numbers in. It will give the
6 Public Service Commission the opportunity to make
7 whatever decision they deem right. But I think in the
8 back of their minds they better keep "fair, just, and
9 reasonable" on the top, and that's where they better
10 start.

11 In Martin County -- now there's been very
12 little change in these numbers as far as population
13 goes, so that didn't drive any of this. A little bit
14 of change, but not very much. Fisherman's Haven,
15 before the '92 case, you were paying for 6,000 gallons
16 of water about \$8.68. If Southern States has their
17 way coming out of this case, you'll be paying \$26.54.
18 That's for water.

19 Fox Run, before the '92 case would be paying
20 11.29 for 6,000 gallons of water. And if Southern
21 States has their way -- not that you would necessarily
22 pay it; that's where they've got everybody confused.
23 They have got all the customers fighting with each
24 other rather than focusing on them. What they would
25 want out of the pot from the people of the state of

1 Florida, they would want to go from 11.29 for 6,000
2 gallons to 65.98. (Audience response.)

3 Now, I'm sure at their little meetings they
4 had, they pointed that out to you, that that's what
5 they wanted to pull out of the pot, and that's what
6 they would get if they got what they wanted. For
7 Leilani Heights for 6,000 gallons of water, they would
8 go from 9.33 before the last rate case to 21.18.

9 And one thing, I haven't done this in the
10 past, but a lot of these calculations are things that
11 we brought out of the book. So if Southern States has
12 any corrections they want to make to any of my
13 figures, I would welcome it at any time.

14 On the total revenues for the Company -- and
15 this is what really counts for them. Fisherman's
16 Haven -- I didn't go down the sewer. Let me give you
17 the sewer rates real quick. Fisherman's Haven, 6,000
18 gallons before the '92 case, 14.39. They want to take
19 the revenue out -- or take your rates up in
20 Fisherman's Haven -- at least that's for the money
21 they want out -- 84.76. From 14.39 to 84.76. That's
22 what they want out of the pot.

23 For Fox Run, you really are benefiting. You
24 must have gotten an awful lot of good administration
25 from Minnesota Power. From 9.99 before the '92 rate

1 case, up to 113.88. That's the stand-alone figure for
2 6,000 gallons. That's what money they want out of the
3 total pot for the state of Florida representing your
4 system. For Leilani Heights, 21.09 before the last
5 rate case, 43.16 is what they would want.

6 Now, on revenues, which is the real
7 meaningful thing to them, Fisherman's Haven before the
8 '92 case, they were bringing in \$14,367. Out of this
9 case, out of the pot they want 43,570.

10 From Fox Run before the '92 case, \$15,953 is
11 what was coming in. They now want, paid by someone,
12 \$100,245 from 15,900. Leilani Heights, they were
13 bringing in 62,177, and they want 124,667. That's all
14 for 6,000 gallons of water.

15 Now, for sewer -- did any of you attend any
16 of their meetings that they had? (Audience response.)
17 I'm sure they told you all this, didn't they?
18 (Audience response.)

19 Oh, okay. I'll finish it up real quick, and
20 they want to hear from you. Sewer systems,
21 Fisherman's Haven, before the '92 case, bringing in
22 \$21,020. Out of this case they want \$111,129. Fox
23 Run, you were only bringing in \$10,779. They'll take
24 care of that. They want \$131,114. From Leilani
25 Heights, we're bringing in \$110,000; and they want

1 191,000.

2 Now, the only point I'm trying to make here
3 is I hope everyone will begin to focus on what's going
4 on here. There is a problem on argument, or different
5 feelings about uniform rates and about stand-alone
6 rates because some customers benefit by one and some
7 customers benefit by others. But who's taking the
8 money out of the system? No matter which rates you
9 have, they get the same money; and I gave you some
10 examples. And it is not just in this county.

11 Chuluota, a small system of relatively low
12 income in eastern Orange County, their sewer rates,
13 according to their calculations, they should get --
14 not necessarily from those people, but if not from
15 them, from you -- \$271 a month for 6,000 gallons,
16 sewer. That's outrageous.

17 Now, the first thing the Public Service
18 Commission should do is look at these individual rates
19 and cut down and say, okay, what's a reasonable rate,
20 and that's the most they are going to get. And don't
21 have anybody else pay the difference; let Southern
22 States eat it. If they can run the business to make a
23 profit after they made a business decision, then it
24 shouldn't be passed onto the customers and paid for by
25 the citizens of the state of Florida. (Applause)

1 We are going to put on a case. We are going
2 to put on expert testimony. And we are going to put
3 on evidence, and we're going to raise these same
4 issues.

5 Now, I will have to tell you in all
6 fairness, these three Commissioners did not vote in
7 the last case, and they have not voted for the things
8 that I was telling you the Public Service Commission
9 did as far as giving them that higher rate base.
10 These three have not done that.

11 We are going to put on a case, and we'll
12 raise these issues again. And we think our case and
13 our evidence is going to show that there should be
14 absolutely no rate increase. Quite the contrary,
15 there should be a rate decrease, get the pot right and
16 start the whole thing over. Thank you. (Applause)

17 COMMISSIONER DEASON: Ladies and gentlemen,
18 I failed to mention earlier -- and let me take the
19 opportunity to do that now -- that the blue
20 information sheet that was provided to you as you
21 entered the room, that the last page of that handout
22 is designed to be detached so that you may, if you
23 wish to avail yourself of the opportunity, to write
24 your comments to the Public Service Commission. We do
25 this because some customers do not wish to come and to

1 make a public statement. Some wish to just write
2 their comments. And if you wish to do that, you
3 certainly are encouraged to do that.

4 As I indicated earlier, I'm going to ask all
5 of those persons who have signed up and wish to
6 testify, to please stand and to raise your right hand.
7 All persons who plan to testify, who have signed up
8 and plan to testify, please stand and raise your right
9 hand.

10 (Customers collectively sworn.)

11 COMMISSIONER DEASON: As I indicated, when
12 your name is called by Mr. Shreve, please come forward
13 to the podium and begin by giving us your name.
14 Please spell your last name, and give us your address
15 and the system from which you receive service.

16 Mr. Shreve.

17 MR. SHREVE: Yes, sir, Marie Levy.

18 (Applause)

19 - - - - -

20 **MARIE LEVY**

21 was called as a witness on behalf of the Citizens of
22 the State of Florida and, having been duly sworn,
23 testified as follows:

24 WITNESS LEVY: My name is Marie Levy,

25 COMMISSIONER DEASON: Is that L-E-V-Y,

1 ma'am?

2 WITNESS LEVY: L-E-V-Y. 5611 Hemingway
3 Court, Fort Pierce, Florida at Tropical Isles.

4 We've been getting a lot of conflicting
5 stories from SSU, letters and letters. First, it was
6 an increase of \$17. Then it went up to 36. Now it's
7 44.

8 They say that they are going to charge us
9 for 6,000 gallons of water a month. Where do they get
10 the 6,000 gallons of use? I only use 1-, and most of
11 the people in the park use 1,000 or 2,000 gallons.
12 Can you answer that?

13 COMMISSIONER DEASON: I take it that you are
14 on a flat rate in Tropical Isles; is that correct?

15 WITNESS LEVY: That's right. So they say, I
16 don't know.

17 COMMISSIONER DEASON: Your service is not
18 metered?

19 WITNESS LEVY: No, no. We're on a flat
20 rate.

21 COMMISSIONER DEASON: In other words, it's
22 the same amount regardless of the actual usage?

23 WITNESS LEVY: Yeah, 13.33 a month.

24 COMMISSIONER DEASON: Okay. Ma'am, I don't
25 have an answer to that question. I don't know why

1 that is the situation.

2 Mr. Feil, do you have any information?

3 MR. FEIL: They are on a residential
4 wastewater-only rate. SSU does not provide the
5 wastewater service to the park. SSU provides only the
6 wastewater service. That's why there's a flat rate.

7 COMMISSIONER DEASON: Who provides the water
8 service?

9 MR. FEIL: I believe St. Lucie County does.

10 WITNESS LEVY: Fort Pierce.

11 COMMISSIONER DEASON: That usage information
12 is not available from that utility?

13 MR. FEIL: I cannot answer that question
14 because I do not know.

15 WITNESS LEVY: They say that they've done
16 environmental improvements in the park. What
17 environmental improvements have they done? We tried
18 to find that out at the meeting last week. They
19 couldn't answer it. They said they put a fence up,
20 they put a new pump in. That doesn't constitute a
21 250% raise.

22 MR. SHREVE: Mr. Feil would have to answer
23 that; I can't answer it.

24 WITNESS LEVY: That's the answers; we were
25 getting it.

1 COMMISSIONER DEASON: Yes, ma'am. You've
2 indicated the Company couldn't answer your questions
3 at the beginning.

4 WITNESS LEVY: No, no. They said they put a
5 fence up, they put a new pump in. They were given
6 this plant. They want a fair return on their
7 investment. What investment?

8 COMMISSIONER GARCIA: Mr. Feil, she brings
9 up a good point, and I didn't get a chance earlier.
10 Mr. Shreve's office had asked for discovery for
11 certain things about the meetings and the
12 correspondence and who they were mailed to. Has the
13 company provided that yet?

14 MR. FEIL: As I recall, there were two
15 requests, the first was for the information sent to
16 the customers. I have not provided that information
17 yet because I have not had the time to look through it
18 all, but I do have it.

19 The second request was for advance notice of
20 customer meetings. My understanding is that there are
21 no additional customer meetings planned; however, that
22 does not mean that when a customer group asks for SSU
23 to do a presentation that one may not come about.

24 COMMISSIONER DEASON: Ma'am, to answer your
25 question a little bit, I want to make one thing clear.

1 We are not here to defend their request; to the
2 contrary, we are here to scrutinize that request.

3 And it's not our burden to try to convince
4 you that what they've done is correct. In fact, they
5 have a burden to demonstrate to us exactly what
6 dollars they have spent, what they have spent it for,
7 and to demonstrate to us that it was needed and that
8 those dollars and those expenses were prudently
9 incurred. They have that burden.

10 They are going to try to meet that burden
11 during those hearings in Tallahassee which I've told
12 you about earlier.

13 WITNESS LEVY: Okay.

14 COMMISSIONER DEASON: If they do not provide
15 that information, they fail to meet their burden, then
16 they will not get those expenses. That's what the
17 whole hearing is about.

18 WITNESS LEVY: I understand that.

19 COMMISSIONER DEASON: I mean, I wish I could
20 give you some information. I don't have it. We are
21 going to pursue that further in Tallahassee, but it's
22 their burden. And if that information is not
23 forthcoming, they will not meet that burden.

24 WITNESS LEVY: This is not a regular sewer
25 plant. It's an oversized septic tank with the drain

1 fields, that's what it is. So where is the big
2 expenses in the environment? The water is filtered
3 out before it goes into the drain fields.

4 COMMISSIONER GARCIA: Just out of curiosity,
5 ma'am. You went to one of the Company's customer
6 meetings?

7 WITNESS LEVY: Yes, right here, last week.

8 COMMISSIONER GARCIA: Could you tell me
9 precisely, you said that they said they had spent more
10 money because of -- what other justification did the
11 Company give?

12 WITNESS LEVY: They told us they put a fence
13 around the septic tank.

14 COMMISSIONER GARCIA: Right.

15 WITNESS LEVY: Well, that's not
16 environmental. They put a new pump in it, the lift
17 station or something, that's not environmental. What
18 did they do that they kept focusing on environmental,
19 environmental. Well, this is a little old plant. A
20 septic tank, that's what it is. How much can go wrong
21 with septic tanks? (Laughter)

22 COMMISSIONER GARCIA: Ma'am, I wanted to ask
23 you, what was the gist of the meeting? What was it
24 that the Company was trying to communicate to you?

25 WITNESS LEVY: They're trying to mix us all

1 up. They were trying to tell us it was all due to
2 environmental. They never gave us a straight answer.
3 We didn't know any more when we left here than we did
4 when we came. (Applause)

5 COMMISSIONER GARCIA: Let me ask you
6 something, ma'am. Has the park grown any in the last
7 few years?

8 WITNESS LEVY: Since they have it, has it
9 grown?

10 COMMISSIONER GARCIA: Yeah.

11 WITNESS LEVY: Yes, yes. There's been more
12 people come in.

13 COMMISSIONER GARCIA: Give me a ballpark.
14 Has it grown 25%? A third more?

15 WITNESS LEVY: No, no, no. You know we had
16 a recession. We have 225 homes in there now.
17 (Applause)

18 COMMISSIONER GARCIA: Great. Thank you.

19 MR. SHREVE: Hold on just a second, ma'am.

20 Just so you'll know, we've had a lot of
21 comment about these meetings that Southern States has
22 been holding all over and had some different things
23 come out about them. And Commissioner Garcia in the
24 last meeting, or the meeting before, asked that the
25 Company notify me so I could be there, because there's

1 no one on the other side, or there to question
2 anything. Commissioner Garcia brought that up, and
3 the Commission asked them to do that.

4 Evidently, the meetings are over, so they
5 won't have that opportunity. But if we could, and if
6 you don't mind, I'd like to straighten out what
7 Mr. Feil's thoughts were on what he was going to
8 provide to us. It was not --

9 COMMISSIONER GARCIA: Maybe if we could
10 finish with this witness, because I agree. And
11 Chairman Deason sort of cut that off. But we should
12 let her finish.

13 MR. SHREVE: Fine.

14 WITNESS LEVY: They kept passing the buck.
15 They had four or five of them standing in the back.
16 And there's one woman in the front, Ida, or something.
17 And she said, "Could someone in the back give this
18 lady an answer?" No, no, no, no, no. That's all we
19 got.

20 COMMISSIONER GARCIA: Thank you.

21 COMMISSIONER DEASON: Thank you, ma'am. I
22 appreciate you coming. (Applause)

23 Mr. Shreve, you had a question?

24 (Witness Levy excused.)

25

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1 MR. SHREVE: Yes, sir. If I recall, when we
2 were talking about the correspondence that had been
3 put out by the Company, Mr. Feil even mentioned the
4 updating of the discovery that we had out -- it was my
5 understanding they were going to do that -- and it was
6 to cover all correspondence with the customers and
7 different customer groups, who it was sent to, and
8 when it was sent, as well as all correspondence to any
9 governmental officials, any legislators, city
10 councilmen, county, or anything like that. I thought
11 that's what we had an understanding on.

12 MR. FEIL: Regarding this case, yes, that
13 was my understanding.

14 MR. SHREVE: Oh, absolutely. Oh, I thought
15 you had just said just the customers.

16 MR. FEIL: Oh, no, I'm sorry.

17 MR. SHREVE: And if it's possible, I'll be
18 glad to go by there tomorrow afternoon and pick it up.

19 MR. FEIL: I haven't even examined what I've
20 had yet, so I don't know whether or not that's
21 feasible.

22 COMMISSIONER DEASON: Mr. Shreve, obviously,
23 if you can work out an accommodation for Mr. Feil, you
24 can do that.

25 MR. SHREVE: There are several people, I

1 think, that have sent correspondence. Perhaps they
2 could gather it so Mr. Feil wouldn't have to worry
3 about it.

4 COMMISSIONER DEASON: Mr. Shreve, you may
5 call your next witness.

6 MR. SHREVE: Yes, sir. A. Zegel.

7 WITNESS ZEGEL: Pass.

8 MR. SHREVE: Pass, thank you, sir.

9 Mr. Faulkner.

10 MR. FEIL: Commissioner, before Mr. Faulkner
11 steps up --

12 COMMISSIONER DEASON: Yes.

13 MR. FEIL: I just wanted to mention that if
14 Mr. Shreve would like to depose the Company
15 representative who was at the customer meetings, he's
16 of course free to do so. We'll make her available.

17 MR. SHREVE: Well, I think you'd make her
18 available whether you wanted to or not, but -- because
19 we have that right. And we may very well take those
20 depositions, but we will make that decision on our
21 own. (Applause)

22 COMMISSIONER DEASON: Mr. Faulkner, you may
23 proceed.

24 - - - - -

25

JEREMIAS FAULKNER

1
2 was called as a witness on behalf of the Citizens of
3 the State of Florida and, having been duly sworn,
4 testified as follows:

5 WITNESS FAULKNER: My name is Jeremias,
6 J-E-R-E-M-I-A-S, last name Faulkner, F-A-U-L-K-N-E-R.
7 I'm at 511 Thames Bluff Ridge in Tropical Isles.

8 COMMISSIONER DEASON: You may proceed.

9 WITNESS FAULKNER: All I want to comment on
10 is percentage figures.

11 COMMISSIONER GARCIA: Mr. Faulkner, I'm
12 sorry. Forgive me for breaking in.

13 WITNESS FAULKNER: Sure.

14 COMMISSIONER GARCIA: I missed it; I was
15 writing something. What system do you belong to?

16 WITNESS FAULKNER: Tropical Isles.

17 COMMISSIONER GARCIA: Thank you. I'm sorry
18 about that.

19 WITNESS FAULKNER: I would like to comment
20 on percentage figures. They said that a year ago they
21 only had a 3% increase and would like to move up to a
22 10.32, which is a 7.32 increase, that they'd like to
23 have. Well, in Tropical Isles, we are paying 13.33,
24 and they would like to increase it to 37.73 which is
25 277% increase. (Applause)

1 I would suggest that if they need to move
2 from a 3% profit to a 10.32 profit, that they try not
3 to get it all from Tropical Isles with a 277%
4 increase. (Applause)

5 (Witness Faulkner excused.)

6 - - - - -

7 MR. SHREVE: Mr. Coll.

8 WITNESS COLL: I'll pass, thank you.

9 MR. SHREVE: Mr. Simpson.

10 - - - - -

11 **R. J. SIMPSON**

12 was called as a witness on behalf of the Citizens of
13 the State of Florida and, having been duly sworn,
14 testified as follows:

15 WITNESS SIMPSON: R. J. Simpson, 345
16 Seahorse Terrace, Fort Pierce, Florida, Tropical
17 Isles. To indicate the interest of the people in
18 Tropical Isles in a proposed 232% on one formula, I
19 would just like to take a moment to have the people
20 from Tropical Isles stand up. (Applause)

21 There is some concern. One of the concerns
22 is, as I was quoted in the Fort Pierce paper, that the
23 stuff they are taking away, they seem to be dumping
24 back on us. (Applause)

25 And the concerns that finally -- Ida Roberts

1 was at the meeting on January 23rd and said the chief
2 financial officer would get ahold of me and explain
3 why the exorbitant rate increase was going to occur.
4 I have not heard.

5 I did see that they need \$16,500 to break
6 even, to make a profit. That's not \$30 a month
7 increase, that's for 50. Now, let's get realistic and
8 get some real figures that we can all relate to. The
9 speech that Ida Roberts and her silent staff gave,
10 were like the six blind men and the elephant. Each
11 had a different picture of what the whole thing looked
12 like, and we never did see the whole thing and still
13 haven't.

14 Now, we realize everyone has to make a
15 profit. We like to, but most of us are on a fixed
16 income. Also, about half of us are not there six
17 months a year, and the base rate every month is not
18 fair. Also, you can't understand how much we use,
19 then why did you charge us for a flow meter that you
20 put on?

21 MR. FEIL: A flow meter at the plant?

22 WITNESS SIMPSON: Uh-huh, to tell how much
23 we use.

24 MR. FEIL: Probably because we're required
25 to by DEP to monitor the level of the flows.

1 WITNESS SIMPSON: Well, you've had a lot of
2 people around there in the last month or two for the
3 first time in months, and I thought it might be tied
4 in to showing how much money you are dumping into our
5 place, excuse the expression.

6 COMMISSIONER GARCIA: Sir, could I ask you,
7 what did they put in? The Company put in a flow meter
8 to measure how much wastewater is being produced by --

9 WITNESS SIMPSON: By Tropical Isles.

10 COMMISSIONER GARCIA: By tropical Isles?

11 WITNESS SIMPSON: Yes. That was one of the
12 things that Ida Roberts said in the mammoth
13 improvements they've had, which amounts to \$16,000
14 over the past four years or roughly \$2 or \$3 a month
15 per resident. Hardly enough, yet even with the other,
16 to say, well, we've got to have the \$33 a month
17 increase.

18 COMMISSIONER GARCIA: Could you expand on
19 that because another customer spoke. You went
20 obviously to that meeting. Could you expand on what
21 precisely you were told was the so-called
22 environmental improvements made at the plant?

23 WITNESS SIMPSON: Yes. In fact, I finally
24 got a sheet that tells us what the environmental
25 improvements are, both of them. (Laughter)

1 On the report we have 20,267 in improvements
2 at Project 2101, that's Tropical Isles. 7,000 of that
3 was done before SSU took over. Since then, there's
4 been -- regulatory mandate, \$3,538, that's the flow
5 meter.

6 COMMISSIONER GARCIA: Sir, you don't have to
7 tell me what the Company gave you. I'm just
8 interested in what they reported to you at the
9 meeting. We have all those records.

10 WITNESS SIMPSON: They didn't know. But
11 there was quite a bit because it was 67% of the 114
12 million statewide -- was environmental mandate. The
13 two little items here are 25% of what the charge is
14 there. Again, nothing to justify that increase,
15 Mr. Garcia.

16 COMMISSIONER GARCIA: What was the gist of
17 having you all there if they didn't have answers? Was
18 it to get you to support uniform --

19 WITNESS SIMPSON: Smoking mirrors, I think.
20 And to impress us about how they're complying with the
21 mandate that they're really interested with public
22 service, that they don't want to charge anymore than
23 they have to. But every time there was a direct
24 question, like amortization and depreciation on a \$450
25 plant that they got for \$10, suddenly they knew no

1 answers, and they looked around on the elephant. I'll
2 turn it over to others here. Thank you.

3 COMMISSIONER DEASON: Sir, before you go,
4 let me ask a question. They acquired this system for
5 \$10; is that correct?

6 WITNESS SIMPSON: Yes. (Applause)

7 That was in 1988, but they are depreciating
8 it based on \$457,000 which somebody in legal counsel's
9 office sent me the ruling of the Public Service
10 Commission that they may do that in order to have
11 large utility companies encourage purchase of small
12 utility companies. But it also didn't say that they
13 shouldn't count that in their profit factor.

14 Just one thing, and the thing that really
15 bothers us, like what Ida Roberts was telling us about
16 stand-alone and uniform rates, we found the uniform
17 rate wasn't, and the stand-alone rate didn't. We got
18 it both ways coming in here at Tropical Isles. You
19 look at the comparisons.

20 COMMISSIONER GARCIA: Sir, let me ask you
21 something. You have lived in that area for quite a
22 while now?

23 WITNESS SIMPSON: In the area, three years.

24 COMMISSIONER GARCIA: In that last three
25 years, have you seen any movement by the Company?

1 What does the company generally do that is open?

2 WITNESS SIMPSON: Sends out bills every
3 month faithfully. (Applause)

4 UNIDENTIFIED SPEAKER: We're there from the
5 beginning, 8.5 years.

6 COMMISSIONER GARCIA: You can't testify like
7 that. You have got to come up here because there's a
8 record being created.

9 And, finally, I wanted to ask you, if you
10 had to choose between the two rates, just out of
11 curiosity, not that it legally binds us or you --

12 WITNESS SIMPSON: What two rates?

13 COMMISSIONER GARCIA: In terms of a uniform
14 or a modified or a stand alone. Not at the levels
15 that they have them here. Clearly, those rates are
16 subject to investigation, and they're going to be
17 determined from the bottom up, not from --

18 WITNESS SIMPSON: The only fair rate for the
19 people in Tropical Isles, in my opinion only, with the
20 number of people we have that leave at different
21 months of the year, would be to have a base rate and
22 then to charge a gallonage rate on what they actually
23 use in wastewater. And you say, well, how do we know
24 what it is in wastewater. We will be glad to supply
25 the bills at the beginning of each year from Fort

1 Pierce Utility showing our water usage and let them go
2 ahead, like many other wastewater companies do, and
3 just take 80% of that and use that as their ERU, their
4 equivalent residential unit computation. We will come
5 out doing that, as near as I can estimate, to about
6 \$18 a month.

7 COMMISSIONER GARCIA: Okay. Sir, you stated
8 that at a customer meeting you had a bunch of
9 questions and that the Company didn't answer them. If
10 you would like to ask those questions now, our Staff
11 is going to investigate that. And if you think that
12 they could have relevancy in our investigation of the
13 Company the way you see it, you are more than welcome
14 to do it now. Our Staff will --

15 WITNESS SIMPSON: No. I don't want to sound
16 like the spokesman for the group. I want you to hear
17 from other people here in Tropical Isles. At the end
18 of the meeting, I will supply you with seven pages of
19 original materials we have gathered from different
20 sources, your Commission, SSU, Office of Public
21 Counsel, the newspaper, and St. Lucie County records,
22 along with a two-page update of things we've just
23 found out today. And one concern, we certainly hope
24 that you'll give much more credence to the people here
25 on fixed incomes that are really concerned than you do

1 to a letter from the Lieutenant Governor that was
2 allegedly written by the lobbyists for SSU.

3 (Applause)

4 COMMISSIONER DEASON: Mr. Simpson, could you
5 come back to the microphone. I think Mr. Shreve has a
6 question, and I think Commissioner Johnson has a
7 question as well.

8 WITNESS SIMPSON: I'm sorry. I didn't mean
9 to run away.

10 COMMISSIONER JOHNSON: That's fine. Perhaps
11 my notes are incorrect, but you had stated that there
12 was a \$7,000 improvement that was listed, but that it
13 occurred before the \$10 purchase. Was that correct?

14 WITNESS SIMPSON: Yes.

15 COMMISSIONER JOHNSON: And what was that
16 improvement?

17 WITNESS SIMPSON: Just "improvements,"
18 quote/unquote.

19 COMMISSIONER JOHNSON: They weren't listed
20 as --

21 WITNESS SIMPSON: Let me see if I can find
22 it in my papers here. Capital investment for growth,
23 which probably meant, you know, added for as the homes
24 were moving in there which was at a rapid rate when
25 the park was just beginning. But since then there

1 have only been two for environmental impact. 35.38
2 for the flow meter; and chlorine scales, \$272. So
3 there was the mammoth environmental impact upon SSU at
4 our place, around \$3800 since 1985.

5 COMMISSIONER JOHNSON: And that was a
6 document that the Company provided to you?

7 WITNESS SIMPSON: Yes, that was provided
8 nicely by SSU.

9 COMMISSIONER JOHNSON: Thank you.

10 COMMISSIONER DEASON: Mr. Shreve.

11 MR. SHREVE: Mr. Simpson, I won't be long
12 because I know you want some other people to testify,
13 but in case you don't speak again, I would like to
14 answer a couple of questions. We've had a lot of
15 discussions at the other meetings about these small
16 meetings that have been held by Southern States. Did
17 they give you any indication not to worry about the
18 amount of money, that that had been decided already,
19 or something along those lines?

20 WITNESS SIMPSON: We were told not to worry
21 about that 44.78 because the Public Service Commission
22 usually only gives 70% of what they ask. (Applause)

23 MR. SHREVE: At that meeting, did they tell
24 you how to get in touch with our office, or have any
25 comments about our office?

1 WITNESS SIMPSON: In a bulletin they sent
2 out before, that was obviously written by an attorney
3 and a CPA, confused most of us, and I teach law, so
4 that's why I knew who had wrote it, it indicated that
5 that was an option and gave your number in that, as
6 well as it did include this form, the same one that's
7 on the back page of what you gave us today that we
8 could send our comments to the Public Service
9 Commission.

10 COMMISSIONER DEASON: And you received that
11 from Southern States Utilities?

12 WITNESS SIMPSON: We received that from
13 Southern States. We also received a notice from the
14 Public Service Commission.

15 MR. SHREVE: Okay, thank you, sir.

16 COMMISSIONER JOHNSON: And, sir, the
17 statement that you made with regard to "not to worry
18 about the \$44 amount, that the Commission only gives
19 70% of the request," do you recall who made that
20 statement?

21 WITNESS SIMPSON: Ida Roberts.

22 COMMISSIONER JOHNSON: Thank you very much.

23 COMMISSIONER DEASON: Mr. Simpson, before
24 you leave, you made reference to a -- right here. You
25 made reference to a document, a seven-page document.

1 That is something that you put together?

2 WITNESS SIMPSON: Yes, and I am leaving a
3 copy of it with your Staff when we leave here tonight.

4 COMMISSIONER DEASON: To make sure the
5 record is complete because we are making a record
6 here, if you could go ahead and provide that, we will
7 give it a number, an exhibit number, for
8 identification purposes.

9 MS. CAPELESS: Mr. Chairman, that will be
10 Exhibit No. 47.

11 COMMISSIONER DEASON: Very well. Thank you
12 so much.

13 WITNESS SIMPSON: This was the original --

14 COMMISSIONER DEASON: I'm sorry, you have
15 got to go to the microphone because it will not be
16 picked up.

17 Now, I have a pink sheet -- several pink
18 sheets and a couple of green sheets.

19 WITNESS SIMPSON: You have a seven-page
20 report that was drafted from SSU, PSU, OPC, ABC -- I
21 don't know -- and several other groups with the basic
22 data that our residents thought they wanted to have to
23 write intelligent letters. It's a very intelligent
24 group, and they write good letters. And they'll write
25 a lot of them, and they'll keep doing it.

GRACE MORRIS

1
2 was called as a witness on behalf of the Citizens of
3 the State of Florida and, having been duly sworn,
4 testified as follows:

5 WITNESS MORRIS: My name is Grace Morris. I
6 live at 2318 Northeast 16th Court, Leilani Heights.

7 I'm just a customer. I don't know too much
8 about all these figures. All I know, I'm paying
9 X amount of dollars to have drinking water put into
10 the house because we cannot drink the water; it tastes
11 like garlic. The toilets are -- that water is so
12 hard. It's horrible.

13 COMMISSIONER GARCIA: Did you say it tastes
14 like garlic?

15 WITNESS MORRIS: Yes. It's horrible.

16 COMMISSIONER GARCIA: That's a first. I had
17 never heard that.

18 WITNESS MORRIS: It's horrible. It really
19 is. And it's so hard, there's so much chlorine. I
20 had it tested; they told us don't drink it.

21 COMMISSIONER GARCIA: You had it tested, and
22 they told you not to drink it?

23 WITNESS MORRIS: They said there was too
24 much ammonia, too much chlorine, it was too hard.

25 COMMISSIONER GARCIA: Do you have a copy of

1 that test that you --

2 WITNESS MORRIS: I don't have it with me
3 now. I have it home, yeah.

4 COMMISSIONER GARCIA: Can you get that to
5 us, or to Mr. Rieger, just so we can take a look at
6 that?

7 WITNESS MORRIS: I sure will.

8 COMMISSIONER GARCIA: But the test told you
9 not to drink the water?

10 WITNESS MORRIS: Yeah, he told me not to. I
11 go to Zephyrhills every month. I'm telling you, I
12 just cannot drink it. I don't cook with it.

13 COMMISSIONER GARCIA: Could you get together
14 with Mr. Rieger so he can look into that?

15 WITNESS MORRIS: Sure, I will.

16 COMMISSIONER GARCIA: Mr. Rieger is our
17 engineer, right there.

18 WITNESS MORRIS: Thank you.

19 COMMISSIONER DEASON: Thank you, ma'am.

20 (Applause)

21 (Witness Morris excused.)

22 - - - - -

23 MR. SHREVE: Mike Bumster.

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25**MIKE BUMSTER**

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

WITNESS BUMSTER: Mike Bumster,
B-U-M-S-T-E-R.

COMMISSIONER DEASON: Ladies and gentlemen, we are having difficulty hearing the witness. Thank you.

You may need to get real close to that microphone.

WITNESS BUMSTER: I live at 2509 Northeast 18th Lane, Leilani Heights.

COMMISSIONER DEASON: And your last name again, sir?

WITNESS BUMSTER: Bumster, B-U-M-S-T-E-R.

COMMISSIONER GARCIA: You said Leilani Heights, right?

WITNESS BUMSTER: Yes. I just have a couple of questions. I've got the same problem she does. I don't know if it tastes like garlic, but it tastes bad. I've replaced the insides of my toilet twice since I've been there, two years. It corrodes them up, and they keep running.

I just wondered why I moved down here from

1 Ohio. My water bills were approximately the same
2 amount for three months, instead of every month. And
3 they've got to consider on how they keep the water
4 from freezing while they treat it. I was just curious
5 on why it was that much more down here. That is all I
6 have to say.

7 COMMISSIONER DEASON: Well, that's one of
8 the things we are going to be exploring. Not so much
9 what your rate was in Ohio, but the cost of providing
10 the service here is going to be explored. (Applause)

11 (Witness Bumster excused.)

12

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13 MR. SHREVE: Thank you, sir. Pauline Rowe.

14

PAULINE ROWE

15 was called as a witness on behalf of the Citizens of
16 the State of Florida and, having been duly sworn,
17 testified as follows:

18 WITNESS ROWE: My name is Pauline Rowe. I
19 live at 2385 Northeast Rustic Place in Fisherman's
20 Haven. I have lived there for nine years, and I
21 haven't been able to drink the water. You can't even
22 give it to your pets, or they get dysentery. You turn
23 on the faucet, draw on the water, it's yellow. And
24 then they want to have the 6,000 gallon level. I am a
25 widow, live by myself, and when I first moved in

1 there, nine years ago, I used from 17 to 2,200 gallons
2 of water. Now, they have me up using, the last bill,
3 I think was 4,200. So I can't understand this since I
4 am still a widow and living alone.

5 As for the sewer, as far as I know, they
6 haven't done too much to improve it. Every time we
7 have excessive rain, the sewer runs out of the manhole
8 in front of my driveway. So I have called them, I
9 think, four or five times over the last nine years for
10 that.

11 COMMISSIONER GARCIA: May I ask you, have
12 they done anything when you call?

13 MS. CAPELESS: They bring a truck and pump
14 it out. The neighbors have had the water tests that I
15 have not. I don't believe they are here tonight, but
16 they got the same answer as the lady from Leilani
17 Heights; don't drink it.

18 COMMISSIONER JOHNSON: Ms. Rowe, over here.
19 On your water usage where you say you don't believe
20 that you have used any more, but it keeps increasing,
21 have you talked to the Company? Or have you had your
22 meter checked?

23 WITNESS ROWE: No, I think they put in a new
24 meter, and that's when my usage amount went up.

25 (Laughter)

1 COMMISSIONER GARCIA: Ma'am, you should see
2 our engineer before you leave so that he can check
3 that out with you and make sure that the Company
4 checks it.

5 WITNESS ROWE: Okay. And I wanted to point
6 out, you know, that I believe that there's a lot of --
7 in the community where I am, it's not very large.
8 It's a small community. It hasn't grown any. It's
9 probably one of the older communities. It has a lot
10 of retired people, like myself, on a fixed income, and
11 then it has young families. So a widow or a widower
12 living alone isn't going to use 6,000 gallon of water,
13 so I don't believe that we should be responsible for
14 paying 6,000 gallons when we don't use it.

15 COMMISSIONER DEASON: Just a second, ma'am.
16 You are at Fisherman's Haven; is that correct?

17 WITNESS ROWE: Yes.

18 COMMISSIONER DEASON: Now, your wastewater
19 rate is based upon a gallonage charge; is that
20 correct?

21 WITNESS ROWE: Yeah, right.

22 COMMISSIONER DEASON: And you are only
23 charged for what you use; is that correct?

24 WITNESS ROWE: Yeah, right. But I believe I
25 got literature where they wanted to change it, wasn't

1 it, to 6,000 gallons?

2 COMMISSIONER DEASON: I think that may be a
3 cap of 6,000. I'm not sure, but we can confirm that
4 for you. Mr. Rendell is shaking his head.

5 What that means is that once you use 6,000
6 gallons, you are not charged for any wastewater above
7 6,000. It doesn't mean that you are automatically
8 charged for 6,000.

9 WITNESS ROWE: I understand. But, anyhow, I
10 thought that was a little excessive, you know, for the
11 quality of water we are getting. (Applause)

12 COMMISSIONER DEASON: Thank you.

13 (Witness Rowe excused.)

14 - - - - -

15 MR. SHREVE: John Fote.

16 - - - - -

17 JOHN FOTE

18 was called as a witness on behalf of the Citizens of
19 the State of Florida and, having been duly sworn,
20 testified as follows:

21 WITNESS FOTE: John Fote, F-O-T-E.

22 COMMISSIONER GARCIA: I'm sorry, can you
23 spell that again?

24 WITNESS FOTE: F-O-T-E, Fote, Fotay
25 (phonetic), whatever you want to call me. 1937

1 Northeast 21st Terrace, Leilani Heights.

2 I have lived in Leilani Heights for 20
3 years. I have never been to one of these meetings. I
4 think SSU has been taking care of our facilities for
5 10 to 12 years, and in that time they've wanted the
6 increases. I didn't think it was necessary to come on
7 over to the Commission and the PSC Staff to let them
8 know that I wasn't in favor. I figured if they needed
9 the raise, you know, like all of us, go for it.

10 I'm here tonight to represent John Fote from
11 Leilani Heights. This should be an easy situation for
12 you three Commission and the PSC Staff. With the show
13 of people in this establishment right now and the way
14 everybody's clapping, your decision should be a null
15 and void, no percentage raise whatsoever. In fact, a
16 decrease, I would vote for. (Applause)

17 I leave my home at 6:30 in the morning. I
18 get home anywhere from 7:30 to 8:00 at night.
19 Obviously, I use the bathroom facilities at work,
20 drink all the water I want at work. I get home, I
21 have dinner, and I fall asleep within an hour which
22 means I really don't use, Monday through Saturday,
23 much water at my home or the bathroom facilities.

24 My wife works full time. She leaves at
25 8:00, gets home at 5:00. All we use the water for is

1 to wash the dishes, clothes, obviously, the bathroom
2 facilities. We do not drink the water. I didn't have
3 it tested; I didn't have to have it tested because
4 it's terrible.

5 I think, you know -- actually, I forgot what
6 I was thinking. I think it's due to the water that we
7 are drinking. (Laughter)

8 Basically, I'm just a very simple man. I
9 don't have any facts and figures, you know,
10 percentages. Basically, I'm totally confused on what
11 the SSU wanted. I did come to that meeting last week
12 or the week before. I was there for about
13 half-an-hour, and I got up, and I left because I was
14 so confused and so frustrated that I thought, there's
15 no need for me to be here.

16 This is the time that I need to be here, to
17 talk to you three. Basically, do you three, and you
18 four over here make the decision? (Indicating) Do
19 you vote on this, or is it a separate thing? Do you
20 vote, or do they vote? How the hell do you work this
21 thing? (Laughter)

22 You guys are separate over there, and you
23 are separate over here. Who's going to be voting
24 here?

25 COMMISSIONER DEASON: The Commissioners

1 vote. This is an advisory staff, they assist the
2 Commission. They make sure we have a full and
3 complete record. They do an independent analysis.
4 And Mr. Shreve, he's an intervenor. He's an advocate
5 on behalf of you.

6 WITNESS FOTE: And thank God we have him.

7 (Applause)

8 COMMISSIONER DEASON: Yes. Our independent
9 Staff, after the record is complete, the hearings have
10 been held, and after briefs have been filed by the
11 intervenors, they take all that information. And then
12 they make a recommendation to the Commission. We may
13 agree with them, we may disagree with them. It is the
14 Commissioners themselves that actually vote after
15 everything is in, including our Staff's
16 recommendations.

17 WITNESS FOTE: You three right there?
18 That's it, just you three?

19 COMMISSIONER DEASON: There are five
20 Commissioners.

21 WITNESS FOTE: Where's the other two?

22 COMMISSIONER DEASON: The other two
23 Commissioners, I assume, are in Tallahassee at another
24 hearing. I cannot tell you what their schedule is.

25 WITNESS FOTE: One more point, and I'll sit

1 down and keep my mouth quiet.

2 COMMISSIONER DEASON: But before -- this is
3 being recorded so there is a transcript available. So
4 all the Commissioners, even though they may not attend
5 this hearing, they have that transcript. And it is
6 part of the record.

7 Obviously, there are other cases going on at
8 the Commission, other than this one; and sometimes we
9 have to have just a panel of Commissioners hold one of
10 these hearings. When we can, we have all five, but
11 apparently there was a conflict. And that's done by
12 the Chairman's office, Chairman Clark. And apparently
13 it was necessary for she and Commissioner Kiesling to
14 be doing something else today. That's the only thing
15 I can tell you.

16 WITNESS FOTE: You don't have to be retired
17 to be on a fixed income. I have been working 32
18 years, I'm 50 years old; I'm on a fixed income. I
19 didn't get a raise last year, and I don't foresee a
20 raise in two years. My water bill right now and under
21 the conditions that I told you -- you know, we are not
22 home that much. And it's just my wife and I, our kids
23 are up and gone. I am spending \$50 a month. Now, if
24 I was home and retired, I would be spending \$100 a
25 month.

1 My situation and my idea that I want to
2 extend to you three, if you give them any raise, I'm
3 going to pay them \$50 a month. If you give them 1% or
4 10%, you pay over and above the \$50, because that's
5 all I have. That's all I'm going to pay. And I'm not
6 trying to make it a joke or trying to get laughs. I'm
7 telling you that's what I have in my budget is \$50,
8 and that's all they are going to get.

9 And if they want to shut my water off, I'll
10 drill a well and pump it in myself. And I'll probably
11 get better water than what they are giving me.

12 (Applause)

13 You three people, give it some damn good
14 thought here because it's a serious situation here.
15 We just don't have the money. And I'm talking about
16 everybody here, because if they had the money, they
17 wouldn't be here. (Applause)

18 MR. SHREVE: Thank you, sir.

19 (Witness Fote excused.)

20 - - - - -

21 MR. SHREVE: Mr. Vincent Yakavonis.

22 **VINCENT J. YAKAVONIS**

23 was called as a witness on behalf of the Citizens of
24 the State of Florida and, having been duly sworn,
25 testified as follows:

1 WITNESS YAKAVONIS: My name is Vincent
2 Yakavonis, Y-A-K-A-V-O-N-I-S, 222 Sea Conch Place,
3 Tropical Isles.

4 COMMISSIONER DEASON: Please proceed.

5 WITNESS YAKAVONIS: Well, I believe Tropical
6 Isles is well represented in what we are standing up
7 for. But there's one thing, a question that bothers
8 me, is those, between 75 and 100 residents of Tropical
9 Isles, usually close down for the summer, that's five
10 to six months. I've been here since 1991. And the
11 first year I got in touch with SSU and questioned why
12 they were charging me all year round, the flat rate.
13 Whereas now the Fort Pierce Sewer Authority -- Water
14 Authority rather, pardon me, when I shut my water off,
15 I don't get charged for those five months or six
16 months we're home. And the rest of us don't.

17 Now, at this time I can't see all of 100
18 people or so that goes away for five to six months get
19 charged for something, not paying for. That's all I
20 have to say. (Applause)

21 COMMISSIONER DEASON: Thank you, sir.

22 (Witness Yakavonis excused.)

23 - - - - -

24 MR. SHREVE: Thank you, sir. Carol Sandt.

25 Carol Sandt, S-A-N-D-T. (Audience response.)

1 **CAROL B. SANDT**

2 was called as a witness on behalf of the Citizens of
3 the State of Florida and, having been duly sworn,
4 testified as follows:

5 WITNESS SANDT: My name is Carol, middle
6 initial B as in boy, Sandt, S-A-N-D-T.

7 COMMISSIONER DEASON: You need to speak
8 directly into that microphone and loudly.

9 WITNESS SANDT: S-A-N-D-T, 323 Seahorse
10 Terrace, Fort Pierce, Tropical Isles.

11 COMMISSIONER DEASON: You may proceed.

12 WITNESS SANDT: Two weeks ago we received a
13 yellow postcard from SSU. And it seemed pretty much
14 the same as a meeting we had either in May or in
15 September of last year. And, of course, we were going
16 to overlook it. The following day I called SSU, and I
17 asked them about the rate increase. I was told that
18 the interim rate of \$17 was denied by Public Service,
19 but instead they were granted 37.95.

20 Now, I don't understand if a Company is
21 willing to accept \$17, how the Public Service
22 Commission comes along and says, "Well, no, we won't
23 give you 17; we'll give you 37." That doesn't make
24 too much sense.

25 And the next thing, I question the

1 management of SSU. Some time ago --

2 COMMISSIONER GARCIA: Before you get off
3 that point, the Company told you matter of factly --

4 WITNESS SANDT: Yes, twice.

5 COMMISSIONER GARCIA: -- that they were
6 charging you more than what they wanted to charge you?

7 WITNESS SANDT: Yes.

8 COMMISSIONER GARCIA: That we had forced
9 them to --

10 WITNESS SANDT: More or less.

11 MR. SHREVE: Commissioner, if we could reach
12 an agreement right now, I'd be glad to agree with you
13 all that they cut everything down to what that request
14 was that they put out there. If that's what they
15 really want to charge, let's go back to that.

16 COMMISSIONER GARCIA: I'm sure the Company
17 can do what it wants in that respect, but we'd have to
18 vote on that, so --

19 Thank you, go on. I'm sorry I interrupted
20 you.

21 WITNESS SANDT: That's okay. About a year
22 or two ago, we used to pay 26.25 every other month.
23 Then the Company decided to charge 13.13 monthly. So
24 what happened is -- I mean, even by most mathematics,
25 you are losing a penny just on the bill, plus their

1 postage. So I wonder what kind of management there is
2 in the Company.

3 COMMISSIONER GARCIA: Was this a changeover
4 at that time? Was it a new management by the Company?
5 In other words, had they just bought into your system?

6 WITNESS SANDT: No, no, no. This is since
7 I've been in Tropical Isles, which is about two years.

8 COMMISSIONER GARCIA: Great. Thank you.

9 WITNESS SANDT: Now, I bought my house in
10 1993, did not move down until last December. I paid a
11 bill for one year for a sewer system I didn't use, but
12 I didn't pay a water bill. Well, Fort Pierce
13 Utilities did not charge me for water for a year.
14 Now, if I'm not using the shower services because I'm
15 not living there -- I'm from New York -- how can a
16 sewer company charge me for waste when there isn't
17 any? (Applause)

18 I mean, we had to pay lot rental. I mean,
19 my house was sitting on this man's lot, so lot rental.
20 That was a use; the house was taking up his property.
21 And for the snowbirds, they are gone six months, they
22 pay sewer. Telephone bills they don't pay; they are
23 disconnected. The same with the water. And I really
24 think and I hope, especially after reading the article
25 in the paper about Lieutenant Governor MacKay, I mean,

1 it's a little disturbing. But I do thank you for your
2 time. (Applause)

3 (Witness Sandt excused.)

4 - - - - -

5 MR. SHREVE: Thank you. Mr. Cornett.

6

7

JAMES CORNETT

8 was called as a witness on behalf of the Citizens of
9 the State of Florida and, having been duly sworn,
10 testified as follows:

11 WITNESS CORNETT: I'm James Cornett,
12 C-O-R-N-E-T-T. I live at 355 Tropical Isles Circle,
13 Fort Pierce.

14 COMMISSIONER GARCIA: What system?

15 WITNESS CORNETT: It's on the SSU system.

16 COMMISSIONER GARCIA: Right, but -- oh,
17 Tropical Isles.

18 WITNESS CORNETT: In Tropical Isles. I
19 haven't got too much to say, but this increase that
20 they are claiming to want, or whatever, or if it's
21 already gotten, I don't know. But it is like
22 Mr. Simpson, the lawyer over here has said, it is
23 outrageous. There is no system as far as I am
24 concerned, the way I look at it. It's whatever they
25 want.

1 Now, like one other gentleman here said,
2 he's on a fixed income; we are too. We don't get a
3 raise. What little raise we get, where is it going?
4 A lot of people are on social security. I mean, where
5 is it going? Going right to pay the sewer bill.

6 I'm on a fixed income. Sure, I'm Federal
7 Government retirement. I haven't gotten a raise yet.
8 I'm on a fixed income. I don't make no \$50,000 or
9 \$100,000 a year. When you are on a fixed income of
10 \$20,000 a year, you're buying a home, you're paying
11 lot rent and everything else, everything really mounts
12 up. We just can't afford that kind of increase.

13 Now, like somebody else said here a few
14 minutes ago, I can understand a couple of dollars of
15 raising it, that's no big problem. But when you're
16 increasing it, like 200-something percent, that's
17 ridiculous. It's worse than outrageous. And that's
18 about all I have to say, other than what Mr. Simpson
19 says. And I back him up wholeheartedly, and this
20 lawyer over here. Thank you. (Applause)

21 MR. SHREVE: Thank you, Mr. Brophy (sic).

22 (Witness Cornett excused.)

23 - - - - -

24 MR. SHREVE: Mr. Edward Usuda.

25 **EDWARD USUDA**

1 was called as a witness on behalf of the Citizens of
2 the State of Florida and, having been duly sworn,
3 testified as follows:

4 WITNESS USUADA: My name is Edward Usuda,
5 U-S-U-D-A.

6 COMMISSIONER GARCIA: Move the mike up
7 closer to your mouth. It may be easier --

8 WITNESS USUDA: Is that better?

9 COMMISSIONER GARCIA: Speak right into it.

10 WITNESS USUDA: What do you want my address?
11 2478 Northeast 18th Lane, Leilani Heights.

12 What I'd like to know, in your Southern
13 States, you mentioned reverse osmosis. What is that?
14 Explain that to us. We are all lay people here. We
15 are not water specialists. Can you explain your
16 reverse osmosis?

17 COMMISSIONER DEASON: Mr. Usuda, are you
18 addressing that question to the Company or to the
19 Staff of the Public --

20 WITNESS USUDA: The Company.

21 COMMISSIONER DEASON: The Company is over
22 here.

23 WITNESS USUDA: Okay. Can you explain
24 reverse osmosis?

25 MR. FEIL: I'm not a scientist, but I'm

1 lawyer. I'll try to explain it to you briefly.

2 WITNESS USUDA: Well, it's in your filing
3 you filed.

4 MR. FEIL: Yes, sir.

5 WITNESS USUDA: Well, you ought to be able
6 to explain what you filed.

7 MR. FEIL: Reverse osmosis is a system of
8 treatment whereby water is forced through a system of
9 filters. It's usually reserved for brackish or salty
10 water. Under our filing we're asked that service
11 areas that have brackish water and RO plants be
12 categorized in a separate uniform rate.

13 You do not have brackish water in your
14 service area. You do not have RO treatment.

15 WITNESS USUDA: But I'm questioning the
16 answers in your filing that you made. And, you know,
17 we are not professional water people. We are lay
18 people, and you should be able to explain what you
19 filed.

20 MR. FEIL: I thought I just did.

21 WITNESS USUDA: All right, so you did now,
22 finally. You say "uniform rates," that's the same as
23 average rates, isn't it?

24 MR. FEIL: I would say yes.

25 WITNESS USUDA: It is. That's like you take

1 10 numbers, and you add it up and divide by 10, that's
2 what you've done. You've got, what, 125 water systems
3 here, haven't you? You lost two companies. You lost
4 Marco Island and Burnt Store, right?

5 MR. FEIL: Marco Island and Burnt Store are
6 the RO facilities.

7 WITNESS USUDA: So what you've got here is
8 125 water systems you consolidated on this hearing.
9 Isn't that right?

10 MR. FEIL: We refer to them as plants,
11 because --

12 WITNESS USUDA: Well, plants.

13 MR. FEIL: Yes. 125 sounds right.

14 WITNESS USUDA: Mr. Shreve, does the Public
15 Service Commission have enough employees to
16 actually -- counting lawyers, engineers, and so
17 forth -- to actually investigate these systems? Do
18 they have enough employees to investigate these water
19 systems?

20 MR. SHREVE: I think that is an excellent
21 question, and I have complained the entire time since
22 Southern States started bringing in all these systems.
23 It used to be we'd have one case, one system. You
24 could come in and that was the rate case. You could
25 look at it, you could count, you could see what was

1 invested.

2 They say they have enough to do it. I don't
3 think they do. I know our staff does not have enough
4 to really dig in and do the kind of job I would like
5 to for the people. We have to fight almost every step
6 of the way. We've tried to get their income tax
7 return for months now, and the PSC's hearing examiners
8 ordered them to give it. We're still fighting about
9 that because they've taken it on, and we're going to
10 be probably filing our testimony before we even get
11 their income returns.

12 And what I'm saying is, the point you are
13 making is, 150 systems, you can't handle and do a good
14 job. I don't think you can, no, sir. And I'll have
15 to refer to the Staff on that as to what they can do,
16 but I don't think you can go to every one of these
17 systems and look and see whether they really even made
18 the investment they say they have.

19 WITNESS USUDA: Well, the Commission
20 probably sits back and let's the Company submit, do
21 the work; and they just review it roughly.

22 MR. SHREVE: Well, they review it, and they
23 try and dig in. I just think it's a tough job.

24 WITNESS USUDA: But they don't actually make
25 a good investigation, do they?

1 MR. SHREVE: Well, I think they probably do
2 the best they can, and we do the best we can. But I
3 have a real problem with that number of systems, and I
4 think some of the Commissioners do.

5 Southern States can file a case when they
6 want to, and that's one of the problems. The last
7 case really is not totally over yet. That's still
8 partially on appeal. The Commissioners don't have any
9 control over that. They can't do anything about it.
10 But I think you have a real problem when you have the
11 same time frame for 150 systems that you would have
12 for one or two.

13 WITNESS USUDA: Does the Public Service
14 Commission know how Southern States does their meter
15 reading in Leilani Heights?

16 MR. FEIL: Are you addressing me?

17 WITNESS USUDA: Yes, I'm addressing you.

18 MR. FEIL: I would assume that they do.
19 They audit our books, they look through our billing
20 records.

21 WITNESS USUDA: Well, I'm asking, do you
22 know how Southern States reads the meters in Leilani
23 Heights, the water meters?

24 MR. FEIL: You're asking if I know how

25 SSU --

1 WITNESS USUDA: If the Commission knows.

2 MR. SHREVE: He's not the Staff of the
3 Commission; he's Southern States. The Staff of the
4 commission is over there.

5 WITNESS USUDA: Oh, I beg your pardon.

6 COMMISSIONER DEASON: The Staff of the
7 Commission is right over here where it says "PSC
8 Staff." Maybe you could address the question to them.

9 WITNESS USUDA: I'm sorry. Does the
10 Commission know how Southern States reads the meters
11 in Leilani Heights?

12 MR. WILLIS: We haven't witnessed them
13 actually reading every single meter, but we have
14 analysts that actually go out and obtain all the
15 billing information for every single customer for
16 every system in this rate case, and that billing
17 information is reviewed for each of the test years up
18 to the projected test year.

19 WITNESS USUDA: They drive their vehicle
20 around with two men, one keeps the vehicle running and
21 the other goes and reads the meter. Now, you know
22 good and well this is a waste of money and time.

23 You take Florida Power. They know how to
24 read the meter. One man goes around with the machine,
25 one person only; and they read more meters than

1 Southern States every will. And Southern States just
2 wastes a lot of money the way they read the meters in
3 Leilani Heights when they run a vehicle and two
4 people. And they keep the vehicle running and ride --
5 there is a lot of money that can be saved in overhead
6 you know. All they're doing is piling up the costs.

7 MR. WILLIS: You raise a good point, sir.
8 And I'd like to point out that that's one of the
9 purposes of these customers meetings. That's why they
10 are so valuable, because you, the customers, are there
11 all the time. You are here every day, except for the
12 time period you are not here. But you are a valuable
13 source of information for the Commission to obtain on
14 a daily basis of exactly what goes on in your area.

15 COMMISSIONER DEASON: What he's telling you,
16 sir, is they are going to look into that now. They
17 didn't know that there were two people, one driving a
18 vehicle and one to get out and read the meter. They
19 didn't know that. They just admitted that, and they
20 are just telling you they are going to look into it.

21 WITNESS USUDA: Good, that's fine. But let
22 me ask you one more question. If you people were
23 elected instead of appointed, wouldn't you do a better
24 job for the public? (Applause)

25 COMMISSIONER DEASON: Sir, I believe I do

1 the very best job that I can, and that's what I am
2 here to do, what I've always tried to do, and what I
3 will continue to do as long as I am in this office.

4 (Applause)

5 I realize that I am a public servant. And
6 it is my job, as I indicated earlier, not to try to
7 take the Company's position; but it is my job to
8 scrutinize their request. Now, I do not have the
9 authority to simply reject a request because it's
10 unpopular. I have a statutory responsibility to look
11 at their request, to make sure if it is reasonable.
12 If it is unreasonable, it is my responsibility to then
13 decline it.

14 I have to look at all of their expenses,
15 their investment, their operations to determine what
16 it costs for them to provide service, to prudently
17 provide service. And to the extent they are not
18 prudently providing service, I have to make
19 disallowances. That is my job. That is what I'm here
20 to do. That is what I have done in the past. That's
21 what I will do in the future. (Applause)

22 MR. SHREVE: Sir, over here. And I will
23 say, these three Commissioners were not on the last
24 case. And I think -- I've gone through all these
25 hearings, and I think they are interested, are taking

1 in the remarks of the people, and paying attention to
2 them. And I think they are going to try and do a good
3 job.

4 But I had something else I wanted to ask
5 you. You made a good point about the operation of
6 maintenance expenses and gave one example. Southern
7 States Utilities bought Buena Ventura Estates, just
8 outside of Kissimmee, this last year. I mean, they're
9 in the process of buying it right now. It's a very
10 large system. They bought it, and the day they
11 closed -- now, the Company before them had a level of
12 operation and maintenance expenses, a total. The day
13 after Southern States bought it, the operation and
14 maintenance expenses went up \$500,000. That's
15 administrative efficiency. (Applause)

16 (Witness Usuda excused.)

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18 MR. SHREVE: Barbara Sailors.

19 WITNESS SAILORS: Pass.

20 MR. SHREVE: Thank you. Donald Michaelson.

21 And I did want to explain, on some of the
22 names, the ones that I have mispronounced tonight, I'm
23 sorry, but Commissioners Deason and Garcia were the
24 ones who told me how to pronounce those. The ones
25 that I got right, I did on my own. Go ahead, sir.

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DONALD MICHAELSON

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

WITNESS MICHAELSON: Jack, you got this one right. Don Michaelson, M-I-C-H-A-E-L-S-O-N, 1703 Northeast 25th Terrace, Leilani Heights. I'm also the president of the Leilani Heights Homeowners Association. And we're served by SSU in Leilani Heights, which at one time tried to pump the Michaelson family sewage uphill. Remember that, Matt?

MR. FEIL: Yes, sir, I remember that affair.

WITNESS MICHAELSON: It didn't work, did it?

MR. FEIL: I didn't see it.

WITNESS MICHAELSON: It cost you a lot of money, though, didn't it? It did. It cost them a lot of money.

COMMISSIONER GARCIA: Could you explain precisely, since I'm sure that won't be part of the

1 filing, what they tried to do and why you think it
2 cost them a lot of money.

3 WITNESS MICHAELSON: Well, it did cost them
4 approximately \$3,000, because when you had two sewage
5 backups, they were willing to fix it for X amount of
6 dollars; but we would have had to sign a release,
7 which we refused. We then hired our own contractor --

8 COMMISSIONER GARCIA: Release to do what?

9 WITNESS MICHAELSON: To repair the piping.
10 However, we would then have to sign a release.
11 However, what we did then was to hire an independent
12 contractor who proved with their verification, Ray
13 Gagnon, being the regional manager at the time, that
14 yes, sewage was trying to run uphill. So they had to
15 replace the whole pipe system. They had to buy all
16 new carpeting and clean the house.

17 COMMISSIONER GARCIA: And they did that?

18 WITNESS MICHAELSON: They did that.

19 Okay. I'd like to ask a couple of questions
20 before we go any further. You're all appointed by the
21 Governor, correct?

22 COMMISSIONER DEASON: Yes, that's correct.

23 WITNESS MICHAELSON: And you hire your
24 Staff?

25 COMMISSIONER DEASON: Actually, we don't

1 hire the Staff. We have an executive director who is
2 at the Commission. It is his responsibility to hire
3 and fire the professional Staff of the Commission.

4 WITNESS MICHAELSON: Okay, fine. And as you
5 pointed out, you are all public servants?

6 COMMISSIONER DEASON: That is correct.

7 WITNESS MICHAELSON: Paid with our taxes?

8 COMMISSIONER DEASON: That is correct.

9 WITNESS MICHAELSON: Therefore, you are
10 representing us, as well as SSU, in this hearing,
11 correct?

12 COMMISSIONER DEASON: Well, I don't consider
13 myself representing SSU. I have a statutory
14 responsibility to make sure that their rates are just
15 and reasonable, but I don't represent them, sir. No,
16 if I represent anyone, it's the customers.

17 WITNESS MICHAELSON: It's the customers.
18 It's the public.

19 COMMISSIONER DEASON: But you have a
20 publicly appointed advocate who actually represents
21 you, and that's Mr. Shreve.

22 WITNESS MICHAELSON: And that's Jack. And
23 we appreciate your being here, Jack. I didn't know
24 what your position was, and I would like your address
25 and phone number before we leave here tonight.

1 MR. SHREVE: I'd be glad to give it to you.
2 Thank you.

3 WITNESS MICHAELSON: And I'd also like to
4 compliment the people from Tropical Isles for the
5 presentations they've made. And I would also ask that
6 the people of Leilani Heights take a moment just to
7 stand so I can see who is here. (Applause)

8 I want to thank you all for attending from
9 Leilani Heights and Tropical Acres -- (Audience
10 response) -- Tropical Isles, excuse me.

11 COMMISSIONER GARCIA: Be careful, they
12 outnumber you.

13 WITNESS MICHAELSON: I know that. I'm
14 probably getting daggers in the back right now.

15 What we've got here is a lot of numbers
16 being tossed about by Company representatives. And a
17 couple of the people that have already spoken have
18 made reference to fixed incomes. And as I look around
19 at people like myself and some others, I see a lot of
20 gray heads, a lot of thinning heads, a lot of dyed
21 hair. How many people here are on social security?
22 Raise your hands.

23 Okay, we got a 2.3% increase this year,
24 right? (Audience response.)

25 Southern States Utilities, according to my

1 calculations, in a letter from Cara Olsen Teasley, run
2 anywhere from 32% to 50%. It's obvious, as some of
3 the speakers have said -- yes, Jack?

4 MR. SHREVE: That is -- not that you're
5 all -- their water rate increase request, the rates,
6 they have requested that the total rates go up 77%.

7 WITNESS MICHAELSON: That was the original
8 figure I had, yes.

9 MR. SHREVE: And the sewer rates they have
10 requested go up 34%. I don't know why they keep
11 putting out that garbage.

12 WITNESS MICHAELSON: No, that was the
13 original figure I had some time ago in a letter we
14 sent to the Commission with about 284 letters.
15 However, now I've got another piece of information
16 here, and I come up with anywhere from 32 to 50%. I
17 mean, what we are doing is we are tossing out all
18 kinds of figures here which don't make any sense on
19 the bottom line.

20 And all I am saying is that we've got to
21 face reality. People have X amount of money. And
22 there's going to come a point in this time when the
23 tax payers are not going to be able to afford any
24 more. It doesn't grow on trees. Thank you.

25 (Applause)

1 (Witness Michaelson excused.)

2

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3 COMMISSIONER DEASON: Ladies and gentlemen,
4 we've been going now for an hour-and-a-half. I'm
5 sorry?

6 MR. SHREVE: One.

7 COMMISSIONER DEASON: You only have one
8 more?

9 MR. SHREVE: One, and Mr. Simpson.

10 COMMISSIONER DEASON: We try to give our
11 court reporter a break at least every hour-and-a-half,
12 because she's taking down every word that is said, but
13 it's been indicated we only have one more witness.
14 So, Mr. Shreve, if you can call that witness, please?

15 MR. SHREVE: Mr. Smart.

16 COMMISSIONER DEASON: What we'll do is after
17 Mr. Clark (sic), we'll take a short break; and anyone
18 who still wants to testify, if they let Mr. Shreve
19 know during that break, we'll come back. And we'll be
20 here as long as there's somebody here who wants to
21 talk to us. I promise you that.

22

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23

RALPH SMART

24 was called as a witness on behalf of the Citizens of
25 the State of Florida and, having been duly sworn,

1 testified as follows:

2 WITNESS SMART: Good evening. My name is
3 Ralph Smart, S-M-A-R-T.

4 COMMISSIONER DEASON: I'm sorry, I thought
5 he said Clark.

6 WITNESS SMART: I've been called worse. 344
7 Seahorse Terrace, Fort Pierce, Tropical Isles with
8 SSU.

9 I have several concerns this evening, and
10 one is the reason we are all here, is we are very
11 frustrated with SSU.

12 I find it very hard to believe that the
13 Commission would even accept such an offer from them,
14 to come and bring it before us, that type of increase.
15 Why was it not turned back over to them and asked them
16 to reevaluate that? I feel that's what should have
17 been done with that.

18 Number two is we were not dealt with
19 properly by SSU. We were kept in the dark. They were
20 dealing behind our back. They made application in
21 June the 28th of 1995, and did not really bring us up
22 to date until later in the year as to what their
23 intentions were. After they brought us up to date on
24 what their intentions were, we were not given the
25 proper information. Had it not been for people like

1 Mr. Simpson and other residents here who have really
2 looked into this, this would have been shoved down our
3 throat.

4 Not only that, why do they find it necessary
5 to get Mr. Sharkey to start lobbying in Tallahassee
6 before they brought us up to date on what they wanted
7 to do? Why did they bring politics into this? If the
8 Lieutenant Governor wants to submit a letter okaying
9 this without letting us know, why didn't he tell us
10 this before we elected him? (Applause)

11 I feel that the people were not dealt with
12 the proper way. I think that letting Mr. Sharkey
13 lobby up there, and then after reading what his
14 association is with the Governor and the Governor's
15 family, we have another what do we call -- Watergate?

16 UNIDENTIFIED SPEAKER: Sewergate.
17 (Laughter)

18 WITNESS SMART: I personally think when they
19 evaluated the increase that it should have been turned
20 down. That all this taxpayers' money that is being
21 spent for these hearings is totally ludicrous. A 177%
22 to 250% increase, if I walked into work and my boss
23 said to me, "I want to give you a 50% increase" years
24 ago, I would have read the Wall Street Journal to see
25 if he went bankrupt. I don't understand that.

1 Every time they submit an increase, I
2 realize you have to go into hearings to evaluate it.
3 But to go into hearings with this type of an increase,
4 this percentage, does that sound right, gentlemen,
5 ladies? I don't think so. I think that someone is
6 trying to pull the wool over someone's eyes. We might
7 not get to 177% or 250% increase, but we are going to
8 get an increase, not that we want to accept.

9 Why don't they evaluate it the way
10 everything else is evaluated with the cost of living?
11 Every time you get a cost of living, or you get an
12 increase in your social security, everything is
13 evaluated. This came out of a box. I don't under
14 this.

15 These people are in business to make money.
16 Everyone goes into business to make money. But to try
17 to rip us off like this, and the Commission to sit
18 back and allow them to even present this, I don't
19 understand it. Why wasn't it stopped before it got
20 this far and tell them, Please come forward with
21 something more reasonable because the people cannot
22 afford this. Because politics is involved, because a
23 percentage of the residents in Florida do not vote
24 here. They only come down for the season, and they go
25 back. And the other people around here are old, and

1 they just very seldom go to the poles."

2 But I'll tell you if this thing passes, they
3 better remember who sent the letter to the Commission.
4 That's all I have to say. Thank you. (Applause)

5 COMMISSIONER DEASON: Thank you.

6 MR. SHREVE: Thank you, sir.

7 (Witness Smart excused.)

8 - - - - -

9 MR. SHREVE: Mr. Chairman, could you indulge
10 me just a minute? I wonder if we could have
11 Mr. Simpson come back before we break. I'm afraid he
12 might have to leave.

13 COMMISSIONER DEASON: Okay.

14 MR. SHREVE: Mr. Simpson, can you come up?

15 **EXAMINATION**

16 BY MR. SHREVE:

17 Q Mr. Simpson, talking about that meeting that
18 you testified at -- about a little earlier, you
19 conveyed something at my office I'd like to ask you
20 about that we didn't cover. Were there any statements
21 made at that meeting --

22 A Yes.

23 Q -- concerning my representation?

24 A Yes. And, please, the folks from Tropical
25 Isles, Leilani Heights, Fishermen's Haven that were

1 there, We asked about the role of office of Public
2 Counsel, your office.

3 Q Yes, sir.

4 A In fact, we indicated that if we were
5 dissatisfied with what occurred with the Public
6 Service Commission's final determination -- and by the
7 way, I think their handling this very well; it's a
8 difficult thing -- (applause) -- that we would appeal
9 to you and have you advise us what to do. And we were
10 told that, well, the office of Public Counsel would
11 have a conflict of interest in advising us because
12 there would be some who would get lower rates and some
13 who would get higher rates, so how could they advise
14 us. Am I right in that?

15 UNIDENTIFIED SPEAKER: Right.

16 Q (By Mr. Shreve) So there wouldn't be much
17 that I could do for you because I had a conflict of
18 interest.

19 A That's right.

20 Q Well, I'd like to tell everybody here, as
21 far as the uniform rates, as opposed to the
22 stand-alone rates, that's one group of customers
23 against another; and I do have a conflict of interest
24 there. But I very much resent the fact being said
25 that I couldn't do much for you, because we will be

1 fighting against this rate increase which, to me, is
2 the primary problem here. And I very much resent them
3 saying that I couldn't do much for you, or I wouldn't
4 be interested in this. I really do.

5 WITNESS SIMPSON: Mr. Deason, I do have a
6 couple of summary comments that some of the people in
7 Tropical Isles have asked I make. But I would be glad
8 to come back in case others are doing it and make it
9 at the end so we could go ahead and have a break now.
10 I'll stay.

11 COMMISSIONER DEASON: We really do need to
12 take a break, and I appreciate you making that
13 accommodation.

14 MR. SHREVE: Thank you, Mr. Chairman.

15 COMMISSIONER DEASON: We will stand in
16 recess for 15 minutes. We will reconvene in 15
17 minutes.

18 (Brief recess.)

19 - - - - -

20 COMMISSIONER DEASON: Ladies and gentlemen,
21 I'm going to call the hearing back to order. Everyone
22 take your places. Thank you.

23 Mr. Shreve.

24 MR. SHREVE: Jennifer VanDien.

25 - - - - -

1 So, I guess what I came to say to the
2 Commission is -- Commissioners is I hope that as you
3 all check into this, that you find out if it's really
4 a need they get an increase in their profits, that
5 they are really watching their expenses, because the
6 rest of us have to. I squeeze the backs off of
7 pennies nowadays. And, you know, there's certain
8 expenses you can cut back, but, you know, we're down
9 to the bare minimum. And when they start raising the
10 rates, you know, my budget just won't handle that.

11 Now, what I didn't come to say, and after
12 hearing everyone talking, I think I'm going to go get
13 a health check tomorrow. My next-door neighbor gave
14 me this. This is his second or third replacement on
15 his toilet. I fix toilets real well. I didn't know
16 that I was fixing them because there was a problem
17 with my water. I just thought this was what toilets
18 did.

19 In the last two years I've changed mine -- I
20 have two toilets. I've changed them at least four or
21 five times, different parts of the plumbing inside.
22 It wasn't until my next-door neighbor handed me this
23 that it even occurred to me that the water we've been
24 drinking is causing the problems. So I guess I'll
25 have to investigate this myself, but do you want

1 another exhibit?

2 COMMISSIONER DEASON: I'll be glad to take
3 it, and I will give it to the Staff.

4 WITNESS VanDIEN: The engineer can test it
5 for whatever it needs. Hopefully, I don't have any
6 major health problems because of the water we're
7 drinking, but I really would --

8 COMMISSIONER DEASON: Seriously, if you want
9 to leave that with us, we'll be glad to take it.

10 MR. SHREVE: They are lucky so far. A lot
11 of the meetings -- I'm over here -- people are
12 bringing in bottles of water and asking them if they
13 want to drink it.

14 WITNESS VanDIEN: Well, I unfortunately -- I
15 mean, I can't afford not to drink the water. I
16 seriously live on a very tight budget. I drink the
17 water. You know, it doesn't always taste great. We
18 turn it into Gatorade sometimes and things like that.
19 So, hopefully, it's not a real health hazard, and I
20 supposed that you all's -- somebody's concerned to
21 make sure that the water I'm drinking is not
22 completely contaminated. I suppose that's why I pay
23 my taxes. But I really, really would --

24 COMMISSIONER DEASON: Let me clarify that
25 because you raised a good point. The Commission does

1 not set the drinking water standards. That's
2 primarily the jurisdiction of the Department of
3 Environmental Protection and the Health Department.
4 We do have the responsibility, though, to make sure
5 that the utility is in compliance with those standards
6 that are set by other agencies, and that is part of
7 our review when there is a rate proceeding of this
8 nature.

9 So, I guess, indirectly we have a
10 responsibility, but we're not the agency -- the agency
11 with the primary jurisdiction with water quality
12 issues.

13 WITNESS VanDIEN: Well, again, that wasn't
14 my main reason for coming out. My main reason is,
15 you know, I hope that someone is monitoring how they
16 manage their business if, in fact, we have to pay for
17 their profits if they're not doing a good job at it.

18 I'm going to have to leave now and get my
19 kids to bed because I didn't pay a babysitter to come
20 out. Thanks. (Applause)

21 (Witness VanDien excused.)

22 - - - - -

23 COMMISSIONER DEASON: Staff, is the next
24 Exhibit No. 48, is that correct?

25 MS. CAPELESS: It will be 48 if we mark it.

1 COMMISSIONER DEASON: Okay. Yes.

2 MS. CAPELESS: We could have a description
3 of the toilet part marked.

4 COMMISSIONER DEASON: Well, it will be an
5 exhibit just like all the other exhibits. It will be
6 Exhibit No. 48.

7 UNIDENTIFIED SPEAKER: A lift lever.

8 COMMISSIONER DEASON: A corroded lift lever.
9 (Exhibit No. 48 marked for identification.)

10 MR. SHREVE: Gloria Cherelstein,
11 C-H-E-R-E-L-S-T-E-I-N.

12

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13

GLORIA CHERELSTEIN

14 was called as a witness on behalf of the Citizens of
15 the State of Florida and, having been duly sworn,
16 testified as follows:

17 WITNESS CHERELSTEIN: And I'm from 1970
18 Northeast 23rd Terrace, Leilani Heights.

19 I just want you to be aware of the last
20 meeting that Ida Roberts said she called, said that
21 the customers of SSU could be enlightened on what was
22 happening. When I asked her a few questions
23 pertaining to administrative costs, depreciation, and
24 also counsel that would represent the consumers, I was
25 given one answer: I don't know; I don't know; I don't

1 know; I don't have the answer to that.

2 COMMISSIONER DEASON: Let me make sure --
3 you asked her about counsel that --

4 WITNESS CHERELSTEIN: I said, "I'm sure that
5 you will be represented by counsel. Who will
6 represent the consumer?" And she said, "I don't
7 know."

8 COMMISSIONER DEASON: She didn't tell you
9 anything about Public Counsel's Office?

10 WITNESS CHERELSTEIN: No.

11 MR. SHREVE: Thank you.

12 WITNESS CHERELSTEIN: That's all that I
13 have. I just wanted you to be aware of that.

14 COMMISSIONER DEASON: Thank you, ma'am.

15 MR. SHREVE: Thank you.

16 (Witness Cherelein excused.)

17 - - - - -

18 MR. SHREVE: Owen Clarke.

19 **OWEN CLARKE**

20 was called as a witness on behalf of the Citizens of
21 the State of Florida and, having been duly sworn,
22 testified as follows:

23 WITNESS CLARKE: Owen, O-W-E-N, Clarke,
24 C-L-A-R-K-E, 521 Hemingway Terrace, Fort Pierce,
25 Tropical Isles.

1 My neighbors have pretty well covered the
2 points so far, but I'd like to just emphasize a couple
3 of things.

4 One of the items that's used to judge the
5 success of a business is its return on capital
6 investment. And as it was pointed out, there was a
7 \$10 capital investment, original investment, on the
8 system on the part of SSU. In effect, it was deeded
9 over and that was a symbolic amount of money. So, in
10 effect, the return on the initial capital investment
11 is almost infinite. And if their accountants can't
12 handle this, we could probably have a bake sale,
13 couldn't we, and raise \$10, give them \$10 back, and
14 then they could call it infinite because that's what
15 it is.

16 And when they talk about a rate increase,
17 depending on which number you want to use, it runs
18 from 240% to over 300%. How do you equate that kind
19 of a rate increase request to a calculated request for
20 a 30.21% increase in wastewater revenue? Now, this
21 was on the notice of 9-12-95.

22 Also, I don't have an answer in my own mind
23 as to how we get from the initial proposed interim
24 rate of \$17.05 to the present approved interim rate of
25 37.95. I kept a file on all the literature and

1 correspondence I got, and I went through it this
2 afternoon again. And I cannot find any link to show
3 where we went from the lower number to the higher
4 number, and that I don't understand.

5 COMMISSIONER DEASON: I'll try to explain
6 that. The Company filed for an interim increase based
7 upon a uniform rate structure which means that, as the
8 gentleman indicated earlier, it's basically an
9 average; everybody pays the same rates regardless of
10 what it cost each system to provide service. That's
11 the nature of a uniform rate.

12 There had been a court decision by the First
13 District Court of Appeal concerning Southern States
14 rate structure, which basically overruled the
15 Commission and told the Commission that it did not
16 have the legal ability based upon the previous case's
17 record to implement a uniform rate. We had then to go
18 to a stand-alone rate structure of some sort. The
19 Commission decided to go to a modified stand-alone
20 rate structure. And since that was the court's
21 decision, the Commission made the decision that the
22 interim increase, as well, had to be based upon a
23 modified stand-alone rate structure, which meant that
24 each individual system's cost had to be analyzed
25 within the context of the interim increase.

1 That is why some systems' interim increase
2 was more than the uniform increase that the Company
3 requested. That is why the Company requested 17.05,
4 and the interim increase went up. That is in spite of
5 the fact that the Commission, as far as total dollar
6 revenues granted to the Company on an interim basis,
7 made substantial disallowances to that interim
8 request.

9 And I'm not exactly sure, but I would think
10 the Commission allowed approximately half of what the
11 Company requested on the interim basis and total
12 revenue requirement dollars. Is that correct?

13 My Staff is indicating that that is correct.
14 But that is the reason. It is a rate structure issue
15 which caused that disparity.

16 MR. SHREVE: If I may, Mr. Chairman?

17 Commissioner Deason is exactly right in what
18 he described. But I would like to add, at the time
19 Southern States sent those notices out to you saying
20 what they were requesting, they knew that they had
21 already been turned down on those rates. So they sent
22 the notice out knowing that that was not what was
23 going to be granted. It's almost like a setup so that
24 the Commission would appear -- and they have said this
25 several times -- that the Commission gave more than

1 they asked for. They asked for the full amount of
2 revenues, and we objected at the time because we
3 thought their notice was misleading. And, clearly,
4 you saw the notice, and you can't understand why it
5 comes out the way it does.

6 WITNESS CLARKE: It was not made clear at
7 all.

8 MR. SHREVE: Well, Southern States knew when
9 they sent the notice out. And we objected to it, but
10 they went ahead and sent it.

11 WITNESS CLARKE: Basically, that's all I
12 have to say. We are trusting that you people will
13 represent us properly. But if we don't, we talked a
14 little while earlier about the gray hairs and the dyed
15 hair, what we'll do is we'll let that hair get long
16 again, and we'll get some of the old hippy costumes,
17 and we'll put some placards out. And we'll say,
18 "Hell, no, we won't pay; send our bill to Buddy McKay.
19 Thank you. (Applause)

20 (Witness Clarke excused.)

21

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22 MR. SHREVE: Mr. Joseph Tucci.

23

JOSEPH TUCCI

24 was called as a witness on behalf of the Citizens of
25 the State of Florida and, having been duly sworn,

1 testified as follows:

2 WITNESS TUCCI: My name is Joseph Tucci, and
3 I live at 2289 Northeast 13th Court in Leilani
4 Heights.

5 I attended that meeting two or three years
6 ago, and I must say we got a 3-to-1 improvement. We
7 had one Commissioner back then, and we've got three
8 tonight. I hope that means we're going to get
9 something done, because I'll tell you something, I
10 keep hearing the same thing over and over again.

11 A woman here, she brought a vial of that
12 water, and it was yellow, and she complained about it
13 then, and they're still talking about it. So, you see
14 all the capital improvements that they've done and
15 improved the service and the quality, uh-huh.

16 And then I brought up this question then,
17 and a gentleman alluded to it, but he has not -- still
18 haven't gotten any answer. If you pay nothing for
19 something, what is the return on investment? What do
20 you allow? Gentlemen? How do you equate the return
21 that you are going to give SSU because they are buying
22 out -- buying out, they're taking over systems at no
23 cost. So what do you allow them as a return, as a
24 profit?

25 COMMISSIONER DEASON: It depends on what the

1 rate base -- which is allowed, and that is an issue
2 that has been before the Commission and will be before
3 the Commission in this case. It's an issue as to
4 whether you allow what they actually pay when they
5 acquire a system, or do you allow in their rate base
6 what the net book value of the system was at the time
7 that they acquired it. And the issue, basically, is
8 do you recognize any negative acquisition adjustment?
9 And that occurs when they paid less than net book
10 value for the system.

11 Mr. Shreve has historically argued for many
12 years that negative acquisition adjustments should be
13 recognized so that the net effect is when a company
14 pays less than book value, they only get what they
15 pay.

16 The Commission has established a policy, and
17 that policy was established years ago, to allow net
18 book value. That is an issue that there is some
19 disagreement on the Commission as to what the
20 appropriateness of that is. I assume that that issue
21 will once again be litigated before the Commission.

22 There are some new Commissioners that,
23 perhaps, this will be the first time that they will
24 have an opportunity to vote on that issue. And what
25 the outcome will be, I do not know. But it is an

1 issue that will be actively litigated and perhaps that
2 policy will be reviewed again during the context of
3 this case.

4 WITNESS TUCCI: Have you ever heard the
5 rationale behind somebody saying, "Yes, we should pay
6 on that basis?"

7 COMMISSIONER DEASON: On net book value?

8 WITNESS TUCCI: Net book value.

9 COMMISSIONER DEASON: Yes, there are persons
10 who advocate that net book value should be used
11 regardless of what is paid.

12 WITNESS TUCCI: And what was the rationale?
13 What's the thinking behind -- why would you say that's
14 a good thing, or it should be done? I mean, what's
15 the rationale?

16 COMMISSIONER DEASON: The rationale is that
17 that is what was the cost of the system when it was
18 devoted to public service, and that a change of
19 ownership should not change that, that the customers
20 are no better off, no worse off, because that's what
21 their rate base was before there was a change of
22 ownership.

23 There also is an argument that by not
24 allowing or recognizing negative acquisition
25 adjustments, it encourages utilities, such as Southern

1 States, to acquire other systems. And there's some
2 argument as to whether that is a good public policy or
3 not a good public policy. But those who advocate
4 that, that is my understanding, that's their
5 rationale.

6 MR. SHREVE: Mr. Chairman, may I? And here
7 once again, I don't disagree with anything
8 Commissioner Deason said; and on this issue, he and I
9 have no argument.

10 As far as the rationale that I see, the law
11 says that a utility is entitled to a fair return on
12 their investment. If they get the system for free or
13 if they pay \$100,000 on a \$500,000 system, then to me,
14 the \$500,000 is not their investment, and they are not
15 entitled to receive both a return on that \$500,000,
16 nor are they entitled to receive depreciation on it,
17 one-twentieth every year for something that didn't
18 even put in. There are many systems.

19 Now, how does the utility get hurt if they
20 receive a fair return on their actual investment
21 instead of coming out with these phantom figures that
22 make it sound like they're not earning as much as they
23 really are?

24 I have argued this, and I guess I will until
25 I die or leave this office, and I'm going to keep

1 doing it because it makes absolutely no logical sense
2 to me. Now, I'm going to step on some toes here, but
3 I'm going to do it anyway because I've been thinking
4 this for a long time.

5 The Staff of the Commission has always
6 pushed the other side of this in allowing the
7 utilities to have the full amount of the book value.
8 I don't think it makes any sense, and it's hard for us
9 to be able to argue when the Staff has the opportunity
10 to convince Commissioners, when it would be an ex
11 parte communication for me to do that. And someday we
12 have got to do something about that, and that's up to
13 me to try to do it.

14 But a utility should never pay more than the
15 book value because that's all it costs to put it in
16 service for the people. And that's always been the
17 argument. A lot of people have said, "Well, we don't
18 give them more when they pay more, so we won't give
19 them less when they pay less." That doesn't fit if
20 you really think it through because there are too many
21 shenanigans that can be pulled if you start paying
22 more. So you shouldn't ever give them more than the
23 book value because that's all it cost. And they
24 shouldn't get a return on anything that they did not
25 invest. (Applause)

1 WITNESS TUCCI: In the case of Leilani
2 Heights, the sewer was put in for the benefit of the
3 developer. He could not sell the lots. And, in fact,
4 the people who bought the lots paid for the sewer and
5 the lines that ran up the street and everything else.
6 So there is no -- what'd you call that? You said
7 something about the -- oh, what did you say?

8 COMMISSIONER DEASON: CIAC?

9 WITNESS TUCCI: You said that we, the
10 consumers, got the benefit of that \$500,000 --

11 COMMISSIONER DEASON: Oh, negative
12 acquisition adjustment.

13 WITNESS TUCCI: You said the \$500,000 is
14 what it cost, and we should pay for that \$500,000.
15 But we did when we bought the lots and the houses in
16 Leilani Heights. My bills were \$9 month, which was
17 strictly maintenance when I first bought the house,
18 and that was 15 years ago in Leilani Heights.

19 So, whoever is thinking about that other
20 thing, Staff, whoever is doing that, I've already paid
21 for, so it should be net acquisition cost. In the
22 case of Leilani Heights, the investment is zero. They
23 took over that for nothing. The guy, the developer,
24 wanted out.

25 Now, I calculated out -- well, I used this

1 sheet that they gave me at the meeting last week, that
2 piece of -- that waste of time. I just copied out
3 what SSU is going to get from Leilani Heights on all
4 their various things here, the stand alone, FSC and
5 all the blah, blah. Anyway, it is comes out to about
6 \$300,000 a year. \$300,000, combined water and sewer.
7 Now, I'd like to know where they ever spent anything
8 close to \$300,000 or what have you.

9 But what I would like to know is -- well, I
10 can't say that 300,000 -- well, yes I can. The FPSC
11 ordered modified stand-alone interim. That's still --
12 that's \$230,000 for wastewater. That was \$342,000
13 they are going do get in a year. How much of that is
14 their return on investment?

15 Oh, this is like last year -- like two or
16 three years ago, nobody knows, and you never get an
17 answer.

18 COMMISSIONER DEASON: No, we can get you
19 that answer. We may not have it right here at our
20 fingertips.

21 It would be the amount of the revenue that
22 is basically their net income, or their return on rate
23 base. That's the number that you want; is that
24 correct?

25 WITNESS TUCCI: Well, I said the 1994

1 modified stand-alone interim rate comes to \$342,000
2 they are going to get from Leilani Heights.

3 COMMISSIONER DEASON: Total revenue.

4 WITNESS TUCCI: Total revenue.

5 COMMISSIONER DEASON: Okay.

6 WITNESS TUCCI: And how much of that is
7 going to be the return on investment, their profit?

8 COMMISSIONER DEASON: I don't have that
9 number in front of me. I believe that our Staff
10 probably has it. I think Mr. Willis is looking for it
11 right now.

12 If we have it here, we'll get you that
13 number before you leave this evening. And I would
14 encourage you to speak to Mr. Willis. And if he
15 doesn't have it with him right here this evening, I'm
16 sure he will be glad to give you that information when
17 he gets back to Tallahassee.

18 WITNESS TUCCI: And I'd like to know the
19 rationale for all the base charges. Here again,
20 usually a base charge is capital investment and
21 everybody gets paid, you know, front footage, da-da,
22 da-da. But now, here we are again, Leilani Heights,
23 it cost them nothing. We all paid for it when we
24 bought the lots, and we have got a base charge here of
25 the stand-alone, modified FPSC of \$27.65 combined.

1 Before you even open the door you are paying \$27. For
2 what? It's not based on usage. I mean, usage is the
3 water, gallonage, and the gallons that go into the
4 sewer. So what's the rationale there? Why are we
5 paying a base charge there?

6 Of course, this is stand-alone. I can see
7 the combined because we are paying for everybody
8 else's investment. But we don't have it in Leilani
9 Heights. Nothing. Yet, before I even take a drop of
10 water, I am paying 28 bucks. What did I say earlier?
11 Yeah, \$27.65.

12 COMMISSIONER DEASON: The rationale for a
13 base facility's charge is, as you indicated, it is to
14 pay for the fixed cost of a system. That does not
15 vary based upon consumption or production.

16 WITNESS TUCCI: In this case it's nothing,
17 though.

18 COMMISSIONER DEASON: And, apparently, there
19 is a discrepancy between what you consider the rate
20 base to be and what the rate base that was used to
21 calculate the interim rates. And it may result from
22 the acquisition adjustment issue which we just
23 described. But Mr. Willis can also provide you what
24 investment -- the amount of the investment that was
25 used to calculate the \$27.65 base facility charge.

1 You may disagree with it, and that's fine.
2 But he can show you how that number was calculated.

3 WITNESS TUCCI: Okay. Then let me go to the
4 6,000 gallon cap. You might just as well throw the
5 cap out. If you're talking about trying to keep
6 water -- preserve natural resources and reduce the
7 draw on the aquifer, the 6,000 gallon cap, forget it.
8 You might as well just have one flat charge because
9 you are doing nothing to reduce consumption.

10 COMMISSIONER DEASON: Now, you are speaking
11 on the cap on wastewater billing; is that correct?

12 WITNESS TUCCI: Yes. Reduce the amount of
13 effluent going into the ground, back in the ground,
14 I'll change it that way. You said the water aquifer,
15 but the pollution affect. You are not doing anything
16 to encourage less sewage.

17 COMMISSIONER DEASON: You make a very valid
18 point. Let me point out to you that there are many
19 customers, though, who disagree even with the 6,000
20 gallon cap. And their argument is that a lot of their
21 water consumption is used for irrigation, washing
22 cars, water that does not enter into the system, and
23 they think the 6,000 gallon cap is too high, that it
24 should be even lower. So those are some of the issues
25 we're going to have to deal with in this case.

1 WITNESS TUCCI: Well, you know, the average
2 use -- well, the 9,000 gallons they said in the
3 figures they gave us, I guess that includes the
4 sprinklers. I'd agree. I could see somewhere a cap,
5 But 6,000 gallons is just ridiculously low. That's
6 all I'm saying. I agree, sprinklers should be.

7 Just to give you some more information on
8 Ms. Roberts. I spoke to her again about considering
9 the -- well, that's all right. She was supposed to
10 find out for me where the 6,000 gallon cap came, but
11 she said she couldn't find out.

12 Then she sent me the amount of money that
13 was spent in the capital improvements in Leilani
14 Heights, and it comes to -- since 1992, \$287,000,
15 which a lot of it is proposed in '96. And that comes
16 to about -- well, if you divide that by five years and
17 you divide it by how many months it goes, it comes to
18 me -- at one time I think I figured about \$6 a month,
19 you might say, would be for capital improvements.

20 COMMISSIONER DEASON: That would be on a per
21 customer, per month basis.

22 WITNESS TUCCI: Yes. Somewhere I had it,
23 but it got lost in the shuffle.

24 COMMISSIONER DEASON: And that's based upon
25 a five-year amortization according to your

1 calculation?

2 WITNESS TUCCI: She said it was from 1991
3 through '96. If you call these capital
4 improvements -- water services, water services, water
5 services, I don't know what that means; and a fence at
6 the place of another fence.

7 And a lot of these things, items -- I guess
8 they are capital expenses, electrical panel, an alarm,
9 water services, meters, chlorine scales -- well,
10 anyway, it comes down to about \$6 a month is what it
11 would be for five years. If you want to talk about
12 capital improvements, it came out \$6 a month per
13 customer. Another figure to compare to what they want
14 to charge, that there's no money invested, you know,
15 it begins to be a little ridiculous.

16 MR. SHREVE: What did they give you as a
17 total capital improvement for Leilani Heights?
18 287,000?

19 WITNESS TUCCI: Well, I asked for that, but
20 here's what they sent me. It's "FPSC Plant In Service
21 Additions by Project," from the last rate case through
22 1996. I asked for the capital improvements, and then
23 she just gave me a list of all these things here.

24 COMMISSIONER DEASON: What was the total?

25 WITNESS TUCCI: \$287,000.

1 MR. SHREVE: Did you notice on there that
2 about 155,000 of it, of the 287 is not in yet, but
3 projected to go in in '96, but it's in this rate case?

4 WITNESS TUCCI: No, it doesn't say that on
5 my sheet, no.

6 MR. SHREVE: Okay. A very, very large part
7 of that is in '96.

8 WITNESS TUCCI: Now, a figure was quoted
9 tonight that about \$20 million is going to be spent in
10 the next -- oh, next year. \$20 million next year
11 would be spent on capital improvements. Is that the
12 figure you said? Somebody said \$20 million? I did
13 this fast earlier, and I can't remember now. It comes
14 out to -- oh, we are spending \$50,000 a year, this
15 figure that you supplied me, on capital improvements.
16 You say \$50,000 a year. That represents .2 of 1% of
17 the \$20 million.

18 MR. FEIL: Bear in mind, sir, that \$20
19 million was a companywide figure.

20 WITNESS TUCCI: Exactly. I'm saying,
21 Leilani Heights, and you're going to spend \$50,000 a
22 year average on us -- which was the average. That
23 comes to .2 of 1% -- no, .25 of 1%. And this is the
24 case now for stand-alone versus uniform rates, where
25 they're not -- they're not spending anything on ours,

1 so we would really be taking the royal -- thank you,
2 gentleman and madam.

3 COMMISSIONER DEASON: Thank you, sir.

4 MR. SHREVE: Thank you, sir. (Applause)

5 (Witness Tucci excused.)

6 - - - - -

7 MR. SHREVE: Betty Critcher.

8 **BETTY CRITCHER**

9 was called as a witness on behalf of the Citizens of
10 the State of Florida and, having been duly sworn,
11 testified as follows:

12 WITNESS CRITCHER: My name is Betty
13 Critcher, C-R-I-T-C-H-E-R. I'm from Leilani Heights,
14 1840 Northeast 23rd Terrace, Jensen Beach. And I'm
15 one of those people with dyed hair and retired.
16 (Audience response.)

17 I don't really have much to say and that is
18 a rare thing for me. We do have sand in some of our
19 systems. We have chlorine. We have sewer, but they
20 call it sulfur. It still smells like sewer. I don't
21 know how bad it is, I just don't want to drink it, so
22 I buy bottled water.

23 In August of '95, we had a meeting with SSU,
24 and we asked them for a breakdown of plant by plant
25 or, in particular, our plant, what revenue was arrived

1 at for the year. They didn't have that. They don't
2 have plant-by-plant revenues. Found out that was
3 true. Then later in the year -- well, January in '96,
4 I did receive the amount of money that was derived. I
5 don't think they really had that up until that point.

6 Also, we have just what the other gentleman
7 was talking about, the repairs. And from 1992 to 1996
8 what they do in the plant, what they are replacing,
9 etcetera, what I'd like to know who is checking this
10 out and making sure that everything is replaced so
11 that we know we are getting what we are supposed to be
12 getting.

13 Also, when you vote on this rate increase or
14 decrease, keep in mind that you might be living where
15 we are, and that might have a lot to do with it.

16 (Applause)

17 MR. SHREVE: Thank you.

18 (Witness Critcher excused.)

19

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20 MR. SHREVE: Terry Coffinbarger.

21

22

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1 **TERRY COFFINBARGER**

2 was called as a witness on behalf of the Citizens of
3 the State of Florida and, having been duly sworn,
4 testified as follows:

5 WITNESS COFFINBARGER: Terry Coffinbarger.
6 I live at 1827 Northeast 21st Terrace in Leilani
7 Heights, served by SSU.

8 COMMISSIONER DEASON: Could you spell your
9 name for us, please?

10 WITNESS COFFINBARGER: Yes, sorry.
11 C-O-F-F-I-N-B-A-R-G-E-R.

12 MR. SHREVE: That's wrong.

13 WITNESS COFFINBARGER: Let me look. Wait a
14 minute.

15 It seems like this is pretty much an annual
16 event, although some of the faces do change. It seems
17 like we pretty much come back to almost an annual
18 event. I started, and there's some people here who
19 actually started a long time before I did that have a
20 lot of history. And, also, I'm sure the future will
21 continue to attend the meetings. And there has been
22 some excellent testimony. I'm sorry I was late to
23 miss kind of the first part of it.

24 I will also say that Mr. Shreve's office has
25 worked diligently with me and been willing to accept

1 numerous phone calls from me in trying to help provide
2 information as best as possible during the time that I
3 have and been most involved since probably '92. So
4 that office has done wonders for us, and they continue
5 to do so. Had they not, I guess the District Court of
6 Appeals may not have had the opportunity to rule on
7 the last two or three rate cases that have been
8 brought -- that Leilani Heights has been involved
9 with.

10 You've heard the water quality which again,
11 as the gentleman alluded to, are consistent problems
12 --

13 UNIDENTIFIED SPEAKER: Can't hear you.

14 WITNESS COFFINBARGER: Water quality is
15 continually a problem, has been at all of the
16 hearings. Capital investment, and I'm not real good
17 with the numbers or the percentages, but we go all the
18 way from a very small percentage to 200 to 300. I
19 think in some cases we were around 500% at one point
20 in one of the earlier rate cases.

21 There has been an awful lot of money spent
22 on somebody's part over those last years, since at
23 least 1992, defending a rate case to no real avail.
24 We did receive refunds and that is built into the
25 system. If the interim is finally denied or dropped,

1 that the customers do receive a refund of their
2 dollars and they did during the time which another
3 rate case was being -- another interim rate case was
4 being filed, so that we could go through that process
5 again.

6 I've asked and am in contact with some our
7 legislators that we look at the process where you all
8 would actually -- before the interim or the rate
9 increase would be granted, that there would be some
10 sort of a process where they wouldn't get the money up
11 front and have to give it back later, but would
12 actually have to prove themselves by some sort of
13 regulation so, in other words, that they would earn
14 the money rather than having to get the money, and
15 then if you don't get to keep it, you have to give it
16 back. I think that would make everybody's life a lot
17 easier. (Applause)

18 It's already been pointed out that in 1996
19 of the -- 288, for a rounded number, thousand dollars
20 are going to be spent or have been sent in Leilani
21 Heights alone. Unfortunately, I don't have Tropical
22 Isles' numbers here. There's also some astronomical
23 numbers that are shown for Fox Run. But of that
24 \$288,000, approximately, as Mr. Shreve has said,
25 \$155,000 is projected -- budgeted expense. As I look

1 at it, about 60,000 of that is actually regulatory
2 mandate. Everything else is a quality of service
3 which we've already addressed.

4 So I would ask that the Public Service
5 Commission to find a way to more effectively minimize
6 the legal expense or the staff expense that goes into
7 defending the rate cases, and find a way that maybe
8 they could go back to the legislators and assist them
9 in understanding what is going on. Because, again,
10 since 1992, I have no idea what kind of dollars have
11 had to pass through budgets for the Public Service
12 Commission. I have no idea what has been budgeted as
13 far as SSU is concerned. I have no idea what Mr.
14 Shreve's office has to expend of his budget in defense
15 of this particular type of rate case for SSU. And
16 there's also been private counsel that's been hired
17 and I'm sure has been in front of you all, over this
18 rate case, and I know previously Mr. Twomey alone, as
19 I refer to him.

20 Again, there's no reason for SSU to do
21 anything but to continually come back to you and ask
22 you for another rate case, and then you all have to
23 wade your way back down through that. It seems like
24 it would be a more effective process if we could find
25 a way not to do that.

1 The water quality, if they had actually been
2 delivering on the promises that we would not have the
3 water that we would want to smell in the jar, the
4 toilets we didn't want to use, the bathes we didn't
5 want to use, the bottled water expenses that the
6 customers were having, if they had actually addressed
7 those things, there's probably a lot of people here
8 that would not be quite as upset with the Company as
9 they are. But they are not receiving treatment as a
10 customer. They don't want to join in with SSU; they
11 want to fight them even if there might be a realistic
12 increase that would be involved, because they don't
13 feel like they're being taken care of.

14 Were they to actually address the quality of
15 service and the customers' needs and desires, the
16 customers could become advocates rather than -- what
17 do I want to say -- the other way.

18 So that's all. Again, I don't want to
19 belabor all of those things.

20 COMMISSIONER GARCIA: Let me just say this,
21 and I should have said it earlier, because I always
22 make a point of saying it. If you ever have a problem
23 with the Company, and you call them up, and you don't
24 feel that they are taking care of your particular
25 need, there is a number on this blue sheet on the

1 front page, it's a 1-800 number. And I'm sure many of
2 you are aware of this -- you call up that number and
3 you file a complaint with us. It takes a minute or
4 two of your time, and they get the specifics, and our
5 staff will be back to you, as well as the Company,
6 with a resolution to that problem. But if you are
7 feeling at some point that the Company does not take
8 care of your need or your particular problem, please
9 call us. That's what the number is there for.

10 WITNESS COFFINBARGER: Commissioner Garcia,
11 this isn't personal, but there are probably people in
12 the room, at least from Leilani, that we have
13 addressed, talked with Staff, matters have been
14 investigated, but you have again heard in this public
15 hearing tonight, most of those same people with the
16 same complaints that they had at some point in time.
17 And it may continue to be minimized. They may reduce
18 as time goes on, but this is over a four-year process
19 at that point in time, also. And it would seem that
20 if the expenditures are actually being done to
21 increase water or enhance water quality service, the
22 end result is it's not netting out. It's not coming
23 to the customers. So they will, the Public Service
24 Commission will listen to you. They have
25 investigated. The net results is that it seems like

1 you all become inundated.

2 And, again, I go back to the process of
3 interim rate increase cases. If you could spend a
4 little less time having to prove that the Company's
5 desires are actually what should be the best for them
6 and the customer, and then maybe could address some of
7 those other things, it would be easier for you,
8 understanding that you don't regulate the quality of
9 the water standards, and so forth. Those people are
10 also, unfortunately, extremely stretched as well.

11 Our plant in Leilani has always been -- I
12 shouldn't say has always been -- during this four-year
13 period of time, in particular, is operating at max
14 capacity. I think in wastewater there's not a great
15 deal of a buffer area there. And in water quality the
16 courting problem seems to be either a mechanical or a
17 system that other systems don't necessarily seem to
18 have.

19 Martin County Utilities, back in 1992, the
20 customers were paying a larger base rate for
21 wastewater and for water. They were also paying
22 actually a higher rate, not substantially, but a
23 higher rate. But at least they felt like the product
24 that was being delivered to them was usable. So that
25 I wouldn't have spent since 1988 on a monthly basis to

1 keep a water cooler and a water supply and so forth
2 for my family to use. And, in fact, we have four
3 animals in our house. And three out of those four
4 animals won't drink the tap water.

5 Again, I appreciate you all coming back out
6 here. This meeting has been at least a lot more
7 interactive and a lot more positive, I think, for
8 everybody that's been here. So it's kind of nice to
9 see that. But, again, not to belabor, but please,
10 please try to find a way to stop spending the money to
11 defend the rate increase and giving the money up front
12 so that you can give it back if they don't deserve it.
13 But we can't stop the filing to come back in, so that
14 we go in and pay more money, and then hoping we're
15 either going to get it back or we're going to have to
16 defend it. With all of those revenues, probably we
17 wouldn't need to have a rate increase at this point in
18 time. That's all I have. (Applause)

19 MR. SHREVE: Terry, I just wanted to say how
20 much I appreciate your help over the years, and I know
21 how much time you have put in these cases for the last
22 several years on behalf of the people. And I really
23 appreciate the help that you've given us in
24 representing them.

25 WITNESS COFFINBAKER: Thank you very much.

1 (Witness Coffinbarger excused.)

2 - - - - -

3 MR. SHREVE: Chris Dalkin. Chris Dalkin.

4 R-U-S-S-E, Russe. No first name. Russe,

5 Mr. Russe.

6 UNIDENTIFIED SPEAKER: Okay, thank you.

7 Margaret Dampf.

8 - - - - -

9 **MARGARET DAMPF**

10 was called as a witness on behalf of the Citizens of
11 the State of Florida and, having been duly sworn,
12 testified as follows:

13 WITNESS DAMPF: Good evening. My name is
14 Margaret Dampf. I live at 2340 Northeast 13th Court,
15 Leilani Heights.

16 COMMISSIONER DEASON: Could we have the
17 spelling of your last --

18 WITNESS DAMPF: The weather with an F,
19 D-A-M-P-F.

20 COMMISSIONER DEASON: Thank you.

21 WITNESS DAMPF: I want to address the
22 October 17th storm here in Martin County. We live on
23 the furthest western point of Leilani Heights. It is
24 the first road to the entrance going east.

25 Our road was flooded, has been flooded many

1 times, which is not SSU's problem. We had
2 two-and-a-half feet of water in our home and lost our
3 home. During the storm, SSU disconnected the water
4 system. We live on the lowest elevation road in
5 Leilani Heights. No one in Leilani Heights knew that
6 the water had been turned off until they flushed their
7 commodes and the commode did not refill.

8 My girlfriend called me. We found and
9 solved the problem. They took water from their pool
10 and put it in the tank. The commodes that were
11 flushed in the rest of Leilani Heights ended up in our
12 sewage system pipe that then became a septic tank for
13 the entire development.

14 During the storm, the sewer pipes burst.
15 Our home and the other five homes on our block were
16 flooded with water in the home, had sewage in them.
17 Six days later when the water receded from our block,
18 13th Court, they had a septic company come and drain
19 the pipes. No place else in Martin County had their
20 water systems turned off but Leilani Heights. They
21 said on the telephone to me at 10:00 at night that it
22 had been ordered by the state as an emergency, that
23 they were even doing it to Hutchison Island, which
24 they were told not to, whatever water authority
25 controls Hutchison Island, that the fire department

1 would not allow it.

2 Our home was flooded and we lost a
3 tremendous amount. Had our home, which had
4 electricity, caught fire, we would have lost the whole
5 thing along with every other home in Leilani Heights.

6 They were unsympathetic. On the telephone I
7 was told that this was ordered by the state or county
8 officials. I ended up getting cut on metal floating
9 in the water to get into my home to get clothes so I
10 could go to work and ended up with blood poisoning
11 from the fetus that was -- or whatever, feces, in the
12 water. Ended up in the hospital. I don't think SSU
13 is serving us very appropriately, nor do I care --
14 think they care they're serving us appropriately.
15 Thank you, if you're done.

16 COMMISSIONER GARCIA: Ma'am, if I could ask
17 you, could you speak to our engineer before you leave
18 tonight?

19 WITNESS DAMPF: I have called the Public
20 Service Commission.

21 COMMISSIONER GARCIA: Do you have a case
22 filed on this?

23 WITNESS DAMPF: No, I do not. I have all
24 kinds of mail from the state on it. I'm a school
25 teacher. I haven't got time to be bothered with it.

1 But when a utility does not care about the people that
2 they service, they do not belong in business.

3 (Applause)

4 MR. SHREVE: Thank you.

5 (Witness Dampf excused.)

6 - - - - -

7 MR. SHREVE: Gerrie Fossler.

8 **GERRIE FOSSLER**

9 was called as a witness on behalf of the Citizens of
10 the State of Florida and, having been duly sworn,
11 testified as follows:

12 WITNESS FOSSLER: Good evening. My name is
13 Gerrie Fossler, 2268 Northeast 16th Court, Leilani
14 Heights. I am a former president of the Leilani
15 Heights Homeowners Association. Nice to see you
16 again, Mr. Shreve.

17 MR. SHREVE: Good to see you.

18 WITNESS FOSSLER: I think my term of office
19 was in during the 1989 to 1991 discussions and fight
20 that we did.

21 To refresh you on the history, our
22 wastewater plant -- our sewer treatment facility and
23 our water treatment facility, according to the county
24 commissioners and all the discussions we've had thus
25 far, we have a very bad system. Like someone else

1 mentioned, the thing is totally max'd out, has been
2 for years.

3 When I became president of the homeowners
4 association, I did so because there was a horrible
5 problem in my home of hydrogen sulfide gas being
6 emitted from the sewer treatment facility into my
7 home. There had been a number of people in Leilani
8 Heights who had fought this problem for a number of
9 years since the beginning of the development to no
10 avail. We fought and fought and fought. Southern
11 States would not do anything. They would not lift
12 their little pinkie to care about any of our problems.

13 When it got so bad that I was ill from the
14 hydrogen sulfide gas in my home and I could neither
15 sell my property nor give it away, that I was forced
16 to become president of the homeowners association in
17 order to be able to improve the situation in order to
18 one day sell my house. I have noticed some
19 improvement since our fight. I believe they finally
20 decided to get a surge tank. I almost had a nervous
21 breakdown over this thing before this happened,
22 though. Many people moved out into Pinecrest Lakes
23 before this happened.

24 They had collected money through the years
25 on our bill every month, and yet they were ignoring

1 our desperate requests.

2 COMMISSIONER GARCIA: Was this Southern
3 States Utilities?

4 WITNESS FOSSLER: Southern States took over
5 the syste -- I don't have the date, but I think it was
6 --

7 COMMISSIONER GARCIA: Ballpark, it doesn't
8 matter.

9 WITNESS FOSSLER: About 12 years ago. And
10 my fight was during '85 -- '90, '91. My fight was
11 with Southern States Utilities, yes, sir.

12 COMMISSIONER GARCIA: They were billing you
13 separately to provide -- I'm sorry, what did you call
14 it?

15 WITNESS FOSSLER: They were billing as they
16 are doing now, but the thing of it was we had so many
17 problems, and they would not listen. They wouldn't
18 send anyone out.

19 So, okay, we fought this thing. And they
20 were in violation of many of the environmental
21 agency's mandates, and I had to go do a lot of
22 research to prove that they were in violation and
23 surely they were. Mr. Shreve is aware of all this.
24 But we had been paying our bills every months and we
25 had been begging for years.

1 Okay. I would like to thank Southern States
2 Utilities for giving us a gentleman by the name of Mel
3 Fisher. He has proved to be much better and much more
4 diligent in his desire to serve our needs. But the
5 water that everybody has been describing to you is a
6 definite problem. Both of my toilets have been
7 stained beyond repair. A friend of mine tried to put
8 something in them to remove the stains, and they are
9 just absolutely horrible. You should see them; it's a
10 mess.

11 The water quality fluctuates. It goes
12 from -- we go from being extremely overchlorinated at
13 times, where you get in the shower and all you can
14 smell is chlorine, to where there doesn't seem to be
15 much chlorine. We are having the same problems, it
16 seems to me, with the water facility that we've always
17 had.

18 I represent all of the single moms in
19 Leilani Heights who have been through a lousy divorce,
20 a really terrible divorce. My housekeeping skills
21 have gone down. I don't do near as much laundry. I
22 don't have a husband in the home anymore. My bills
23 are still up in the mid-60s. I'm not refilling my
24 pool right now. The only thing I'm doing is watering
25 my grass to keep the lawn green so that my neighbors

1 don't absolutely come out of the house and shoot me if
2 my grass dies.

3 By bills are up there. I can't collect
4 support from my husband who is out of state. I'm
5 financially destitute, and it's really tough to even
6 pay the bill I've got now.

7 Southern States was forced after our fight
8 to make some improvements, mainly a surge tank that
9 they had never given us. But in the middle of our
10 fight, they were allowed to put the school onto our
11 system. Then they wanted to put the post office on
12 our system as well, and we fought that, and the post
13 office had to get their own septic tank. It was a
14 really hard battle. People were collecting money from
15 us and just not caring how we had to live.

16 The people from Leilani Heights -- I've been
17 there 19 years now. I'm probably one of the oldest
18 residents. Like I said, its been a struggle year
19 after year. And I do thank Mel Fisher and Southern
20 States for giving us him.

21 As far as the equipment and the figures,
22 Mr. Shreve, you are right about the figures. Since I
23 have gone through this divorce, I'm sorry to say I
24 have not kept up with a battle with Southern States or
25 anyone else, and I've not been involved in a lot of

1 this. I do know that from time to time I still do
2 smell the hydrogen sulfide gas. I know that it is
3 much improved from the past. We don't smell it all
4 the time like we used to. I know the grounds, they
5 have done some upgrading. I know they have worked on
6 the ponds, and they have done some things in our
7 system.

8 Our system is a very bad system, and it's a
9 very difficult system for Southern States to keep
10 balanced out since we are so max'd out. We have
11 approximately 400 homes, I believe, in Leilani
12 Heights. Like I said, it is a difficult system.

13 Now, I do oppose the interim rate increase.
14 I always have opposed that; I always will. I don't
15 know of anyone else who gets by with being able to
16 collect money on an unfounded basis. I can't go to
17 work and get a job and collect a paycheck, unless I
18 first perform my task and do it properly.

19 I understand that this is a system that is
20 allowed by law for these utilities. I understand that
21 the state does not want to go into the business of
22 buying these very bad sewer treatment facilities and
23 water systems. So we understand the bureaucracy
24 that's involved. We understand that you have an
25 obligation to consider any rate increases Southern

1 States requests.

2 I'm trying to understand the workings of the
3 difference between the uniform rate and the
4 stand-alone rate. My gut instinct tells me, since
5 I've been so closely in the fight with Southern States
6 for better quality of our systems, that I would really
7 like to see -- if I'm going to pay \$65 a month and now
8 maybe up to \$90 month, or whatever it is going to turn
9 out to be, I'd really like to see some improvements in
10 my subdivision so that I don't have to smell
11 the hydrogen sulfide gas anymore and that the water
12 will get better.

13 Mr. Shreve pointed out, I believe, if I'm
14 correct, that they want 287,000 -- is that right,
15 Jack? 155,000 they are saying will be spent in the
16 year 1996. That means prior to 1996, if I'm correct,
17 then 132,000 has been spent already. If the system
18 was so terribly out of compliance with the EPA and all
19 the other environmental agencies and they only spent
20 132,000 up to this point, I can't imagine how they're
21 justifying \$155,000 in the year 1996. I would like to
22 see someone actually go out and -- maybe a separate
23 evaluation team -- someone to go out and see what the
24 needs of this particular plant are, and see if you can
25 actually justify what they are stating.

1 I just got this from Betty Critcher, they
2 say a backflow prevention device. I don't know and
3 haven't been keeping up with how many of the things
4 they are stating on here are actually going to improve
5 the quality of the water or the quality of the sewer.
6 I don't know that the quality of the sewer can be very
7 much improved. It's just a really bad system. You
8 can ask all the county commissioners that have been
9 involved in any of these rate cases in these previous
10 years, and they will tell you we've all agreed in the
11 County Commission meetings, our system is just really
12 terrible.

13 Valve replacements, \$11,900 for valve
14 replacements. I would be interested in someone taking
15 me out and explaining to me how these improvements are
16 really going to affect the homeowners.

17 They've already spent 132,000. And like
18 everyone has told you, I can definitely guarantee if
19 you come to my house and look at my toilets, there is
20 something wrong with the water. I've been drinking
21 it, too. I don't know.

22 When we get up here -- and I understand this
23 and I hope everyone else understands this. When we
24 get up here and we tell you how bad the water system
25 is or how bad the sewer treatment facility is, then

1 actually we are telling you that they may need more
2 money to be able to justify more improvements and
3 repairs; but I think that really needs to be
4 investigated very well.

5 I'm opposed to such a large increase. I
6 believe at this point -- I mean, if I can understand
7 this correctly, you know, if we get stand-alone rates
8 on like the water as adverse to the sewer, then we are
9 going to do better on one than on the other.

10 I really think I'm against the uniform rates
11 at this point for the reasons I've stated, that our
12 money really needs to fix our system. And I don't
13 want to be paying or struggling like crazy and I don't
14 know how successful I'd be to pay more than the \$65 a
15 month I'm paying. But if I'm going to be pay upwards
16 of \$65 a month and I've already greatly reduced the
17 water facilities that I'm using, I don't want Southern
18 States to have the freedom to take my hard-earned
19 money and the little bit of money that I'm struggling
20 with and ship it down to another county to fix their
21 facility, and then we sit up there and our water is
22 still bad forever.

23 I wish I had been more involved. I wish I
24 could have been more involved. I wish I didn't have
25 to come and just get involved at the last minute like

1 this with some last-minute figures.

2 You will have to find it in your hearts and
3 in your minds. You'll have think about your own
4 situations. You've heard everyone. You hear all
5 these people on fixed incomes. It is a nightmare.
6 Our husbands are losing their jobs. Our husbands and
7 wives are getting divorced. None of us are hardly
8 making it. I'm on food stamps. The only money I get
9 right now is about \$407 a month for SSI for my son.
10 That's what I'm living on. I just got my house out of
11 foreclosure and I'm losing my car.

12 I ask you to please, if Southern States can
13 actually justify to you Commissioners that they have
14 done well with the \$132,000 that they have already
15 spent, and you can have a separate investigating team
16 go out and justify an increase, please understand our
17 needs as well and our living conditions and what we
18 can and cannot afford and try to balance it out to
19 come up with something very fair. I'm very much
20 opposed to giving Southern States this type of
21 increase or this amount of increase. It seems to be
22 very much excessive to me.

23 I'm not against Southern States making a
24 profit, and I'm not against Southern States upgrading
25 our facility. But like I said, you are going to have

1 to way it out very carefully in Leilani Heights
2 because I don't know how much they can actually
3 upgrade that system and what the specific needs are.

4 I thank you for your time. (Applause)

5 MR. SHREVE: Thank you.

6 Chairman, that's the last signature we have.

7 COMMISSIONER DEASON: Thank you, Mr. Shreve.

8 I want to thank all of you who came out from
9 your schedules and joined us this evening. I want to
10 again apologize for the cramped quarters that we met
11 in this evening. We did not anticipate such a large
12 turnout, but I'm sure that is an indication of the
13 amount of interest and concern that the customers have
14 in this proceeding and this request.

15 MR. SHREVE: Mr. Chairman, we have one more
16 person who would like to speak.

17 COMMISSIONER DEASON: Oh, I'm sorry.

18 MR. SHREVE: I think Mr. Simpson wanted to
19 wrap up or something.

20 COMMISSIONER DEASON: Mr. Simpson.

21 WITNESS SIMPSON: Yes. The lady from
22 Leilani Heights mentioned that Ida Roberts from SSU
23 said there was no help available to us through the
24 PSC. That was when I came up with the comment and
25 asked about the office of Public Counsel and that's

1 when we were told that they might have a conflict of
2 interest. I find that that is not true.

3 Secondly, we hear all of these statistics,
4 and statistics will tell you anything if you torture
5 them long enough. And some of these have been highly
6 tortured. And it seems to me that with the staff SSU
7 has, if they would do more of trying to cut out the
8 type of public relations that they are now operating,
9 which seem to be failing miserably, that has one of
10 the lowest regards of any utility company in our area,
11 and instead concentrate on coming up with a very clear
12 answer about how much does it cost to haul stuff away,
13 wastewater away from our area.

14 Instead they choose the best alternative,
15 Tropical Isles, a base rate. Why? They don't want to
16 use a gallonage charge there because if they use a
17 real gallonage charge, we would pay nowhere near the
18 amount because we don't use the water that much, we're
19 gone, many of us are gone half the time. So please,
20 somebody, give us the straight stuff, so to speak, on
21 what our costs are. We would like to have that.

22 SSU, their information sessions, rather at
23 Tropical Isles and here at the other places and last
24 week, they have been vague, inconsistent, incomplete;
25 and when they did get technical, they weren't sure

1 what they were saying when asked that.

2 SSU claims Tropical Isles has its high rate
3 because it has such a small number of residences. Yet
4 on that long list, there are parks with much fewer
5 residences and a lower rate.

6 Again, the word "uniform" does not mean
7 average. Uniform rate is what they want to set and
8 charge and what they think they can get by with and
9 then it will become an average for us. But it is not
10 an average based on what we should be paying. So
11 let's be careful of our terms.

12 We seem to be -- you're double-dipping, SSU
13 seems to be doing it from what I hear tonight,
14 amortizing and depreciating, setting aside a capital
15 improvements fund on something that they didn't have
16 in the first place, charging a hookup fee for new
17 places, yet at the same time I understand they have a
18 reserve fund to fund three years of hookups down the
19 line. They are coming at things two ways. They are
20 charging, they are inflating, they're billing their
21 cost, and, sure, a 10% return on the fund is fine.
22 But I have a hunch that the 10% is on a highly
23 inflated cost value, might be nearer 30 or 40% income.
24 And please -- I know you are checking the books,
25 Commissioners, check them carefully.

1 For example, very recently we're told that
2 they do a lot of things with their operational cost.
3 It's a high operation cost for Tropical Isles. Just
4 in the past few months we've seen the trucks around.
5 And I think they'll give you those cost figures of the
6 past few months as typical, when before if a Southern
7 States Utilities' truck was in there, it was probably
8 lost. (Laughter)

9 Again, I hope government in the sunshine
10 could get into sewers -- it's going to be hard to
11 do -- and see what's going on here. But, as your
12 bosses, your taxpayers, thank you for being so kind
13 and understanding, and take the morning off.
14 (Applause.)

15 COMMISSIONER DEASON: Thank you,
16 Mr. Simpson.

17 As I was indicating, I appreciate everyone
18 coming out this evening and sharing your thoughts with
19 us. We do appreciate it very much. And with that,
20 this hearing is adjourned.

21 MR. FEIL: Commissioner, I'm sorry, one
22 other thing.

23 COMMISSIONER DEASON: I'm sorry. Proof of
24 publication?

25 MR. FEIL: Yes, sir. Exhibit 49.

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COMMISSIONER DEASON: This is a formality,
but the proof of publication will be identified as an
exhibit, and it will be Exhibit 49.

(Exhibit No. 49 marked for identification.)

MR. FEIL: Thank you.

MR. SHREVE: It was a good meeting. Thanks,
all of you, for coming.

(Thereupon, the hearing concluded at 9 p.m.)

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1 STATE OF FLORIDA)
 2 COUNTY OF LEON)

CERTIFICATE OF REPORTER

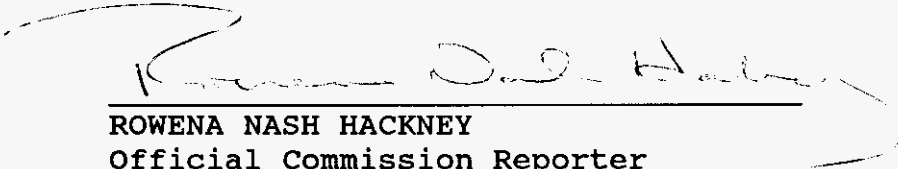
3 I, ROWENA NASH HACKNEY, Official Commission
 4 Reporter,

5 DO HEREBY CERTIFY that the Stuart Service
 6 Hearing in Docket No. 950495-WS was heard by the
 7 Florida Public Service Commission at the time and
 8 place herein stated; it is further

9 CERTIFIED that I stenographically reported
 10 the said proceedings; that the same has been
 11 transcribed under my direct supervision; and that this
 12 transcript, consisting of 135 pages, constitutes a
 13 true transcription of my notes of said proceedings.

14 DATED this 14th day of February, 1996.

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 ROWENA NASH HACKNEY
 Official Commission Reporter
 (904) 413-6736

Bob Simpson
TIH

Ex. No. 47

Tropical Isles Homeowners Association

DOCKET 950495-WS ISSUES FOR FPSC HEARING

47

February 1, 1996 {Copy: 1/30/96 @ 11 a.m.}

CASE NO. 76-04227

[This report was developed for TIHA by a resident, R. J. Simpson. Data used here have been taken from the PSC "Special Report" of 10/25/95; SSU materials received by mail; the 1/23 information meeting in Stuart, & from other sources noted. While every effort was made for accuracy, the writer accepts no responsibility for errors in data or interpretations. However, TIHA at its annual meeting of Jan. 9, 1996, unanimously supported an appeal to FPSC concerning SSU's proposed wastewater rate increases. A formal letter was sent to FPSC. Items to do are marked by an asterisk. *]

0. The Hearing

a. Thursday, Feb. 1, 6 p.m. Holiday Inn, 1209 So. U.S.#1, Stuart.

- * b. TI folks should be there 5:30 - 6:00 p.m. to (1) sign up as to what they would like to object to & (2) talk with other concerned parks which, apparently, are all in Martin County: Fisherman's Haven (137 units); Fox Run (98), & Leilani Hts. (391).

(1) Speakers usually taken in order of signing.

(2) It doesn't hurt for various speakers to repeat key concerns; might give different emphasis.

(3) After the "sign-ups" speak, others will be given a chance, time permitting.

c. The usual agenda for PSC hearings is:

✓(1) Intro. comments by PSC.

✓(2) Brief presentation by SSU; possibly 5 minutes.

(3) Brief presentation by OPC; possibly 5 minutes.

(4) Comments by those who signed up.

(5) Comments by others.

- d. It is good to have many people give brief comments rather than one give a canned talk.

(1) So select a topic & speak up!

(2) Most items are in Part 3, below; others are in bold type.

(a) Use items in Part 3 as a checklist;

(b) be sure all were covered before we leave the hearing.

e. Look over this full report & raise other questions.

f. Plenty of room is allowed here to make notes. Give any suggestions for follow up activities to Carol Sandt or Bob Simpson.

Notes...

[A > cf'96:SSUHRG2-rja'013096]

1

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 950495-WS

EXHIBIT NO. 47

COMPANY/

WITNESS:

DATE: 4/29/96

TIHA -- Items for FPSC Hearing -- Feb. 1, 1996

1. Terms & Abbreviations

Bureaucrats & their reports use lots of abbreviations. Here are some.

amortization = the process of spreading original investment (capital outlay) costs over a period of payments.

1st DCA = First District Court of Appeals (Tallahassee) where most state agency cases are heard.

ERU = equivalent residential unit meaning SSU estimates a residence will use a certain number of gallons per day of drinking water (dw) & wastewater (ww); currently, 250 gallons per day, year-round, for drinking water with 80% - 100% wastewater ratio.

* **How does SSU use this in setting TI's rate?**

* **Is the ERU set on 12-months occupancy (which is not the case in TI)?**

FPSC = Florida Public Service Commission, an appointed body which is to protect the public interest against unfair rate requests by monopolies such as utility companies. It has the right to audit books & other documents & to hold hearings. Complaints about PSC should be sent to the Governor.

MHP = manufactured/mobile home park.

modified stand alone = see "stand alone".

OPC = Office of Public Counsel is a state advocate for public interests. Attorney Jack Shreve from OPC is scheduled to be present at this hearing.

PSC (see 'FPSC')

resident = one who lives in a MHP whether or not he/she owns the land.

SSU = Southern States Utilities, the company which handles TI's wastewater. (ph. 800/432-4501)
(Ft. Pierce Utilities supplies TI's drinking water.)

stand alone rate = is based upon SSU "determination of revenue needed to collect on capital improvements and rate base divided by the number of customers" which 219 in TI. (SSU report rec'd. 1/29)

TI = Tropical Isles.

TIHA = Tropical Isles Homeowners Association.

uniform rate = "statewide, the base wastewater rate plus gallonage rate times the average statewide residential usage." (SSU report rec'd. 1/29)

OTHERS...

TIHA -- Items for FPSC Hearing -- Feb. 1, 1996

2. Background Highlights

- 1987 About this time, TI "gave" the ww plant to SSU (#2101).
A report from SSU's Ida Roberts rec'd. 1/29/96 shows:
(1) SSU 'bought' the system in 1988 from Shackett & Spizizen.
(2) the price was \$10.00 but assets at the time were \$457,467.29
less amortization & depreciation still = \$341,787.61
{ It is interesting to note here that costs are to the penny, while
SSU reps. said on 1/23/96 that "exact cost allocations weren't feasible".
- 1990 SSU received a rate increase. (SSU meeting; 1/23)
- 1992 SSU's requested uniform increase approved by FPSC but blocked
by 2 clients' lawsuits. 1st DCA told FPSC to review procedures &
cost allocations. An interim uniform rate of \$17.05/month was suggested.
- 1992 A FPSC ruling (#92 FPSC 2:409), in effect, said that large utilities are to be
encouraged to acquire small systems at no or minimal costs so as to provide better
services to the people of the State, thus the buyers would be allowed to
amortize the full, original construction price of the system regardless to price paid.
This apparently allows a utility company to amortize costs it didn't pay and still
charge a fee for capital improvements, whether made or not!
- 1994 SSU claims it lost \$500,000 (Ida Roberts, Stuart meeting, 1/23/96)
- 1995 While PSC review of the court order is in process, SSU comes back to PSC
with a request for "stand-alone" rate increases which PSC ok's & is effective at the
end of Jan. 1996.
- 1995 During PSC review of court order, SSU comes back to PSC with request for
"stand-alone" rate increases which PSC ok's & is effective Jan. 1996.
[Why did PSC do this? How much influence was MacKay's letter? (See 3c)]
- 1995 SSU report on TI Plant #2101 improvements (rec'd. 1/29/96 from Ida Roberts, SSU)
a. Total of \$20,267 divided by the 219 TI residents shows a capital improvements
to the existing system of \$92.54 per household over 10 years or \$9.00 a year!
b. \$6,950 of the \$20,267 or 34.3% was done before SSU "bought" the system.
c. Of the \$20,267, only \$5,649 or 27.9% was by 'regulatory mandate'
compared to 64.7% statewide (see next item below)
- 1995-96 SSU sends a series of memos to clients about need for increasing fees
which, to TI residents, sound like SSU hasn't had a fee increase in years,
a. plus most of the increased costs are caused by state & US environmental laws;
\$75m of \$116m (64.7%) since 1992. (SSU meeting 1/23/96)
b. It is noted that an inflation adjustment is made regularly to bills without
prior warning. While minimal, they do add up.
- 1996 -- Jan. 30-31. Lt.Gov. MacKay's office has promised to fax a copy of the letter
sent to PSC regarding SSU's financial health. L.G. MacKay calls it an "inquiry".
(See Pt.3c, below.)

TIHA -- Items for FPSC Hearing -- Feb. 1, 1996

3. Questions/statements to PSC.

- a. We understand that PSC's purpose is representing the public interest in fair prices which an open market permits in private business,
- (1) but utilities, usually necessarily, are monopolies & must be regulated.
 - (2) PSC must be sure that any utility operates efficiently and "downsizes" as necessary as private businesses have done recently, such as AT&T.
- * How has PSC done this as far as SSU is now concerned?
- * b. While public utilities must be allowed a profit and a right to receive increases in light of inflation and increased costs, has PSC
- (1) fully investigated SSU's management costs, in comparison to other Fla. utilities?
 - (2) reviewed SSU's amortization schedule of capital outlay into monthly fees where the dw/ww plants were given to SSU or sold to SSU at a substantial discount?
[Reported examples: TI, Fisherman's Haven (Martin Cty.), Kissimmee, & Deltona.]
 - (3) reviewed the quality of information given by SSU to its customers in light of the criterion that it is sufficiently understandable so that an informed response can be made?
 - (4) looked at SSU mailings to TI customers.
 - (a) No clear explanation of the need for a cost increase was given.
 - (b) No adequate explanation has been made of differences between "stand alone" "uniform" rates.
- * c. We are particularly concerned about the following from the St. Lucie News (1/27/96):
TALLAHASSEE --- A utility lobbyist drafted a letter signed by Lt. Gov. Buddy MacKay and sent it to state regulators shortly before they considered a \$12.3 million rate increase for Southern States Utilities.
MacKay sent the letter to Susan Clark, chairwoman of the Public Service Commission, last month, expressing concern for the company's financial health two weeks before the PSC voted on the company's request.
Public records show MacKay's letter was supplied by Southern State's lobbyist, Jeff Sharkey, a Chiles-MacKay supporter and a former business associate of the governor's son.
The action astounded Public Counsel Jack Shreve, who represents consumers in rates cases before the PSC.
"In my 18 years as public counsel, I've never seen a utility in the state of Florida try and influence a decision by the Public Service Commission like this," Shreve told the St. Petersburg Times Friday.
(1) Betty Critcher (1-334-4862) & Louise Corcoran (1-224-9579) of Leilani Hts. (Martin Cty.) were concerned about this letter & called MacKay's office. A spokesperson, Kim, said it was "only an inquiry".
(2) I requested a copy of the letter (1/29) & it was to be faxed to me "before 2/1".
(3) In light of the letter, if received & once we read it, the following questions might be asked:
- * (a) Does SSU or its officers & lobbyists make major contributions to Chiles & MacKay's campaign funds?
 - * (b) Was PSC informed that SSU's lobbyist wrote MacKay's letter?
 - * (c) Did PSC respond to the letter?
As an inquiry?
If so, what was said?

TIHA -- Items for FPSC Hearing -- Feb. 1, 1996

3. Questions/statements to PSC., cont'd.

d. TI residents strongly urge FPSC to be sure that "information" released to customers by utilities such as SSU be clear to the average citizen/consumer; be complete, & that the utility be held responsible for not supplying such data.

(1) SSU visited TI in July; about 15% of the residents were available for the meeting.

(2) SSU's 1/23 meeting: one handout; an explanation of how Fla's environment has forced SSU to ask for a raise in fees. No one was available to answer engineering or accounting questions. (1/23)

(3) At SSU's 1/23 meeting, Ms. Roberts promised that responses would be delivered to all questions prior to the 2/1 PSC hearing. Some items were received on 1/2/9.

(4) She also indicated that the Chief Financial Officer would call & explain TI's inexplicably high increase. As of 1/30, no information has been receive by phone or mail.
• Why?

• e. Has PSC considered SSU's use of ERUs in mobile home parks where at least half of the residents are gone several months each year. TI has @ 50% occupancy June - November.

* (1) We understand that SSU's ERU used in computing drinking water (dw) / waste water (ww) residential usage is set at dw use of 250 gallons/day with 80% to 100% of that as the ww estimate. Is this correct?

(2) TI's estimated usage is significantly less.

f. It is understood that rates & their increases cover:

(1) amortization of capital costs of plant at original cost, not SSU purchase price;

(2) estimated maintenance & operation costs;

(3) changes to meet environmental regulations;

(4) reserve fund for an emergency like a major fire, &

(5) for SSU, a 3-year impact fund reserve for new residences & businesses.

(6) Questions:

• (a) Is the above list of factors correct & complete?

• (b) Why should amortization of the plant's cost be included when the plant was given to SSU? This is separate from a maintenance fund.

• (c) Why should current residents pay SSU's cost of providing for new customers?

• Why isn't this included in new customers' charges as impact fees, especially since SSU charges new customers a hookup or start-up fee?

* (d) How much & how often is the rate increased for inflation?

(TI rates have increased slightly during the past two years.)

* g. What specific improvements has SSU made to Plant 2101 at TI
{Requested at 1/23 mtg; promised before 2/1; not received as of 1/30/96}

* (1) Reportedly, a flow meter was one improvement made by SSU to 2101.
If so, what does this show in terms of ERUs each month at TI?

TIHA -- Items for FPSC Hearing -- Feb. 1, 1996

3. Questions/statements to PSC.

h. SSU's current request for increases wastewater rates in Fla. average \$5.68 per month or \$68.20 a year. This \$5.68 or \$68.20 = 50.7% increase in 3 years -- far above any data we have on cost of living factors.

- i. Further, SSU's proposed increase for TI is from \$13.33 to \$44.27 per month! or a jump from \$159.96 to \$531.24 per year -- an increase of 232.1%!!
 - (1) This is 7 TIMES HIGHER THAN THE NEXT HIGHEST PROPOSED INCREASE!!! WHY???
 - (2) Ms. Roberts and aides (1/23) said this might be due to the smallness of the number of residents served (219). Yet, 2 parks in Martin Cty. are smaller and have much lower rates requested. WHY???
 - (3) PSC approval of SSU's requests would make TI the highest in wastewater basic service, by far, with the second highest SSU rates proposed at (\$17.59 per month) or \$211.08 per year which is 152% higher.
 - (4) . Four of the 21 areas covered under the SSU proposals would receive an average reduction of \$2.81 per month which would put their rate at \$17.21 or \$17.59 per month.
 - How are these justified in light of the confiscatory increase requested for TI by SSU?
 - * (5) How are these proposed rates justified under either the uniform or stand-alone rates?
 - j. Following the 1992 remand to PSC, an interim rate for TI was proposed at \$17.05.
 - (1) How was this set?
 - (2) Why isn't it being considered now?
 - * k. What is PSC's schedule of activities regarding this increase following this hearing?
 - l. What steps may the homeowners' associations take if they are not satisfied with PSC's decision?
 - * m. Some have been told that PSC gets a small percentage of utilities' rate increases for its own operations. Is this true? If so, can't this cause a conflict of interests?

TIHA -- Items for FPSC Hearing -- Feb. 1, 1996

- * **4. Conclusions** should be mentioned, too.
 - **a. TIHA unanimously supports this appeal to FPSC.**
 - **b. It will actively consider further appeals if FPSC allows any major increase in rates. This would include seeking greater assistance from OPC & FMO and making appeals to courts and the Governor.**
 - **c. We believe that SSU has used the old mushroom approach in management of rate increases;**
 - (1) at least, representatives have used another management style of "when in doubt, mumble", in answering questions.**
 - (2) PSC must cut through the "needs" & "costs" presented by SSU and find out the real need.**
 - **d. Ida Roberts, SSU representative at the Martin County meeting of 1/23/96, indicated that SSU didn't expect to get its full request; that 70% of a requested rate increase was the maximum PSC had ever granted previously.**
 - **(1) In other words, the request for rates seems to be like bargaining for a used car except in language the customer doesn't understand. Thus, can it be assumed that SSU inflated its request!**
 - **(2) If so, by how much?**

4. Follow-up suggestions should be given to one of the TIHA officers.

a. Contacts:

- (1) Fort Pierce Tribune.**
 - a. Jim Rosica, City Desk, ph. 461-2054; fax 461-4447**
 - b. Maryanne Murray, County Desk, ph. 461-2050 ext.183.**
- (2) Lt.Gov. Buddy MacKay's office: 904/488-4711**
- (3) OPC, 800/342-0222**

b. Appeals

- (1) Request for reconsideration of any PSC ruling must be made in writing to the Director, Div. of Records & Reporting, within 15 days of issuance of PSC's final order.**
- (2) Individual residents can try small claims actions against SSU if it can be reasonably shown that all data were not considered.**
- (3) Write state representatives and senators including our own plus key committee chairs. Get list from OPC.**

This report was developed by R. J. Simpson. Data used in all reports and memoranda were taken from PSC "Special Report" of 10/25/95 unless otherwise noted. While every effort was made for accuracy, the writer accepts no responsibility for errors in data or interpretations. The intent of the material is to present issues to the FPSC.

[A> of 96:SSUHRG2--rja\013096]

Tropical Isles Homeowners Association ISSUES FOR FPSC HEARING -- ADDENDA

February 1, 1996 {Copy: 2/1/96 @ 1 p.m.}

[This is an addendum to the full report dated 1/30/96 for the Feb. 1 PSC hearing in Stuart.
disclaimers and instructions are same as for full report. -rjs.]

*** Questions**

a. On the handout (SSU 1/23/96) comparing 3 Martin County Parks & TI as to stand alone, modified stand alone, & uniform rates, TI is always set the highest. If SSU had its preference -- "uniform" rates, TI would have a rate that is double that of the 3 in Martin County. (\$44.27 compared to \$22.33 in SSU report of 1/12/96)

*** Why???** TI is not the largest nor the smallest park.
It isn't the only one which gave its plant to SSU.
Upkeep has been less at TI than state-average figures given by SSU. (1/23)

*** b. Why can't SSU, w/ PSC & OPC prior review, come up with a clear & complete statement of what**

- (1) its real costs are for a given park based upon true usage &
- (2) project rate increases needed clearly
- (3) rather than having meetings at which vague cost concerns & factors are mentioned.

The combination of these three items plus incomplete information in letters sent to customers hardly builds customer confidence in either SSU or PSC.

*** c. TI was assured that TI reps would be called by SSU's Chief Financial Officer (CFO) to explain TI's exorbitant, recommended rate of \$44.27. This did not occur.**

(1) Ft. Pierce Tribune (2/1/96, p.A2) cited SSU's Tracy Smith who said:

*** (a) SSU needs money to pay for over \$100 million in expenses for compliance with environmental mandates.**

Ida Roberts (1/23 meeting) said it was \$75 million.

WHY, AGAIN, ARE DIFFERENT FIGURES GIVEN?

*** (b) TI plant had a loss of \$13,000 in 1994 & 1995 plus an estimated loss of \$16,500 in 1996.**

WITH 200, 250 & 300 TI RESIDENCES FOR 1994, 1995 & 1996 RESPECTIVELY, THIS IS A CLAIMED LOSS PER RESIDENT OF ONLY:

1994 = \$65.00/year or \$ 5.42 per month. [(\$13,000/200)]

1995 = \$52.00/year or \$ 4.33 per month. [(\$13,000/250)]

1996 = \$55.00/year or \$ 4.58 per month. [(\$16,500/300)]

*** (2) HOW COULD PSC GIVE AN INTERIM INCREASE OF \$24.62 TO \$37.95 PER MONTH WHICH IS HIGHER THAN 2 OF THE 3 FINAL RATES SSU REQUESTED FOR TI? [\$36.86, \$37.73 & \$44.27.]**

[From Jan. to Aug. 1996, when PSC is to set final rates, the total increase is \$196.96 per TI residence or 4 times SSU's claimed shortage.]

TIHA - ADDENDA for FPSC HEARING -- ADDENDA

c. Comparing Ft. Pierce Util Auth. (FPUA) monthly rates for residences like TI, it is a base of \$ 9.25 per month (\$111.00/year) plus \$ 3.30 per 1000 gallons used, thus only a minimum charge of \$ 9.25 applies when residents are gone. For many homes, this would average only a little more than SSU's current rate.

* **PSC is strongly urged to carefully examine wastewater charges of other utility companies.** It seems Lt. Gov. MacKay's 'inquiry' said the same thing in a different way!

d. 1988-1995 depreciation/amortization of #2101 =	\$115,679.88
(This includes "CIAC" which SSU didn't define.)	
(1) Over the 7 years, this equates to an annual	16,535.70
(2) With 300 units, TI resident's share per year =	55.09
(3) Or (divided by 12) a monthly share =	\$ 4.59

* **What accounts for the rest of the \$44.27 SSU wants to charge TI?
Certainly not the \$4.50 per month to make up for losses.**

* **e. It appears, although no clear explanation was received from SSU's Chief Financial Officer, as Ida Roberts indicated (1/23/96), that SSU in its various rate plans for TI is**

(1) doubling income by getting amortization/depreciation of a plant that cost it only \$10.00.

(2) using part of the high rate to put away a reserve fund for new hook-ups while still charging those residences a start-up fee.

(3) blaming environmental/health mandates: 64.7% in FL; 27.9% in TI.

(2) using political influence & vague information to get PSC to approve unjustified & unexplained rates.

* **f. TI notes that**

(1) it has been unable to get any clear cost figures for its plant though requested and promised (1/23 meeting).

(2) SSU information has generally been vague, inconsistent, incomplete and too technical even for SSU reps. to understand (at 1/23 meeting).

(3) SSU's need for a special, exorbitant rate at TI is not born out by amortization, depreciation, environmental compliance or operating-loss data.

(4) SSU claims TI has to have a high rate because of the few residences, yet smaller parks have a lower recommended rate.

(5) SSU's proposed rates tend to double up or expand basic data; e.g.,

(a) amortizing & depreciating a plant that was given to SSU while charging to develop a reserve fund for capital improvements.

(b) setting a high estimated usage rate (ERU) then holding it for the full year, although @50% of residents are gone for many months a year.

(6) SSU has put little into repair & environmental compliance at TI.

(7) SSU's definitions of "stand alone" & "uniform" do not hold true when TI's recommended rates are concerned; TI is not "uniform" with other parks, and the "stand alone" rate is not justified by SSU's cost figures.

* **g. PSC MUST REQUIRE SSU TO GIVE ACCURATE, CONSISTENT DATA
INSTEAD OF CORPORATE MUMBLING & MUSHROOM MANAGEMENT,
AND THEN SET RATES ACCORDINGLY!
THE AMOUNT OF EXPENSE SSU HAS USED TO DEFEND HIGH
RATES SHOULDN'T BE PASSED ON TO THE CUSTOMERS!**

DOCKET 950495-WS

EXHIBIT NO. 49

CASE NO. 96-04227

Ex No. 49



The Stuart News and The Port St. Lucie News (an edition of The Stuart News)

STATE OF FLORIDA
COUNTY OF MARTIN: COUNTY OF ST. LUCIE:

Before the undersigned authority appeared KATHLEEN N. PRITCHARD
who on oath says that he/she ACCTS REC. MANAGER
of The Stuart News, and The Port St. Lucie News,
a daily newspaper Published at Stuart in Martin County, Florida,
that the attached copy of advertisement, being a SOUTHERN STATES UTILITIES

in the matter of PUBLIC SERVICE COMMISSION NOTICE OF
SERVICE HEARING

in the _____ Court, was Published in The
Stuart News and The Port St. Lucie News in the issues of _____
JANUARY 10, 1996

Affiant further says that the said The Stuart News and The
Port St. Lucie News is a newspaper published at Stuart, in said
Martin County, Florida with offices and paid circulation in
Martin County, Florida, and St. Lucie County, Florida and that
the said newspapers have heretofore been continuously published
in said Martin County, Florida and distributed in Martin County,
Florida and St. Lucie County, Florida, for a period of one year
next preceding the first publication of the attached copy of
advertisement; and affiant further says that he/she has neither
paid nor promised any person, firm or corporation any discount,
rebate, commission or refund for the purpose of securing this
advertisement for publication in the said newspaper. The Stuart
News has been entered as second class matter at the post office
in Stuart, Martin County, Florida, and Ft. Pierce, St. Lucie
County, Florida and has been for a period of one year next
preceding the first publication of the attached copy of
advertisement.

Kathleen N. Pritchard

Sworn to and subscribed before me
this 29th day of JANUARY

A.D. 1996
Linda Ruffo
(Seal) Notary Public



LINDA RUFFO
My Commission Expires Oct. 22, 1996

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 950495 EXHIBIT NO. 49
COMPANY/
WITNESS:
DATE 1/29/96

the nearest IRCC Center Educational Services at 1000 St. Lucie County; 2, Ext. 4740, from Indian River and Martin counties.

7, charged with sex photos

PIERCE — St. Lucie Sheriff's deputies arrested 21-year-old White City man on charges that he took explicit pictures of a 14-year-old girl.

Deputies charged Donald 03 Tumblyn Kling Road with a count of extortion and acts of sexual performance. He was being held at St. Lucie County jail on bail late Tuesday.

In October and December, the man threatened to tell the mother about her 14-year-old boyfriend if she did not pose for the pictures, said.

Deputies found five pictures of the girl in various sexual poses at Bott's house.

Lucie schools honor top worker

PIERCE — Four finalists in contention to be named Lucie County School District 396 employee of the year.

The finalists, chosen from 33 nominees, are Carol Smith, a clerk at Morningside Elementary School; Nadia Martinez, a secretary at Lakewood Park Elementary School; Ronald Noble, a site maintenance foreman at Lakewood Elementary School; and Lucie Simpson, food service manager at Fort Pierce Central High School.

The schools and district offices are awarding employees in one of five categories: aide, cafeteria worker, clerical, and site maintenance. Employees nominated demonstrated exceptional skill and dedication in performing their jobs.

Each of the four finalists will be interviewed by St. Lucie County School-Related employees of the district and go on to represent the district in state competition.

Compiled from News staff reports.

96

HOME SHOW

Jan. 12, 13 & 14
Martin County Fairgrounds
FREE ADMISSION
Don't Miss It

More Info: 286-1841

Around The Clock Airport Shuttle

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★ SEAPORTS
★ AMTRAK

Convenient, Courteous Service
24 HOURS 7 DAYS A WEEK

Door to Door

335-5555

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION NOTICE OF SERVICE HEARING DOCKET NO. 950495-WS

Docket No. 950495-WS — Application by Southern States Utilities, Inc. for rate increase and increase in service availability charges for Orange-Cocoa Utilities, Inc. in Osceola County, and in Bradford, Brevard, Charlotte, Citrus, Clay, Collier, Duval, Highlands, Lake, Lee, Marion, Martin, Nassau, Orange, Osceola, Pasco, Putnam, Seminole, St. Johns, St. Lucie, Volusia and Washington Counties.

Notice is hereby given that the Florida Public Service Commission will conduct a service hearing to discuss the above application for a water and wastewater rate increase and charges to service availability charges. The service hearing for the utility's customers in Martin and St. Lucie County(ies) will be held at the following time and place:

February 1, 1998
8:00 p.m.
Holiday Inn-Downtown
Milebus and Jasmine Rooms
1209 S. Federal Highway
Stuart, FL 34994

All persons who wish to testify are urged to be present at the beginning of the service hearing may be adjourned early if no customers are present. Any persons requiring some accommodation at this hearing because of a physical impairment should call the Division of Records and Reporting at (904) 413-8770 at least five calendar days prior to the hearing. If you are hearing or speech impaired, please contact the Florida Relay Service by using the following numbers: 1-800-955-8770 (VOICE) OR 1-800-955-8771 (TDD).

PURPOSE

The purpose of the service hearing is to allow customers and any substantially affected person an opportunity to present customers' and information to the Commission about the utility's quality of service, the proposed rate increase, or other matters related to the rate case or the utility. The utility is requesting that customers served water under conventional treatment methods be classified as a separate and distinct service classification from customers receiving water service from reverse osmosis facilities. Under the utility's proposal, the base facility and gallonage charges assessed to customers will be uniform within each service classification. All wastewater customers are included in one service classification and would be charged the same base facility and gallonage charges. The utility's application indicates that the utility has or will have placed nearly \$100 million of additional water and wastewater plant into service since 1992 and through the period ending December 31, 1998. The application also indicates that the majority of these plant additions were required by environmental laws, rules or regulations. The utility's requested service availability charges include charges for meter installation, main extension, service installation, plant capacity, and allowance for funds prudently invested (AFPI). These charges will only be assessed to new customers who connect after Commission approval of the charges. Existing customers will not be assessed service availability charges. Plant capacity and main extension charges for water treatment are classified by conventional and reverse osmosis treatment methods. The utility proposes plant capacity and main extension charges which are uniform within each water service classification. The utility proposes only one service classification for wastewater service, and the plant capacity and main extension charges proposed for wastewater are uniform.

The Treasure Coast Radio Guide

Every Sunday in TVPastime

The Stuart News & The Port St. Lucie News

3228 SW Martin Downs Blvd.

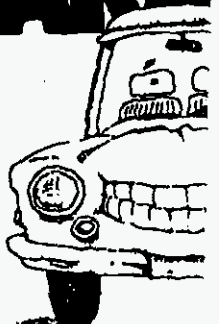
offers special extended hours

Monday through Friday	8
Weekends	9
Holidays	9

MARTIN MEMORIAL
MediCenters

No. 1
For location other than Me.

AMAZING NEW USE FOR YOUR GARAGE



It's remarkable. The use of your garage could clear out your garage for new use for it ... taking care of your car.

Nobody has ever quite a garage collects so many unwanted items. But everybody understand the value of a garage sale. So have one. So read in the News. Call today a garage sale reaching over 108,000 readers junk is their treasure.

You'll clean out your garage in the process ... and you'll miss it.

The News Classified

Martin County
283-5252

STATE OF FLORIDA)
COUNTY OF ORANGE)
_____)

AFFIDAVIT

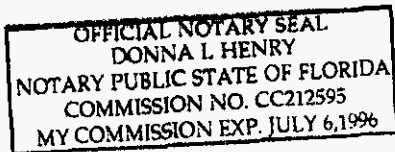
STEVEN M. GALLIS, having been duly sworn, states as follows:

1. I am Supervisor of Administrative Services in the Office Services Department of Southern States Utilities, Inc. ("SSU"), whose central office is located in Apopka, Florida.
2. As part of my duties, I am responsible for administering mailings to SSU customers, such as notices required by Florida Public Service Commission Rules and Orders.
3. In my presence and under my supervision, SSU personnel mailed to the customers in Martin and St. Lucie Counties a copy of the document identified as "Notice To Customers Of Service Hearing Letter" attached hereto and marked "Exhibit A."
4. The names and addresses of the aforesaid customers were obtained by SSU from SSU's Information Services Customer Address Files. A copy of the list of SSU customer names and addresses used to print the mailing labels for customers in the aforesaid counties is attached hereto and marked "Exhibit B." "Exhibit C" attached hereto, is the presorting report printed from SSU's Information Services Customer Address Files to prepare the mailing.
5. On January 2, 1996, my staff and I machine postmarked the labeled envelopes containing copies of Exhibit A and hand delivered the envelopes to a representative of the United States Postal Service for delivery.
6. Attached hereto and marked "Exhibit D" is a copy of the relevant page of SSU's Office Services' Postage meter logbook. The logbook is used to record mailings from SSU's Office Services Department. Exhibit D contains information pertinent to the aforementioned mailing, to wit: on January 2, 1996, SSU mailed 7,342 total batch items, which included mail fitting the description "Martin" and "St. Lucie" for the Stuart service hearing. I personally made this entry into the logbook, and the recordation therein coincides with my personal observation.
7. The total batch count on the logbook included 869 pieces of mail as listed in Exhibit C mailed to those persons listed in Exhibit B. If applicable, any logbook totals which are

less than Exhibit B & C totals reflect automation malfunctions in copying and sorting. In such cases, envelopes were reprocessed by hand and metered separately for mailing the same day.

Steven M. Gallis
STEVEN M. GALLIS

The foregoing instrument was acknowledged before me this 29th day of January, 1996, by STEVEN M. GALLIS, who is personally known to me and who did take an oath.



Donna L. Henry
Donna L. Henry
Notary Public, State of Florida at Large
Commission No. CC212595
My Commission Expires: 7-6-96



Southern States Utilities • 1000 Color Place • Apopka, FL 32703 • 407/880-0058

EXHIBIT A

PAGE 1 OF 1

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 950495-WS
NOTICE TO CUSTOMERS OF SERVICE HEARING**

Docket No. 950495-WS -- Application by Southern States Utilities, Inc. for rate increase and increase in service availability charges for Orange-Osceola Utilities, Inc. in Osceola County, and in Bradford, Brevard, Charlotte, Citrus, Clay, Collier, Duval, Highlands, Lake, Lee, Marion, Martin, Nassau, Orange, Osceola, Pasco, Putnam, Seminole, St. Johns, St. Lucie, Volusia and Washington Counties.

DATED: January 2, 1996

Notice is hereby given that the Florida Public Service Commission will conduct service hearings to discuss the above application for a water and wastewater rate increase and changes to service availability charges. The service hearing for customers in Martin and St. Lucie County(ies) will be held at the following time and place:

**February 1, 1996
6:00 p.m.
Holiday Inn - Downtown
Hibiscus and Jasmine Rooms
1209 S. Federal Highway
Stuart, FL 34994**

All persons who wish to testify are urged to be present at the beginning of the service hearing as the hearing may be adjourned early if no customers are present. Any person requiring some accommodation at this hearing because of a physical impairment should call the Division of Records and Reporting at (904) 413-6770 at least five calendar days prior the hearing. If you are hearing or speech impaired, please contact the Florida Relay Service by using the following numbers: 1-800-955-8770 (VOICE) OR 1-800-955-8771 (TDD).

PURPOSE

The purpose of the service hearing is to allow customers and any substantially affected person an opportunity to present comments and information to the Commission about the utility's quality of service, the proposed rate increase, or other matters related to the rate case or the utility. The utility is requesting that customers served water under conventional treatment methods be classified as a separate and distinct service classification from customers receiving water service from reverse osmosis facilities. Under the utility's proposal, the base facility and gallonage charges assessed to customers will be uniform within each service classification. All wastewater customers are included in one service classification and would be charged the same base facility and gallonage charges. The utility's application indicates that the utility has or will have placed nearly \$100 million of additional water and wastewater plant into service since 1992 and through the period ending December 31, 1996. The application also indicates that the majority of these plant additions were required by environmental laws, rules or regulations. The utility's requested service availability charges include charges for meter installation, main extension, service installation, plant capacity, and allowance for funds prudently invested (AFPI). These charges will only be assessed to new customers who connect after Commission approval of the charges. Existing customers will not be assessed service availability charges. Plant capacity and main extension charges for water treatment are classified by conventional and reverse osmosis treatment methods. The utility proposes plant capacity and main extension charges which are uniform within each water service classification. The utility proposes only one service classification for wastewater service, and the plant capacity and main extension charges proposed for wastewater are uniform.

WATER FOR FLORIDA'S FUTURE



Fisher's Haven 1st

VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

PLANT	CUST #	NAME	ADDRESS	ZIP
673	30113	ALEX BALAURA	50A BELLMAN AVE	TORONTO ON M6W 4A4
673	30120	MARTY GOLDBERG	46 EDEN HILL RD	CANADA
673	30020	ALFRED HANSON	17 BECKETT ST	NEWTON CT 06470
673	30118	PHILIP OLKOSKI	81 BOULDER BROOK RD	DANBURY CT 06810-5312
673	30140	F MACARI	C/O J MACARI	WILTON CT 06897-1519
673	27729	WALTER GUNDERSEN	1157 CLINTON TERR	60 TYLER DR STAMFORD CT 06903
673	30145	FRED MEIER	C/O VIRGINA DOHERTY	43 HARBOR CIRCLE S PLAINFIELD NJ 07080-1623
673	30055	GLADYS SANDOFF	2195 NE RUSTICE PL	CENTERPORT NY 11721-1654
673	978817	ANTHONY VANDERBURG	3731 DARBY DR	JENSEN BCH FL 14957
673	30824	BRENDA PIVER	2325 NE RUSTIC PLACE	MIDLOTHINN VA 23113
673	36790	WISEGUISE PIZZAS ETC	2485 NE DIXIE HWY	JENSEN BEACH FL 34952
673	37700	WILLIAM ANDREWS	2396 NE RUSTIC PLACE	JENSEN BCH FL 34952
673	11744	PHILLIP ARNDT	2510 NE MARIAN ST	JENSEN BCH FL 34957
673	36420	DIANE BASHOR	2275 NE RUSTIC PL	JENSEN BCH FL 34957
673	30376	CHARLES BEATTY JR	2159 NE RUSTIC WAY	JENSEN BEACH FL 34957
673	36643	KELLY BENOIT	2280 NE RUSTIC WAY	JENSEN BCH FL 34957
673	29427	JAMES BOUNDS	2299 NE RUSTIC WAY	JENSEN BCH FL 34957
673	34871	VAUGHN E BRASHEAR	2249 NE RUSTIC WAY	JENSEN BCH FL 34957
673	36207	LORRAINE BROWN	2345 NE RUSTIC PL	JENSEN BCH FL 34957
673	30403	JAMES W BURBA	2270 NE RUSTIC WAY	JENSEN BEACH FL 34957
673	38849	THOMAS J CARLUCCI	2369 N E RUSTIC WAY	JENSEN BEACH FL 34957
673	34238	DAVID CARTER	2386 NE RUSTIC PL	JENSEN BEACH FL 34957
673	30987	CINDY A CONKLIN	2375 NE RUSTIC PLACE	JENSEN BEACH FL 34957
673	39623	DALE L COPPOCK	2225 NE RUSTIC PL	JENSEN BEACH FL 34957
673	30210	PATRICK H DONNELLY	2309 N E RUSTIC WAY	JENSEN BEACH FL 34957
673	37785	MARK FISHER	2289 NE RUSTIC WAY	JENSEN BCH FL 34957
673	30000	FISHERMANS HAVEN HMOHNNERS ASSN	C/O HELEN OLKOSKI	2329 NE RUSTIC DR JENSEN BEACH FL 34957
673	29643	EDWARD FITZGERALD	2189 NE RUSTIC WAY	JENSEN BCH FL 34957
673	31047	SUSAN GILLUM	2315 NE RUSTIC PL	JENSEN BCH FL 34957
673	37737	ROBERT GUST	2406 NE RUSTIC PL	JENSEN BCH FL 34957
673	36305	SUSAN HALVERSON	2276 NE RUSTIC PL	JENSEN BEACH FL 34957
673	36701	GAYLE HANNAH	P O BOX 989	JENSEN BCH FL 34957
673	40513	LORIN JESSEN	2255 NE RUSTIC PL	JENSEN BEACH FL 34957
673	38712	BARB T KARMAZYN	2389 NE RUSTIC WAY	JENSEN BCH FL 34957
673	29876	KENNETH MARONE	2346 NE RUSTIC PLACE	JENSEN BEACH FL 34957
673	30750	LAURIE J MCCRORY	2114 NE RUSTIC PL	JENSEN BEACH FL 34957
673	38152	MADLINE MCFARLAND	2295 NE RUSTIC PLACE	JENSEN BCH FL 34957
673	30346	MICHAEL MCMULLEN	2179 NE RUSTIC WAY	JENSEN BCH FL 34957
673	33818	WINIFRED G MCMULLEN	2390 NE RUSTIC WAY	JENSEN BCH FL 34957
673	30422	LEE MILES	2370 NE RUSTIC WAY	JENSEN BEACH FL 34957
673	37986	DENENE MOZZACHIO	2126 NE RUSTIC PL	JENSEN BCH FL 34957
673	40150	MICHAEL K O'DELL	2366 NE RUSTIC PLACE	JENSEN BEACH FL 34957
673	39868	PETER PANAGAKOS	2215 NE RUSTIC PL	JENSEN BCH FL 34957
673	38207	THERESA PRUGNA	2182 NE TROPICAL WAY	JENSEN BCH FL 34957
673	37101	ELLEN P RAYNOR	2400 NE RUSTIC WAY	JENSEN BCH FL 34957
673	38030	MADLINE REVERA	2149 NE RUSTIC WAY	JENSEN BEACH FL 34957
673	39758	LINDA RILEY	2170 NE RUSTIC WAY	JENSEN BCH FL 34957
673	37658	FELIX RIVERA	2139 NE RUSTIC WAY	JENSEN BEACH FL 34957
673	40389	JAMES F RONAN	2399 NE RUSTIC WAY	JENSEN BEACH FL 34957
673	30015	P SABO	C/O PETER W SABO	2236 NE RUSTIC PL JENSEN BCH FL 34957
673	39223	STEVE SCHAFFNER	2306 NE RUSTIC PLACE	JENSEN BEACH FL 34957

EXHIBIT 3
PAGE 1 OF 19

VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

12/20/95 PAGE 2 DLG030RPO
16:13:18 TRACIC

PLANT	CUST #	NAME	ADDRESS		ZIP
673	33457	JAMES H SHEPHERD	2232 NE TROPICAL WAY	JENSEN BEACH FL	34957
673	40174	GAMIE J STEPHENSON	2395 NE RUSTIC PL	JENSEN BCH FL	34957
673	40288	FREDRICK H STUBBE	2235 NE RUSTIC PL	JENSEN BEACH FL	34957
673	35607	CHEUK F TAM	2259 NE RUSTIC WAY	JENSEN BEACH FL	34957
673	37967	MICHELLE THOMPSON	2180 NE RUSTIC WAY	JENSEN BCH FL	34957
673	986879	SINDI TSCHUDI	2336 NE RUSTIC PL	JENSEN BCH FL	34957
673	38488	ANTHONY M VECCHIONE	2174 NE RUSTIC PL	JENSEN BEACH FL	34957
673	36055	DARLENE VICTOR	2388 NE RUSTIC WAY	JENSEN BEACH FL	34957
673	33527	KATHLEEN WALSH	2265 NE RUSTIC PLACE	JENSEN BEACH FL	34957
673	27638	JUDITH A WALTON	2229 NE RUSTIC WAY	JENSEN BCH FL	34957
673	37185	NORMAN WULKAN	2146 NE RUSTIC PL	JENSEN BCH FL	34957
673	30060	BARNWELL	2145 NE RUSTIC PL	JENSEN BEACH FL	34957-5515
673	30061	MADONNA FABER	2135 NE RUSTIC PL	JENSEN BEACH FL	34957-5515
673	30059	TERRY MACDEVITT	2155 NE RUSTIC PL	JENSEN BEACH FL	34957-5515
673	998178	BO WALTON	2175 NE RUSTIC PLACE	JENSEN BCH FL	34957-5515
673	978451	KEITH BONNER	2196 NE RUSTIC PLACE	JENSEN BEACH FL	34957-5516
673	980250	PHILIP DUNNE	2156 NE RUSTIC PLACE	JENSEN BEACH FL	34957-5516
673	27937	MARK S GIBBS	2166 NE RUSTIC PLACE	JENSEN BEACH FL	34957-5516
673	997367	EARL GREEN	2186 NE RUSTIC PLACE	JENSEN BEACH FL	34957-5516
673	998053	SULEWSKI	2136 NE RUSTIC PLACE	JENSEN BCH FL	34957-5516
673	30046	JOSEPH CRONKEY	2285 NE RUSTIC PL	JENSEN BEACH FL	34957-5517
673	30050	STEVE GLOWACKI	2245 NE RUSTIC PL	JENSEN BEACH FL	34957-5517
673	988228	KATHI SCHAFFER	2205 NE RUSTIC PLACE	JENSEN BEACH FL	34957-5517
673	89382	MARGARET ALLEGRA	2226 NE RUSTIC PL	JENSEN BEACH FL	34957-5518
673	30013	JANE BIRKEL	2216 NE RUSTIC PL	JENSEN BEACH FL	34957-5518
673	986326	SUSAN CAREY	2266 NE RUSTIC PLACE	JENSEN BEACH FL	34957-5518
673	30014	HELEN M HOSIER	2246 NE RUSTIC PL	JENSEN BEACH FL	34957-5518
673	90190	JANICE MORKEL	2296 NE RUSTIC PL	JENSEN BEACH FL	34957-5518
673	53	CINDY ZIEGLER	2206 RUSTIC PLACE	JENSEN BEACH FL	34957-5518
673	93555	PETER AMAR	2365 NE RUSTIC PL	JENSEN BEACH FL	34957-5519
673	30040	STEVEN J POCHOPIN	2335 NE RUSTIC PL	JENSEN BEACH FL	34957-5519
673	96876	SUSAN RIENTS	2355 NE RUSTIC PL	JENSEN BEACH FL	34957-5519
673	30043	JOHN SCHROEDEL	2305 NE RUSTIC PL	JENSEN BEACH FL	34957-5519
673	999132	GERALD BOLNICK	2316 NE RUSTIC PLACE	JENSEN BEACH FL	34957-5520
673	998936	SANDRA FRYE	2376 NE RUSTIC PLACE	JENSEN BEACH FL	34957-5520
673	97153	JOSEPH INFUSO JR	2326 N E RUSTIC PLACE	JENSEN BCH FL	34957-5520
673	28920	RICK R DREWS	2199 NE RUSTIC WAY	JENSEN BEACH FL	34957-5523
673	94485	JOHN KRAFT	2119 NE RUSTIC WAY	JENSEN BCH FL	34957-5523
673	104725	CAREN SARRELL	2129 NE RUSTIC WAY	JENSEN BEACH FL	34957-5523
673	107080	JAMES TAYLOR	2169 N E RUSTIC WAY	JENSEN BEACH FL	34957-5523
673	995260	PAUL MILLER	2150 NE RUSTIC WAY	JENSEN BEACH FL	34957-5524
673	982282	ALMA NASH	2140 NE RUSTIC WAY	JENSEN BEACH FL	34957-5524
673	23161	CELESTE SPRAGUE	2120 NE RUSTIC WAY	JENSEN BEACH FL	34957-5524
673	25331	LYNN VANDERHOEF	2190 NE RUSTIC WAY	JENSEN BEACH FL	34957-5524
673	993577	PAUL MAIBEL	2160 NE RUSTIC WAY	JENSEN BEACH FL	34957-5524
673	27930	DREMA GRANDE	2279 NE RUSTIC WAY	JENSEN BCH FL	34957-5525
673	30106	FRANCES PENICK	2209 NE RUSTIC WAY	JENSEN BEACH FL	34957-5525
673	30107	SHINE	2219 NE RUSTIC WAY	JENSEN BEACH FL	34957-5525
673	30981	JOSEPH HALL	2250 NE RUSTIC WAY	JENSEN BEACH FL	34957-5526
673	22901	TERESA HOPKINS	2200 NE RUSTIC WAY	JENSEN BCH FL	34957-5526
673	978061	WALTER & MARIE LETTAU JR	2290 NE RUSTIC WAY	JENSEN BEACH FL	34957-5526

VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

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PLANT	CUST #	NAME	ADDRESS	ZIP
673	984305	TERENCE MCMAHON	2220 NE RUSTIC WAY	JENSEN BEACH FL 34957-5526
673	30080	CATHERINE STREET	2240 NE RUSTIC WAY	JENSEN BEACH FL 34957-5526
673	30082	MABEL WEST	2240 NE RUSTIC WAY	JENSEN BEACH FL 34957-5526
673	30119	FRANK DLKOSKI	2329 NE RUSTIC WAY	JENSEN BEACH FL 34957-5527
673	10772	DARLENE CRUZ	2300 NE RUSTIC WAY	JENSEN BEACH FL 34957-5528
673	24206	RITA FECSKE	2320 NE RUSTIC WAY	JENSEN BEACH FL 34957-5528
673	30070	JACQUELYN K HANLEY	2350 NE RUSTIC WAY	JENSEN BEACH FL 34957-5528
673	26360	WILLIAM MCHUGH	2410 NE RUSTIC WAY	JENSEN BCH FL 34957-5530
673	30150	ROBERT GRANT	2162 NE TROPICAL WAY	JENSEN BEACH FL 34957-5536
673	30154	CAROL LUND	2132 NE TROPICAL WAY	JENSEN BEACH FL 34957-5536
673	30148	JERRI O'NEILL	2192 NE TROPICAL WAY	JENSEN BEACH FL 34957-5536
673	91371	NORMA TRACEY	2152 NE TROPICAL WAY	JENSEN BEACH FL 34957-5536
673	30141	MICHAEL J CAMPANA	2272 NE TROPICAL WAY	JENSEN BEACH FL 34957-5538
673	25937	TIM N GERSTORFF	2222 NE TROPICAL WAY	JENSEN BEACH FL 34957-5538
673	985693	GARY HARTMAN	2242 NE TROPICAL WAY	JENSEN BEACH FL 34957-5538
673	30139	JOHN S JARDEL	2292 NE TROPICAL WAY	JENSEN BEACH FL 34957-5538
673	988872	MIKE LUNSFORD	2242 NE TROPICAL WAY	JENSEN BEACH FL 34957-5538
673	30129	FRED ARNDT	2382 NE TROPICAL WAY	JENSEN BEACH FL 34957-5540
673	28156	GEORGE L JR BATES	2312 NE TROPICAL WAY	JENSEN BCH FL 34957-5540
673	30132	JOHN BURKHARDT	2352 NE TROPICAL WAY	JENSEN BEACH FL 34957-5540
673	994808	HOWARD CLARKE	2322 NE TROPICAL WAY	JENSEN BEACH FL 34957-5540
673	30133	JOSEPH FOXALL	2342 NE TROPICAL WAY	JENSEN BEACH FL 34957-5540
673	25623	LAVERNE PUNKE	2372 N E TROPICAL WY	JENSEN BCH FL 34957-5540
673	30138	ANTON RIES	2302 NE TROPICAL WAY	JENSEN BEACH FL 34957-5540
673	30131	HAROLD RUSH	2362 NE TROPICAL WAY	JENSEN BEACH FL 34957-5540
673	30134	CATHERINE SCAGLIA	2352 NE TROPICAL WAY	JENSEN BEACH FL 34957-5540
673	39279	SELINA KERNAN	2360 NE RUSTIC WAY	JENSEN BCH FL 34958
673	30121	DAVID L MARTIN	PO BOX 271	JENSEN BEACH FL 34958-0271
673	30063	ANTHONY SIINO	P O BOX 413	JENSEN BEACH FL 34958-0413
673	998820	BRIAN FUNK	P O BOX 552	JENSEN BEACH FL 34958-0552
673	30175	WILLIAM C REANEY	P O BOX 851	JENSEN BEACH FL 34958-0851
673	990861	VALERIE MACKIE	PO BOX 1004	JENSEN BEACH FL 34958-1004
673	30035	PAULINE E ROME	P O BOX 1528	JENSEN BEACH FL 34958-1528
673	995783	SUZETTE ABRAMSON	P O BOX 2186	JENSEN BEACH FL 34958-2186
673	21466	JOHN CRUZ	405 TRANQUILLE AVE	PORT ST LUCIE FL 34983-2231
673	40372	WILLIAM ZURITA	2340 NE RUSTIC WAY	JENSEN BEACH FL 34994
673	34895	MICHAEL BROOKS	P O BOX 2872	STUART FL 34995
673	987190	JAMIE CASTON	P O BOX 1422	STUART FL 34995-1422
673	30083	KERRY DILLON	7361 SE SEAGATE LANE	STUART FL 34997
673	26361	THOMAS YOUNG	2872 TEASDALE	TROY MI 48083-2656
673	30143	E R WOODRUFF	19786 U S 23 SOUTH	PRESCUE ISLE MI 49777
673	30128	ROBERT PACK	22715 ROUTE 173	HARVARD IL 60033-8346

TOTAL PRINTED 144

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Fox Run

1st

VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

12/20/95 PAGE 1 DLG030RPG
16:14:38 TRACIC

PLANT	CUST #	NAME	ADDRESS	ZIP
679	94775	FRED KATZMAN	35 MYCKLOW COURT	ROBBINSVILLE NJ 08691-1205
679	38902	UNITED STATES MARSHALL SVC	X META/TECTON (STE 1000)	MIAMI FL 33130
679	18749	JAMES L MILBUR	1418 SW 24TH LN LT-40	1000 BRICKELL AVE
679	36742	CHARLES BAKER	P O BOX 1426	PALM CITY FL 33490
679	31369	HIKE A BUNDY	1509 SW VIZCAYA CIRCLE	PALM CITY FL 34990
679	34414	ROBERT BURTON	1413 SW VIZCAYA CIR	PALM CITY FL 34990
679	31423	RUBY C CALLANDER	1494 SW VIZCAYA CIR	PALM CITY FL 34990
679	40126	JOHN CANTIELLO	2423 SW 14TH TERR	PALM CITY FL 34990
679	39409	GWEN CARDEN	1309 SW VIZCAYA CIR	PALM CITY FL 34990
679	39249	MARY A CARP	2465 SW 13TH PL	PALM CITY FL 34990
679	37873	GLENN T CLARICH	1417 SW 24TH LN	PALM CITY FL 34990
679	33190	SALVATORE CURCIO	2460 S N 15TH TER	PALM CITY FL 34990
679	32605	RUSSELL T DOW	P O BOX 618	PALM CITY FL 34990
679	34213	GRANADA PROPERTY OWNERS ASSN	P O BOX 1671	PALM CITY FL 34990
679	39381	JAMES A GRAY	1220 SW 25TH LN	PALM CITY FL 34990
679	38662	DAVID KELLOGG	1420 SW 25TH LN	PALM CITY FL 34990
679	29404	SHIRLEY Z NEGRI	2448 SW 12TH TERR	PALM CITY FL 34990
679	36185	WENDY NELSON	1381 SW VIZCAYA CIR	PALM CITY FL 34990
679	93456	WILLIAM NORTHUP	1440 SW 25TH LN	PALM CITY FL 34990
679	30932	LARRY POLLOCK	P O BOX 932	PALM CITY FL 34990
679	37799	MIKE RENFRO	2466 SW 13TH TER LT-26	PALM CITY FL 34990
679	39654	JOSEPH ROMANO	617 SW WOODCREEK DRIVE	PALM CITY FL 34990
679	32392	JIM H SCHULLER	1337 SW 24TH LN	PALM CITY FL 34990
679	34185	JOSEPH SHEEHAN	1406 SW VIZCAYA CR	PALM CITY FL 34990
679	37578	BRENT SMALL	1333 SW VIZCAYA CIR	PALM CITY FL 34990
679	34515	BRIAN R SMITH	1310 SW VIZCAYA CIR	PALM CITY FL 34990
679	30507	MARGARET TYLENSKI	1340 SW 25TH LANE	PALM CITY FL 34990
679	39318	HOBART VANNOSTRAND	1279 SW 25TH LN	PALM CITY FL 34990
679	34107	PAH WALSH	2420 SW 15TH TER	PALM CITY FL 34990
679	38866	KACHIA WENGER	1478 SW VIZCAYA CIR	PALM CITY FL 34990
679	18780	M/M STEFANO MORREALE	PO BOX 286	PALM CITY FL 34990-0286
679	20216	CAROLYN FERRY	PO BOX 977	PALM CITY FL 34990-0977
679	90259	DAWN CEGELIS	PO BOX 1169	PALM CITY FL 34990-1169
679	982084	C H GRENIER	1191 SW PINETREE LN	PALM CITY FL 34990-1946
679	88361	SAL NOFI	1309 PINETREE	PALM CITY FL 34990-1960
679	21560	WINETTE BAUM	1366 SW VIZCAYA CIR	PALM CITY FL 34990-1961
679	109282	NANCY CARLSON	1398 SW VIZCAYA CIR	PALM CITY FL 34990-1961
679	988720	RALPH GIORDANO	1390 SW VIZCAYA CIR	PALM CITY FL 34990-1961
679	108383	STEVE HOLLAND	1318 SW VIZCAYA CIR	PALM CITY FL 34990-1961
679	998064	BARRY LITMAN	1302 SW VIZCAYA CIR	PALM CITY FL 34990-1961
679	22540	ROBERT C MENDES	1326 SW VISCAYA CIR	PALM CITY FL 34990-1961
679	996981	JOSEPH MOORE	1334 SW VIZCAYA CIR	PALM CITY FL 34990-1961
679	26134	ROBERT A PIERCE	1382 VIZCAYA CIRCLE	PALM CITY FL 34990-1961
679	24488	R SCOTT SPUGNARDI	1374 SW VISCAYA CIR	PALM CITY FL 34990-1961
679	108405	KENNETH WERNER	1294 SW VIZCAYA CIR	PALM CITY FL 34990-1961
679	982090	ROBERT CHRISTOPHER	1373 SW VIZCAYA CIR	PALM CITY FL 34990-1962
679	20215	JOHN GOLD	1301 SW VIZCAYA CIR	PALM CITY FL 34990-1962
679	98177	BLAIR HOFFMAN	1397 SW VIZCAYA CIR	PALM CITY FL 34990-1962
679	980639	STANLEY KACZYNSKI	1325 SW VIZCAYA CIR	PALM CITY FL 34990-1962
679	979591	GLORIA SCHMIDT	1389 SW VIZCAYA CIR	PALM CITY FL 34990-1962
679	989672	VINCENT VEDERA	1317 SW VIZCAYA CIR	PALM CITY FL 34990-1962

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VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

12/20/95 PAGE 2 DLG030RPG
14:14:38 TRACIC

PLANT	CUST #	NAME	ADDRESS		ZIP
679	25807	GAY ASBURY	1414 SW VIZCAYA CIRCLE	PALM CITY FL	34990-1963
679	995185	BRUCE OTTE	1430 SW VISCAYA CIR	PALM CITY FL	34990-1963
679	95716	RICHARD WELKER	1446 SW VISCAYA CIR	PALM CITY FL	34990-1963
679	97241	BRUCE CARMICHAEL	1485 SW VIZCAYA CIR	PALM CITY FL	34990-1964
679	23765	KATHRYN CUMHINGS	1461 SW VIZCAYA CIR	PALM CITY FL	34990-1964
679	28368	CHRISTINE FAGAN	1477 SW VIZCAYA CIR	PALM CITY FL	34990-1964
679	992946	CHARLES BEHRINGER	1453 SW VIZCAYA CIR	PALM CITY FL	34990-1964
679	105863	RHEA HEWITT	1437 SW VIZCAYA CIR	PALM CITY FL	34990-1964
679	20234	DENNIS JEROME	1445 SW VIZCAYA CIR	PALM CITY FL	34990-1964
679	994101	JOHN NESTER	1469 SW VISCAYA	PALM CITY FL	34990-1964
679	22010	VERNON RUBLE	1405 SW VIZCAYA CIR	PALM CITY FL	34990-1964
679	986705	JAMES P SLOCUM	1429 SW VIZCAYA CIR	PALM CITY FL	34990-1964
679	997135	GINA TRAISTER	1421 SW VIZCAYA CIR	PALM CITY FL	34990-1964
679	26412	GARY UHAZIE	1493 SW VIZCAYA CIR	PALM CITY FL	34990-1964
679	23387	JANETTE PETRIE	1502 SW VIZCAYA CIR	PALM CITY FL	34990-1965
679	994150	ROSS ADOLPH	1501 SW VIZCAYA CIR	PALM CITY FL	34990-1966
679	23393	HAROLD CHRISTY	1249 SW PINETREE LN	PALM CITY FL	34990-1968
679	20439	ANDREW M JAMES III	1299 SW PINETREE LN	PALM CITY CITY FL	34990-1968
679	18744	PAUL BEMIS	2441 SW 15TH TER, LT-42	PALM CITY FL	34990-2101
679	25462	LINDA GIFFORD	2421 SW 15TH TERRACE	PALM CITY FL	34990-2101
679	89784	GARNET LA FOUNTAIN	2461 SW 15TH TER	PALM CITY FL	34990-2101
679	978907	MICHAEL MAZZILLI	2440 SW 15TH TER	PALM CITY FL	34990-2102
679	22694	NEIL A PALMER	1269 SW 25TH LN	PALM CITY FL	34990-2113
679	987488	ROBERT S ALLEN	1240 SW 25TH LN	PALM CITY FL	34990-2114
679	105001	DAVID HUMPHREYS	1280 SW 25TH LN	PALM CITY FL	34990-2114
679	107214	BRUCE KULLMAN	1359 SW 25TH LN	PALM CITY FL	34990-2115
679	18754	JEAN ALEXANDER	1360 SW 25TH LN LT-49	PALM CITY FL	34990-2116
679	94418	JOE KENNERY	1300 SW 25TH LN	PALM CITY FL	34990-2116
679	96046	M T RUST	1380 SW 25TH LN	PALM CITY FL	34990-2116
679	18781	DANNY BARTELS	1460 SW 25TH LN	PALM CITY FL	34990-2118
679	38	DINO SPADAFORA	1400 SW 25TH LN	PALM CTY FL	34990-2118
679	18776	HARX JENSEN	C/O CHERYL JENSEN 2429 SW 12TH TER	PALM CITY FL	34990-2121
679	18770	JOHN PIETRUSZEWSKI	2479 SW 12TH TER LT-18	PALM CITY FL	34990-2121
679	18773	FRANK RYAN	2459 SW 12TH TER LT-16	PALM CITY FL	34990-2121
679	24453	STEVEN SCHWARTZ	2469 SW 12TH TER	PALM CITY FL	34990-2121
679	18775	JIM CONVERTINI	2428 SW 12TH TER LT-22	PALM CITY FL	34990-2122
679	29105	JAMES M STUCKEY	2458 SW 12TH TERR	PALM CITY FL	34990-2122
679	995212	JOHN ADAMS	2443 SW 14 TER	PALM CITY FL	34990-2123
679	104594	CAROLYN HOOKS	2442 SW 14TH TER	PALM CITY FL	34990-2124
679	23457	GEORGE T HUMPHREY	2447 SW 13TH TERR	PALM CITY FL	34990-2127
679	18764	AMRIT KAPLISH	2426 SW 13TH TER LT-28	PALM CITY FL	34990-2128
679	18763	REV ROGER LEMASTER	2446 SW 13TH TER LT-27	PALM CITY FL	34990-2128
679	18779	ROBERT H SPARKS	1377 SW 24TH LN LT-7	PALM CITY FL	34990-2137
679	990805	PHILICIA CORBO	1338 SW 24TH LN	PALM CITY FL	34990-2138
679	108902	FRANK CHRISTOVICH	1297 24TH LN	PALM CITY FL	34990-2139
679	88027	NANCY GONZALEZ	1277 SW 24TH LN	PALM CITY FL	34990-2139
679	18765	CABOT LORD	1288 SW 24TH LN LT-23	PALM CITY FL	34990-2140
679	18756	DAVID NEUBECKER	2444 SW 13TH PL	PALM CITY FL	34990-2143
679	18757	DOUGLAS TAYLOR	2424 SW 13TH PL LT-34	PALM CITY FL	34990-2143
679	18759	M & D FISCHER	2445 SW 13TH PL LT-30	PALM CITY FL	34990-2144
679	18751	CHARLES MALBAUER	2463 SW 14TH TER	PALM CITY FL	34990-2849

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VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

12/20/95 PAGE 3 DLG030RPG
16:14:58 TRACIC

PLANT	CUST #	NAME	ADDRESS
679	27803	MARTIN COUNTY UTILITIES	PO BOX 9000

STUART FL ZIP 34995-9000

TOTAL PRINTED 105

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Leilani Hays 1st

VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

12/20/95 PAGE 1 DLG030RPG
16:13:58 TRACIC

PLANT	CUST #	NAME	ADDRESS	ZIP
675	14244	GEORGE ENWRIGHT	821 RIVERSIDE DR	ONTARIO N6H 2S8
675	13965	ROY THORNTON	806 MILESTONE DR	CANADA
675	14194	TERRY COXE	1641 TWIN LAKES CIR	SILVER SPGS MD 20904
675	106317	WILLIAM IRWIN	2275 NE 19TH CT	TALLAHASSEE FL 32311
675	14053	JOHN KLIMEK	X ELAINE KLIMEK	JENSEN BCH FL 33457
675	14257	STEPHEN REED	2498 NE 18TH CT	JENSEN BCH FL 33457
675	14198	JAMES TAYLOR	2469 NE 18TH LN	JENSEN BCH FL 33457
675	104927	GAIL WOOD	1780 NE 23RD TERR	JENSEN BCH FL 33457
675	107613	KIM FENDER	12 DOGHOOD CIR	BOYNTON BCH FL 33462
675	13983	LESTER WHIPPLE	1643 NE 24TH ST	JENSEN BCH FL 34757-1643
675	39393	MARGARET ADDERLEY	2462 NE 15TH LN	JENSEN BEACH FL 34957
675	30462	ANTHONY AGOSTINELLO	2248 NE 16TH CT	JENSEN BEACH FL 34957
675	32649	KENNETH F AVOLA SR	2067 NE 21ST TERR	JENSEN BEACH FL 34957
675	29932	GARY BERNER	2212 NE 21ST AVE	JENSEN BCH FL 34957
675	106280	MARGARITA BETANCOURT	2192 NE 21 AVE	JENSEN BEACH FL 34957
675	35602	KIM L BISHOP	2215 NE 19TH CT	JENSEN BEACH FL 34957
675	35075	FRANK BOLAND	1819 NE 23RD TERR	JENSEN BEACH FL 34957
675	32944	MARLENE BORNSTEIN	1434 NE 24TH ST	JENSEN BCH FL 34957
675	32055	NORBERTO CASTILLO	1643 NE 25TH TERRACE	JENSEN BEACH 34957
675	36857	KEVIN CHABOUDE	2301 NE 21ST TERR	JENSEN BCH FL 34957
675	40514	DAVID CHERWA	2425 NE 16TH CT	JENSEN BEACH FL 34957
675	40018	JOHN B COKER	1990 NE 23RD TER	JENSEN BEACH FL 34957
675	31817	HARRY/PENNY COOKE	1599 NE 23RD TER	JENSEN BEACH FL 34957
675	38098	PAMELA CRESCENZI	1772 NE 25TH TERR	JENSEN BEACH FL 34957
675	39763	DONNA CUTHRELL	1602 NE 25TH TERR	JENSEN BEACH FL 34957
675	29981	PAUL CHIEKA	2017 NE 21ST TERR	JENSEN BEACH FL 34957
675	23956	CHRIS S DALKIN	2288 NE 26TH ST COURT	JENSEN BEACH FL 34957
675	38739	BOBBI DESPLAINES	2378 NE 16TH CT	JENSEN BCH FL 34957
675	30702	CHERYL C DEWITT	2348 NE 16TH CT	JENSEN BCH FL 34957
675	30524	LUCY DUTY	1730 NE 23RD TERR	JENSEN BCH FL 34957
675	35891	PATRICIA T FERNANDER	2442 NE 15TH LN	JENSEN BEACH FL 34957
675	14003	TED FOSSLER	2268 NE 16TH CT	JENSEN BCH FL 34957
675	14110	JOSEPH FREEMAN	1609 N E 23 TERRACE	JENSEN BEACH FL 34957
675	37110	BLANCHE HATIN	1568 NE 21ST TERR	JENSEN BEACH FL 34957
675	37711	BRENDA HEDDINGS	2522 NE 15TH LN	JENSEN BCH FL 34957
675	35798	MARILYN HENDRIKS	1681 NE 22ND ST	JENSEN BEACH FL 34957
675	38297	LISA HOUGH	2542 NE 15TH LN	JENSEN BCH FL 34957
675	29244	KIRK HUNTER	1618 NE 21ST TERR	JENSEN BEACH FL 34957
675	38763	PAMELA JAMIESON	1711 NE 16TH DR	JENSEN BCH FL 34957
675	30869	RANDALL L JONES	1603 NE 25TH TERR	JENSEN BEACH FL 34957
675	32308	JAMES M KLARMANN	1454 NE 24TH ST	JENSEN BEACH FL 34957
675	33266	ANGELA E KRAUSE	1623 NE 25TH TERR	JENSEN BEACH FL 34957
675	39463	DON LANQUETTE	2362 NE 21ST AVE	JENSEN BEACH FL 34957
675	38000	WILLIAM KEVIN LAPRADE	2278 NE 16TH CT	JENSEN BCH FL 34957
675	31088	MARK A LAROCHE	2317 NE 16TH CT	JENSEN BEACH FL 34957
675	31509	BRUCE MADERNINI	2329 NE 18TH CT	JENSEN BEACH FL 34957
675	30854	WALT MALONE	2445 NE 16TH CT	JENSEN BEACH FL 34957
675	39235	KIMBERLY MAXWELL	1567 NE 21ST TERR	JENSEN BCH FL 34957
675	28322	ROBERTA MCCREARY	1699 NE 23RD TERRACE	JENSEN BEACH FL 34957
675	39306	ANGELO MINELLA	2261 NE 21ST AVENUE	JENSEN BEACH FL 34957
675	32454	CLIFTON MONTGOMERY	1533 NE 24TH ST	JENSEN BEACH FL 34957

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VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

12/20/95 PAGE 2 DLG030RPG
16:13:58 TRACIC

PLANT	CUST #	NAME	ADDRESS	ZIP
675	40131	DAVID OTTAVIANI	1759 NE 23RD TERRACE	JENSEN BEACH FL 34957
675	30353	RICHARD J PEEK	1603 NE 24TH ST	JENSEN BCH FL 34957
675	37495	MOBILE HOME SALES PERSHINO	2101 NE SAVANAH RD	JENSEN BEACH FL 34957
675	29700	RICHARD F PAMBLYN JR	2269 NE 13TH CT	JENSEN BEACH FL 34957
675	37960	DAVID ROBERTS	1592 NE 25TH TER	JENSEN BEACH FL 34957
675	30035	OTIS K ROBERTSON	1817 NE 21ST TERR	JENSEN BCH FL 34957
675	33547	DORENE ROBKin	1823 NE 24TH ST	JENSEN BEACH FL 34957
675	33029	NANCY RUSH	2172 NE 21ST AVE	JENSEN BEACH FL 34957
675	31053	DAN SALICA	1880 NE 23RD TERR	JENSEN BEACH FL 34957
675	31022	MICHEL SANSREGRET	2211 NE DIXIE HWY	JENSEN BCH FL 34957
675	30139	MICHAEL J SCHMIDT	1770 NE 23RD TER	JENSEN BCH FL 34957
675	33795	SANDRA SINCLAIR	2493 NE 15TH LANE	JENSEN BCH FL 34957
675	30500	VIRGINIA E THIXTON	1641 NE 22ND ST	JENSEN BEACH FL 34957
675	29666	STEPHEN TSARNAS	2311 NE 21ST AVE	JENSEN BCH FL 34957
675	37060	MIMI UMILE	1563 NE 25TH TERR	JENSEN BCH FL 34957
675	33666	JIM URICK	2237 NE 16TH CT	JENSEN BCH FL 34957
675	11727	CHARLES W VANDIEN	1959 NE 23RD TER	JENSEN BCH FL 34957
675	34622	WILLIAM VAUGHT	2258 NE 16TH CT	JENSEN BCH FL 34957
675	33320	JEANETTE WERNER	1691 NE 22ND ST	JENSEN BCH FL 34957
675	36669	JACK & DEBBIE WHEELER	1571 NE 22ND ST	JENSEN BEACH FL 34957
675	39149	NANCY WILLIAMS	2331 NE 21ST AVE	JENSEN BEACH FL 34957
675	37907	KEVIN R WOODWELL	2339 NE 18TH CT	JENSEN BCH FL 34957
675	34462	JAMES R YURILLO	2502 NE 15TH LN	JENSEN BCH FL 34957
675	986577	FREDERICK W BROOKS	2279 NE 13TH CT	JENSEN BCH FL 34957-5101
675	992694	STUART MUIR	2299 NE 13TH CT	JENSEN BCH FL 34957-5101
675	13097	J TUCCI	2209 NE 13TH CT	JENSEN BCH FL 34957-5101
675	13092	LEIF KNUDSEN	2290 NE 13TH CT	JENSEN BCH FL 34957-5102
675	13094	WILLIAM ROWLAND	2270 NE 13TH CT	JENSEN BCH FL 34957-5102
675	13093	IRVING WAMNES	2280 NE 13TH CT	JENSEN BCH FL 34957-5102
675	13099	LINDA RODRIQUEZ	2309 NE 13TH CT	JENSEN BCH FL 34957-5103
675	13900	ROBERT SHAW	2319 NE 13TH CT	JENSEN BCH FL 34957-5103
675	13086	JAMES MACKIE	2350 NE 13TH CT	JENSEN BCH FL 34957-5104
675	13090	HENRY B MURRAY	2310 NE 13TH CT	JENSEN BCH FL 34957-5104
675	106659	JEFF PICAZIO	2320 NE 13TH CT	JENSEN BCH FL 34957-5104
675	25122	KIMBERLY RUPP	2300 NE 13 CT	JENSEN BEACH FL 34957-5104
675	14015	JOSEPH NAGY	2331 NE 15TH CT	JENSEN BCH FL 34957-5105
675	14017	REV GENE A PARKER	2311 NE 15TH CT	JENSEN BCH FL 34957-5105
675	25691	STEPHANIE STEELE-VANOUS	2321 NE 15TH CT	JENSON BEACH FL 34957-5105
675	24621	FRANK KINSLEY	2302 NE 15TH CT	JENSEN BEACH FL 34957-5106
675	14018	EDWARD G LORCH	2292 NE 15TH CT	JENSEN BCH FL 34957-5106
675	999754	EDWARD/DARVL LYONS	2352 NE 15TH CT	JENSEN BCH FL 34957-5106
675	30754	DOROTHY A MILLETARI	2332 NE 15TH CT	JENSEN BEACH FL 34957-5106
675	14020	HENRY MOORMAN	2312 NE 15TH CT	JENSEN BCH FL 34957-5106
675	14021	DEAN STODDARD	2322 NE 15TH CT	JENSEN BCH FL 34957-5106
675	14023	JOSEPH YURILLO	2342 NE 15TH CT	JENSEN BCH FL 34957-5106
675	13956	JOHN R DOWNS	2163 NE 15TH DR	JENSEN BCH FL 34957-5107
675	13971	BILL KUHN	2143 NE 15TH DR	JENSEN BCH FL 34957-5107
675	20792	KRISTI CHURCHILL	2124 NE 15TH DR	JENSEN BCH FL 34957-5108
675	13910	PATRICIA LINCOLN	2164 NE 15TH DR	JENSEN BCH FL 34957-5108
675	13917	ROBERT WINNING	2184 NE 15TH DR	JENSEN BCH FL 34957-5108
675	13946	NORRIS WEST	% TIMOTHY ROSENZWEIG	JENSEN BCH FL 34957-5109

2245 NE 15TH DR

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PLANT	CUST #	NAME	ADDRESS	ZIP
675	95063	FRANK GIAMBATTISTA	2224 NE 15TH DR	JENSEN BCH FL 34957-5110
675	13914	ALICE IRVINE	2244 NE 15TH DR	JENSEN BCH FL 34957-5110
675	25374	ALICE IRVINE	2244 NE 15TH DR	JENSEN BEACH FL 34957-5110
675	23645	DEBORAH RYAN	2204 NE 15TH DR	JENSEN BCH FL 34957-5110
675	14136	JEAN BOUDREAU	2029 NE 23RD TERR	JENSEN BCH FL 34957-5113
675	14135	ARTHUR HUGGINS	2019 NE 23RD TERR	JENSEN BCH FL 34957-5113
675	14137	DOUGLAS STEWART	2069 NE 23RD TERR	JENSEN BCH FL 34957-5113
675	97472	HARRY MAHN	2040 NE 23RD TERR	JENSEN BCH FL 34957-5114
675	14072	LEONARD S MCCONNELL	2020 NE 23RD TERR	JENSEN BCH FL 34957-5114
675	995234	STANTON ROBINSON	2000 NE 23RD TERR	JENSEN BCH FL 34957-5114
675	27114	KATHYRAN SEIPERLING	2010 NE 23RD TERR	JENSEN BEACH FL 34957-5114
675	24450	RODNEY VIZZO	2060 NE 23RD TERR	JENSEN BEACH FL 34957-5114
675	24459	RODNEY VIZZO	2060 NE 23RD TER	JENSEN BCH FL 34957-5114
675	14044	KARL VANVEEN	2197 NE 16TH CT	JENSEN BCH FL 34957-5115
675	97939	JEFFREY BAILEY	2227 NE 16TH CT	JENSEN BCH FL 34957-5117
675	14035	MITCHELL COYLE	2287 NE 16TH CT	JENSEN BCH FL 34957-5117
675	14042	DON LYDERS	2217 NE 16TH CT	JENSEN BCH FL 34957-5117
675	985798	PATRICK GATES	2277 NE 16TH CT	JENSEN BCH FL 34957-5117
675	14043	MARILYNN RIPA	2207 NE 16TH CT	JENSEN BCH FL 34957-5117
675	994565	BARBARA WILLARD	2267 NE 16TH CT	JENSEN BCH FL 34957-5117
675	977945	BURL WILSON	2297 NE 16TH CT	JENSEN BCH FL 34957-5117
675	13999	ALLEN BONNELL	2220 NE 16TH CT	JENSEN BCH FL 34957-5118
675	107343	SANDRA BUNCY	2290 NE 16TH CT	JENSEN BCH FL 34957-5118
675	23430	GINA CARSON	2200 NE 16TH CT	JENSEN BCH FL 34957-5118
675	14000	STEVE GREZLAK	2230 NE 16TH CT	JENSEN BCH FL 34957-5118
675	30526	WILLIAM J PHILLIPS	2210 NE 16TH CT	JENSEN BCH FL 34957-5118
675	997319	CHRISTOPHER ALBRIGHT	2387 NE 16TH CT	JENSEN BCH FL 34957-5119
675	14031	JOSEPH COLÉ	2327 NE 16TH CT	JENSEN BCH FL 34957-5119
675	14026	FRANK DYER JR	2377 NE 16TH CT	JENSEN BCH FL 34957-5119
675	11938	KAREN FOSTER	2307 NE 16TH CT	JENSEN BCH FL 34957-5119
675	14029	SHARON HERZOG	2347 NE 16TH CT	JENSEN BCH FL 34957-5119
675	14020	ROBERT JACKSON	2357 NE 16TH CT	JENSEN BCH FL 34957-5119
675	14027	WILLIAM MCCOLLOUGH	2367 NE 16TH CT	JENSEN BCH FL 34957-5119
675	91574	DONALD J STOFFEL	2337 NE 16TH CT	JENSEN BCH FL 34957-5119
675	14009	JOYCE FARRELL	2330 NE 16TH CT	JENSEN BCH FL 34957-5120
675	990294	TONY MONTERO	2300 NE 16TH CT	JENSEN BCH FL 34957-5120
675	980579	LOIS O'NEIL	2360 NE 16TH CT	JENSEN BCH FL 34957-5120
675	995100	SUSAN PARISI	2310 NE 16TH CT	JENSEN BCH FL 34957-5120
675	25534	JOHN K SHAFFNER	2300 NE 16TH CT	JENSEN BEACH FL 34957-5120
675	14000	MERLIN SMYTH	2320 NE 16TH CT	JENSEN BCH FL 34957-5120
675	08632	HUGUETTE ROUSSEL-DUPRE	1701 NE 16TH DR	JENSEN BCH FL 34957-5123
675	14009	ALBERT T BOHR	2309 NE 10TH CT	JENSEN BCH FL 34957-5125
675	24903	BARBARA CLARK	2349 NE 10TH CT	JENSEN BEACH FL 34957-5125
675	14000	ROBERT GODBURN	2319 NE 10TH CT	JENSEN BCH FL 34957-5126
675	996144	MIRIAM CASTRO	2320 NE 10TH CT	JENSEN BCH FL 34957-5126
675	14091	JOSEPH C NEWTON	2330 NE 10TH CT	JENSEN BCH FL 34957-5126
675	24543	TERRY TROST	2340 NE 10TH CT	JENSEN BCH FL 34957-5126
675	96617	BETTY CRITCHER	1040 NE 23RD TERR	JENSEN BCH FL 34957-5127
675	105737	ROBERT HOLLING	1000 NE 23RD TER	JENSEN BCH FL 34957-5127
675	103717	WILLIAM O'HAY	1020 NE 23RD TERR	JENSEN BCH FL 34957-5127
675	994690	KEN HIRTZ	2361 NE 21ST AVE	JENSEN BCH FL 34957-5129

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PLANT	CUST #	NAME	ADDRESS		ZIP
675	14060	JAMES BOMPENSA	2255 NE 19TH CT	JENSEN BCH FL	34957-5131
675	14059	M L EICHHORN	2255 NE 19TH CT	JENSEN BCH FL	34957-5131
675	106089	ED KRUGER	2265 NE 19TH CT	JENSEN BEACH FL	34957-5131
675	988747	MAUREEN BARTLEY	2226 NE 19TH CT	JENSEN BCH FL	34957-5132
675	14048	DAVID FERRARI	2266 NE 19TH CT	JENSEN BCH FL	34957-5132
675	106209	FRANK KARTNER	2306 NE 19TH CT	JENSEN BCH FL	34957-5132
675	14051	MARGARET M KASPRZYH	2296 NE 19TH CT	JENSEN BCH FL	34957-5132
675	14047	DAN KRAUER	2246 NE 19TH CT	JENSEN BCH FL	34957-5132
675	14050	DON HERRITT	2286 NE 19TH CT	JENSEN BCH FL	34957-5132
675	14049	RICHARD PETERSON	2276 NE 19TH CT	JENSEN BCH FL	34957-5132
675	14131	TONY/IDA DI DOMENICO	2372 NE 20TH CT	JENSEN BCH FL	34957-5133
675	14132	FRED PELLEGRINO	2371 NE 20TH CT	JENSEN BCH FL	34957-5133
675	21029	GARY L PHIPPS	2351 NE 20TH CT	JENSEN BCH FL	34957-5133
675	14134	B J SCALO	1999 NE 20TH CT	JENSEN BCH FL	34957-5133
675	13969	ALAN MONTGOMERY	1507 NE 21ST TERR	JENSEN BCH FL	34957-5134
675	13925	WENDELL MARTIN	1598 NE 21ST TERR	JENSEN BCH FL	34957-5135
675	995230	SUSAN MEKINS	1588 NE 21ST TERR	JENSEN BCH FL	34957-5135
675	998284	GERALD SENESAC	1538 NE 21ST TERR	JENSEN BCH FL	34957-5135
675	18620	THERESA J WHITE	1548 NE 21ST TERR	JENSEN BCH FL	34957-5135
675	13967	JOHN CLYDE	1627 NE 21ST TERR	JENSEN BCH FL	34957-5136
675	13966	MARY ANN GIFFORD	1647 NE 21ST TERR	JENSEN BCH FL	34957-5136
675	13964	MERLYNN JOHNSTON	1687 NE 21ST TERR	JENSEN BCH FL	34957-5136
675	13968	KENT RAGER	1607 NE 21ST TERR	JENSEN BCH FL	34957-5136
675	13929	DAVID BROWN	1678 NE 21ST TERR	JENSEN BCH FL	34957-5137
675	17337	WENDELL CHAPMAN	1698 NE 21ST TERR	JENSEN BCH FL	34957-5137
675	13927	EUGENE HOOVER	1638 NE 21ST TERR	JENSEN BCH FL	34957-5137
675	20525	LESLIE MEIER	1658 NE 21ST TERR	JENSEN BCH FL	34957-5137
675	88031	TERRY W COFFINBARGER	1827 NE 21ST TERR	JENSEN BCH FL	34957-5138
675	95625	LARRY EBERST	1837 NE 21ST TERR	JENSEN BCH FL	34957-5138
675	14157	DAVID FARRELL	1877 NE 21ST TERR	JENSEN BCH FL	34957-5138
675	14156	LOUIS MCQUAID	1897 NE 21ST TERR	JENSEN BCH FL	34957-5138
675	14184	RICHARD DORICCHI	1898 NE 21ST TERR	JENSEN BCH FL	34957-5139
675	14188	CARMINE FEDERICO	1828 NE 21ST TERR	JENSEN BCH FL	34957-5139
675	14186	MICHAEL HICKLING	1858 NE 21ST TERR	JENSEN BCH FL	34957-5139
675	14187	ANTHONY LAPOLLA	1838 NE 21ST TERR	JENSEN BCH FL	34957-5139
675	106614	JOHN MCALLISTER	1878 NE 21ST TERR	JENSEN BCH FL	34957-5139
675	13943	PAULINE ARNOLD	1551 NE 22ND ST	JENSEN BCH FL	34957-5140
675	13941	ALBERT MIHALOW	1591 NE 22ND ST	JENSEN BEACH FL	34957-5140
675	13958	JAMES MCOILL	1592 NE 22ND ST	JENSEN BCH FL	34957-5141
675	13957	GAYLON PARKER	1572 NE 22ND ST	JENSEN BCH FL	34957-5141
675	998373	LISA LEBRECHT	1601 NE 22ND ST	JENSEN BCH FL	34957-5142
675	998018	ELLEN PRICE	1621 NE 22ND ST	JENSEN BCH FL	34957-5142
675	984418	FRANK ARDIZZONI	1662 NE 22ND ST	JENSEN BCH FL	34957-5143
675	13959	GLENDA BROWNING	1602 NE 22ND ST	JENSEN BCH FL	34957-5143
675	13960	B E HADAR	1622 NE 22ND ST	JENSEN BCH FL	34957-5143
675	88854	GREGORY POWER	1642 NE 22ND ST	JENSEN BCH FL	34957-5143
675	27323	EDWARD TOSCANO	1682 NE 22ND ST	JENSEN BEACH FL	34957-5143
675	14108	NANCY J FURMANCHIK	1589 NE 23RD TERR	JENSEN BCH FL	34957-5144
675	978531	DR MAHALLA LENZI	1549 NE 23RD TERR	JENSEN BCH FL	34957-5144
675	97387	SUSAN PEARSON	1509 NE 23RD TERR	JENSEN BCH FL	34957-5144
675	983807	JAMES URIC	1569 NE 23RD TERR	JENSEN BCH FL	34957-5144

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PLANT	CUST #	NAME	ADDRESS		ZIP
675	14025	ALVIN JACOBSON	1510 NE 23RD TERR	JENSEN BCH FL	34957-5145
675	13972	JOSEPH J STANKOVICH	1490 NE 23RD TERR	JENSEN BCH FL	34957-5145
675	14116	DAVID BROWN	1729 NE 23RD TERR	JENSEN BCH FL	34957-5146
675	14115	MILDRED BRYANT	1709 NE 23RD TERR	JENSEN BCH FL	34957-5146
675	14119	DANIEL DEZSO	1779 NE 23RD TERR	JENSEN BCH FL	34957-5146
675	993747	KATHLEEN RODRIGUEZ	1799 NE 23RD TERR	JENSEN BCH FL	34957-5146
675	986342	TRACY TRIMM	1769 NE 23RD TERR	JENSEN BCH FL	34957-5146
675	14012	CATHERINE A CANAVAN	1590 NE 23RD TERR	JENSEN BCH FL	34957-5147
675	999878	FRANK CIFARELLI	1600 NE 23RD TERR	JENSEN BCH FL	34957-5147
675	14014	BRIEN M VINCENT	1570 NE 23RD TERR	JENSEN BCH FL	34957-5147
675	14122	STEVE COLE	1829 NE 23RD TERR	JENSEN BCH FL	34957-5148
675	26551	MARCEE A JONES	1869 NE 23RD TERRACE	JENSEN BEACH FL	34957-5148
675	14125	JEFFREY B MORRIS	1889 NE 23RD TERR	JENSEN BCH FL	34957-5148
675	14123	RICHARD F TAMBLYN	% MARK TAMBLYN 1849 NE 23RD TERR	JENSEN BCH FL	34957-5148
675	16319	KENNETH CHUNN	1700 NE 23RD TERR	JENSEN BCH FL	34957-5149
675	14096	WILLIAM DAVIS	1750 NE 23RD TERR	JENSEN BCH FL	34957-5149
675	86912	JOSEPH PAQUETTE	1720 NE 23RD TERR	JENSEN BCH FL	34957-5149
675	108931	STEVEN P BRUND	1969 NE 23RD TERR	JENSEN BCH FL	34957-5150
675	14126	LINDA A DEMERITT	1919 NE 23RD TERR	JENSEN BCH FL	34957-5150
675	87549	LEO DBRIEN	1949 NE 23RD TERR	JENSEN BCH FL	34957-5150
675	14127	SKIP M RICHEY	1929 NE 23RD TERR	JENSEN BCH FL	34957-5150
675	999230	RALPH CHERELSTEIN	1970 NE 23RD TERR	JENSEN BCH FL	34957-5151
675	14079	LEON CORNMAN	1930 NE 23RD TERR	JENSEN BCH FL	34957-5151
675	992905	JOSEPH QUARINA	1960 NE 23RD TERR	JENSEN BCH FL	34957-5151
675	14080	JAMES KERN	1910 NE 23RD TERR	JENSEN BCH FL	34957-5151
675	993808	RONALD LISKA	1900 NE 23RD TERR	JENSEN BCH FL	34957-5151
675	995769	REV CLEON E SPENCER	1950 NE 23RD TERR	JENSEN BCH FL	34957-5151
675	992452	LINDA JONES	1304 NE 24TH ST	JENSEN BCH FL	34957-5152
675	13905	JEFFREY LIMBER	1424 NE 24TH ST	JENSEN BCH FL	34957-5154
675	996530	MATTHEW MAGUIRE	1464 NE 24TH ST	JENSEN BCH FL	34957-5154
675	13904	BEN ROBINSON	1404 NE 24TH ST	JENSEN BCH FL	34957-5154
675	13974	JOSEPH BEVIS	1513 NE 24TH ST	JENSEN BCH FL	34957-5155
675	13978	ALAN FARR	1553 NE 24TH ST	JENSEN BCH FL	34957-5155
675	13977	CHRIS PHOENIX	1543 NE 24TH ST	JENSEN BCH FL	34957-5155
675	26371	PHILIP SAILORS	1593 NE 24TH ST	JENSEN BCH FL	34957-5155
675	13979	HERMAN SCHULTZE	1573 NE 24TH ST	JENSEN BCH FL	34957-5155
675	983195	WILLIAM STIGER	1503 NE 24TH ST	JENSEN BCH FL	34957-5155
675	13946	F M BOATRIGHT	1574 NE 24TH ST	JENSEN BCH FL	34957-5156
675	13945	LINDA PEDERSON	1554 NE 24TH ST	JENSEN BCH FL	34957-5156
675	13947	RICHARD PRZYGODA	1594 NE 24TH ST	JENSEN BCH FL	34957-5156
675	996930	JEFFERY FRUGGIERO	1663 NE 24TH ST	JENSEN BCH FL	34957-5157
675	13981	JOHN HUDNALL	1603 NE 24TH ST	JENSEN BCH FL	34957-5157
675	13986	ANNE KRIBS	1693 NE 24TH ST	JENSEN BCH FL	34957-5157
675	97357	STEVE SCHILB	1623 NE 24TH ST	JENSEN BCH FL	34957-5157
675	985653	MARIA FERRO	1684 NE 24TH ST	JENSEN BCH FL	34957-5158
675	13949	KEN GREENLAND	1624 NE 24TH ST	JENSEN BCH FL	34957-5158
675	13951	HENRY REDDICK	1664 NE 24TH ST	JENSEN BCH FL	34957-5158
675	13950	FRANK TETRO	1644 NE 24TH ST	JENSEN BCH FL	34957-5158
675	13989	PATRICIA ARMENTROUT	1743 NE 24TH ST	JENSEN BCH FL	34957-5159
675	13992	JEAN JONES	1793 NE 24TH ST	JENSEN BCH FL	34957-5159
675	13991	DAVID F KELLY	1773 NE 24TH ST	JENSEN BCH FL	34957-5159

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PLANT	CUST #	NAME	ADDRESS		ZIP
675	13990	JOSEPH OCHOA	1753 NE 24TH ST	JENSEN BCH FL	34957-5159
675	13987	STEVE TOMICH	1703 NE 24TH ST	JENSEN BCH FL	34957-5159
675	982476	DONNA LECKRONE	1744 NE 24TH ST	JENSEN BCH FL	34957-5160
675	20144	JOHN O'DONNELL	1724 NE 24TH ST	JENSEN BCH FL	34957-5160
675	13995	BLANCHE BROWN	1843 NE 24TH ST	JENSEN BCH FL	34957-5161
675	13997	JOHN KOSTKA	1883 NE 24TH ST	JENSEN BCH FL	34957-5161
675	13996	JAMES SHEARER	1863 NE 24TH ST	JENSEN BCH FL	34957-5161
675	13993	MAURO VICCARO	1803 NE 24TH ST	JENSEN BCH FL	34957-5161
675	14161	GREGORY COOK	1864 NE 24TH ST	JENSEN BCH FL	34957-5162
675	987841	THOMAS FLORES	1884 NE 24TH ST	JENSEN BCH FL	34957-5162
675	14160	GRETCHEN MENIKHEIM	1844 NE 24TH ST	JENSEN BCH FL	34957-5162
675	108776	WILLIAM JOHNSTON	1943 NE 24TH ST	JENSEN BCH FL	34957-5163
675	14168	FRANCIS J GILRAIN	1984 NE 24TH ST	JENSEN BCH FL	34957-5164
675	14167	JEFF MIHALIK	1964 NE 24TH ST	JENSEN BCH FL	34957-5164
675	14165	DON MOSIMAN	1934 NE 24TH ST	JENSEN BCH FL	34957-5164
675	14166	TURNER JOHN	1944 NE 24TH ST	JENSEN BCH FL	34957-5164
675	105474	RUTH ANN WOODRUFF	1904 NE 24TH ST	JENSEN BCH FL	34957-5164
675	88484	TERRY HURTT	2023 NE 24TH ST	JENSEN BCH FL	34957-5165
675	14066	KEVIN KEATING	2053 NE 24TH ST	JENSEN BCH FL	34957-5165
675	14065	DONNA NEWMAN	2043 NE 24TH ST	JENSEN ACH FL	34957-5165
675	983113	DAVID ROBESON	2003 NE 24TH ST	JENSEN BCH FL	34957-5165
675	14064	KARIN VALLONE	2033 NE 24TH ST	JENSEN BCH FL	34957-5165
675	26487	THOMAS BILLINGTON	2034 NE 24TH ST	JENSEN BCH FL	34957-5166
675	984037	JOHN LAURENT	2074 NE 24TH ST	JENSEN BCH FL	34957-5166
675	91849	MICHAEL MCMAHON	2004 NE 24TH ST	JENSEN BCH FL	34957-5166
675	27166	STEVE MERRILL	2024 NE 24TH ST	JENSEN BEACH FL	34957-5166
675	13932	DAN GARRISON	1718 NE 21ST TERR	JENSEN BCH FL	34957-5167
675	991597	EUGENIA TAYLOR	1708 NE 21ST TERR	JENSEN BCH FL	34957-5167
675	14189	GERALD ERSKINE	2138 NE 18TH AVE	JENSEN BCH FL	34957-5169
675	14159	KAREN RAMSEY	2177 NE 18TH AVE	JENSEN BCH FL	34957-5170
675	106079	PATRICIA ANDERSEN	2315 NE 19TH CT	JENSEN BCH FL	34957-5171
675	14054	JOHN PADICH	2325 NE 19TH CT	JENSEN BCH FL	34957-5171
675	14111	MARY ANN PISCOPO	1629 NE 23RD TERR	JENSEN BCH FL	34957-5172
675	22260	HEATHER KUHLERR	1489 NE 23RD TERR	JENSEN BCH FL	34957-5173
675	24482	DEBBIE SHAFFER	1479 NE 23RD TERRACE	JENSEN BEACH FL	34957-5173
675	14112	WILLIAM DONOHUE	1659 NE 23RD TERR	JENSEN BCH FL	34957-5174
675	993273	AARON KRIEGER	1679 NE 23RD TERR	JENSEN BCH FL	34957-5174
675	14100	EUGENE MCKILLOP	1680 NE 23RD TERR	JENSEN BCH FL	34957-5175
675	13912	JOSEPH GROSJEAN	1534 NE 24TH ST	JENSEN BCH FL	34957-5177
675	14138	LEONARD BALCOM	2332 NE 21ST AVE	JENSEN BCH FL	34957-5181
675	14139	MICHAEL FINDLAN	2352 NE 21ST AVE	JENSEN BCH FL	34957-5181
675	14067	WILLIAM ERDMAN	2262 NE 21ST AVE	JENSEN BCH FL	34957-5182
675	14068	TOM SESSMAN	2282 NE 21ST AVE	JENSEN BCH FL	34957-5182
675	90659	JOHN BANGO	2231 NE 21ST AVE	JENSEN BCH FL	34957-5183
675	14141	LUCIANO DESANCTIS	2281 NE 21ST AVE	JENSEN BCH FL	34957-5183
675	109361	W B EMERSON	2211 NE 21ST AVE	JENSEN BCH FL	34957-5183
675	88371	MRS K ABBOTT	2171 NE 21ST AVE	JENSEN BCH FL	34957-5185
675	20324	GEORGE STONEBRAKER	2141 NE 21ST AVE	JENSEN BCH FL	34957-5185
675	14175	LARRY BRASWELL	2068 NE 21ST TERR	JENSEN BCH FL	34957-5186
675	998475	MARK RIBB	2028 NE 21ST TERR	JENSEN BCH FL	34957-5186
675	29206	PATRICIA L SAGGESE	2018 NE 21ST TERR	JENSEN BEACH FL	34957-5186

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PLANT	CUST #	NAME	ADDRESS		ZIP
675	14148	KENNETH CORCORAN	2077 NE 21ST TERR	JENSEN BCH FL	34957-5187
675	14151	JIMMY LIGHTSEY	2007 NE 21ST TERR	JENSEN BCH FL	34957-5187
675	14149	ANTHONY SARNO	2037 NE 21ST TERR	JENSEN BCH FL	34957-5187
675	86742	ANTHONY CAPP	1960 NE 21ST TERR	JENSEN BCH FL	34957-5188
675	14183	FRANCIS GAUGHAN	1918 NE 21ST TERR	JENSEN BCH FL	34957-5188
675	14179	ALFRED HAMILTON	1978 NE 21ST TERR	JENSEN BCH FL	34957-5188
675	14178	JOSEPH LINK	1998 NE 21ST TERR	JENSEN BCH FL	34957-5188
675	14182	CHARLES OSVOLD	1928 NE 21ST TERR	JENSEN BCH FL	34957-5188
675	90675	CARL WELLS	1940 NE 21ST TERR	JENSEN BCH FL	34957-5188
675	26270	THEODORE W CASTRI	1967 NE 21ST TERRACE	JENSEN BEACH FL	34957-5189
675	107262	JOHN FEY	1987 NE 21ST TERR	JENSEN BCH FL	34957-5189
675	14154	JOHN FOTE	1937 NE 21ST TERR	JENSEN BCH FL	34957-5189
675	26746	STEPHEN C HURD	1917 NE 21ST TERRACE	JENSEN BCH FL	34957-5189
675	91492	D KATHLEEN PARMENTER	1947 NE 21ST TERR	JENSEN BCH FL	34957-5189
675	14232	PETER M BRYANT	2453 NE 15TH LN	JENSEN BCH FL	34957-7301
675	14231	DONALD JONES	2473 NE 15TH LN	JENSEN BCH FL	34957-7301
675	14220	ALAN MARTINS	2482 NE 15TH LN	JENSEN BCH FL	34957-7302
675	14084	ARTHUR DEROSTAING	2429 NE 18TH LN	JENSEN BCH FL	34957-7305
675	14197	KAREN FRANCIS	2449 NE 18TH LN	JENSEN BCH FL	34957-7305
675	14199	HARRY S LAWRENCE	2469 NE 18TH LN	JENSEN BCH FL	34957-7305
675	14255	MILTON A STEIN	2458 NE 18TH LN	JENSEN BCH FL	34957-7306
675	14256	EDWARD USUDA	2478 NE 18TH LN	JENSEN BCH FL	34957-7306
675	27996	MICHAEL BUMSTER	2509 NE 18TH LN	JENSEN BCH FL	34957-7307
675	109056	DNIGHT PICKETT	2529 NE 18TH LN	JENSEN BCH FL	34957-7307
675	995098	JOHN RIGGS	2549 NE 18TH LN	JENSEN BCH FL	34957-7307
675	14235	LEO CAISSE	1641 NE 24TH TERR	JENSEN BCH FL	34957-7309
675	14233	JIM MORRELL	1601 NE 24TH TERR	JENSEN BCH FL	34957-7309
675	985206	SUSAN CORDELLA	1560 NE 24TH TERR	JENSEN BCH FL	34957-7310
675	14223	DIANE GITTER	1520 NE 24TH TERR	JENSEN BCH FL	34957-7310
675	26150	KRISTINE HENRICH	1540 NE 24TH TERRACE	JENSEN BEACH FL	34957-7310
675	14227	WITHEROW	1600 NE 24TH TERR	JENSEN BCH FL	34957-7310
675	989191	ROBERT L WITHEROW	1580 NE 24TH TERR	JENSEN BCH FL	34957-7310
675	14246	SANDRA SHARP	1681 NE 24TH TERR	JENSEN BCH FL	34957-7311
675	14191	TOMMASO CIARAMITARO	1680 NE 24TH TERR	JENSEN BCH FL	34957-7312
675	14254	HENRY OHRALIK	1751 NE 24TH TERR	JENSEN BCH FL	34957-7313
675	24081	MARK HENDERSON	1700 NE 24TH TERRACE	JENSEN BEACH FL	34957-7314
675	24370	CYNTHIA LEWIS	1760 NE 24TH TERR	JENSEN BCH FL	34957-7314
675	18695	KAREN RETTY	1780 NE 24TH TERR	JENSEN BCH FL	34957-7314
675	984463	ROBIN VENTURINI	1720 NE 24TH TERR	JENSEN BCH FL	34957-7314
675	14241	RODNEY GOLDSTEIN	1642 NE 25TH TERR	JENSEN BCH FL	34957-7317
675	16909	LEONEL SALGUEIRO	1612 NE 25TH TERR	JENSEN BCH FL	34957-7317
675	14204	MICHAEL ATTEY	1763 NE 25TH TERR	JENSEN BCH FL	34957-7318
675	985687	KIRT FINLAYSON	1723 NE 25TH TERR	JENSEN BCH FL	34957-7318
675	997040	DONALD MICHAELSON	1703 NE 25TH TERR	JENSEN BCH FL	34957-7318
675	88202	EARL RENC	1783 NE 25TH TERR	JENSEN BCH FL	34957-7318
675	14205	DARRYL SWANSON	1743 NE 25TH TERR	JENSEN BCH FL	34957-7318
675	98798	ARTHUR/VIRGINIA HOLLWEDEL	1683 NE 25TH TERR	JENSEN BCH FL	34957-7319
675	14216	MARK BRECHBILL	1523 NE 25TH TERR	JENSEN BCH FL	34957-7320
675	14213	RONALD CARTIGNAN	1583 NE 25TH TERR	JENSEN BCH FL	34957-7320
675	14215	MANUEL CARREIRO	1543 NE 25TH TERR	JENSEN BCH FL	34957-7320
675	14249	RICHARD JENKINS	1702 NE 25TH TERR	JENSEN BCH FL	34957-7322

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PLANT	CUST #	NAME	ADDRESS		ZIP	
675	26249	RITA DOWNES	1542 NE 25TH TERRACE	JENSEN BEACH FL	34957-7323	
675	14247	NORMAN DEMERS	2466 NE 17TH CT	JENSEN BCH FL	34957-7324	
675	14248	WILLIAM DEVINE	2486 NE 17TH CT	JENSEN BCH FL	34957-7324	
675	14251	MARIE DIFONZO	2487 NE 17TH CT	JENSEN BCH FL	34957-7325	
675	14253	DENNIS HURLBUT	2447 NE 17TH CT	JENSEN BCH FL	34957-7325	
675	107274	GEORGE MODI	2467 NE 17TH CT	JENSEN BCH FL	34957-7325	
675	14238	G T SCHILD	2464 NE 16TH CT	JENSEN BCH FL	34957-7326	
675	17115	CAREN AKERS	2424 NE 16TH CT	JENSEN BCH FL	34957-7327	
675	988275	KAREN VAUGHAN	2485 NE 16TH CT	JENSEN BCH FL	34957-7328	
675	94570	GREG FLEMING	2507 NE 17TH CT	JENSEN BCH FL	34957-7331	
675	32564	KEN FRINK	P O BOX 1301	JENSEN BCH FL	34958	
675	33294	PHILIS E SARGENT	PO BOX 1082	JENSEN BEACH FL	34958	
675	39042	SUSAN B SMITH	1384 NE 24TH ST	JENSEN BCH FL	34958	
675	999638	VALERIE VANHALTERN	P O BOX 14	JENSEN BCH FL	34958	
675	13953	FRANK J FOLEY	POB 317	JENSEN BCH FL	34958-0317	
675	13948	WILLIAM CAPEL	POB 665	JENSEN BCH FL	34958-0665	
675	96948	GENEVIEVE SCHOENEBERG	POB 703	JENSEN BCH FL	34958-0703	
675	14209	JOHN GILLEN	POB 1051	JENSEN BCH FL	34958-1051	
675	500000	BARBARA JACOBS	PO BOX 1112	JENSEN BEACH FL	34958-1112	
675	13901	WALTER WINDECKER	POB 1612	JENSEN BCH FL	34958-1612	
675	14056	CHARLES TOWSE	X JAMES KASPER	POB 1848	JENSEN BCH FL	34958-1848
675	97852	CHARLES E NEEDS	POB 1936	JENSEN BCH FL	34958-1936	
675	14146	LUIS SANCHEZ	P O BOX 2265	JENSEN BCH FL	34958-2265	
675	17189	MARTIN CNTY SCHL BRD	FINANCE DEPT ARLENE	500 E OCEAN BLVD	STUART FL	34994-2572
675	19168	GEORGE DAMPF	POB 875	STUART FL	34995-0875	
675	13901	FRANK BRASWELL	POB 1025	STUART FL	34995-1025	
675	978088	LINDA BRASWELL	X GARY BRASWELL	POB 1025	STUART FL	34995-1025
675	28416	LISA BRASWELL	PO BOX 1025	STUART FL	34995-1025	
675	13919	SANDRA BALDWIN	POB 1303	STUART FL	34995-1303	

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PLANT	CUST #	NAME	ADDRESS	ZIP	
2101	994274	GERMAINE BLOUIN	65 MONCION ST	HULL PQ J9A 1K4	CANADA
2101	981269	RONALD/MARGARET FOY	RR 1 POB 44 SITE 1	BRECHIN ON LOK 180	CANADA
2101	984952	DAVID/BETTY LECLAIR	BOX 6 SITE 9 RR #3	NEW GLASGOW NS B2H 5C6	CANADA
2101	29069	BERNARD MORISSETTE	673 8TH ST	ROXTON POND PQ JOE 120	CANADA
2101	994507	ANDRE TREMBLAY	334 GRANDE COTE EST	CP 448 LANORAIRE PQ	CANADA JOK 1EO
2101	994504	VINCENT YAKAVOMIS	2 RAYMOND RD EXTN		BILLINGTON MA 01803
2101	981275	WILLIAM CONCANNON	11 SANDRA LN		WEYMOUTH MA 02188-3907
2101	999463	GORDON KEENEY	100 WASHINGTON ST		MANCHESTER CT 06040
2101	100864	DOMINICK ALBONIZIO	C/O M STONE	50 ASTORIA AV	BRIDGEPORT CT 06604
2101	980202	EDWIN/ETHEL SPEAKER	C/O BEVERLY CONKLIN	16 CEDAR ST	BLOOMINGDALE NJ 07403
2101	26103	MARIE ROOS	P O BOX 385		CLARKSBORO NJ 08020
2101	26962	RUSSELL K STETSER	420 BILLINGS AVE		PAULSBORO NJ 08066
2101	24771	MICHAEL/ANN POWERS	25 55TH ST		SEA ISLE CITY NJ 08243
2101	33324	JOSEPH O'NEILL	94-22 108TH ST		RICHMOND HILL NY 11419
2101	999458	DAVID/MARJORIE HOLTJE	285 LAKEVIEW AVE W		BRIGHTWATERS NY 11718-1903
2101	106000	GUSTAVE/LORRAINE NEWMAN	149 BARTON AV		PATCHOGUE NY 11772-1408
2101	989091	JOHN/MARION CHRYSOGELOS	6 MERRIFIELD PL		DELMAR NY 12054-1044
2101	105998	GARRY/FAITH BOEL	1686 CRESCENT RD		REXFORD NY 12148-1622
2101	35227	BARBARA ANDERSON	5541 HEMINGWAY CT		FORT PIERCE FL 34982
2101	33847	HERBERT BARNES	369 SEAHORSE TERR		FT PIERCE FL 34982
2101	24276	CECILE / WELLY BERNARD	227 SEA CONCH PLACE		FT PIERCE FL 34982
2101	996369	LOUIS BRUNO	513 HEMINGWAY TER		FT PIERCE FL 34982
2101	39218	PHILIP J CARPENTER	205 TRAVIS CAY PL		FT PIERCE FL 34982
2101	32122	BOB CARTER	5665 HEMINGWAY CT		FT PIERCE FL 34982
2101	103681	WILLIAM/ALICE CHAPMAN	227 SANDY BOTTOM PL		FT PIERCE FL 34982
2101	999453	ARMAND CHEVIGNY	205 OLD KEY WEST DR		FT PIERCE FL 34982
2101	978432	ANTHONY CIMINO	232 SANDY BOTTOM PL		FORT PIERCE FL 34982
2101	33850	JAMES COLL	264 OLD KEY WEST DR		FT PIERCE FL 34982
2101	33846	WILLIAM CUSICK	320 TROPICAL ISLES CIR		FT PIERCE FL 34982
2101	33845	WILLIAM H DEVLING	384 TROPICAL ISLES CIR		FT PIERCE FL 34982
2101	987287	GLORIA DIAS	480 PELICAN SCHOOL PL		FT PIERCE FL 34982
2101	29071	PAT ERRICO	235 SANDY BOTTOM PL		FT PIERCE FL 34982
2101	38439	JEREMIAS FAULKNER	511 THAMES BLUFF RIDGE		FT PIERCE FL 34982
2101	107428	DONALD/DOROTHY FUHRMEISTER	476 TROPICAL ISLE CIR		FT PIERCE FL 34982
2101	33848	LILLIAN B GIBSON	388 TROPICAL ISLES CIR		FT PIERCE FL 34982
2101	32940	JOSEPH S GINN	252 SEA CONCH PL		FORT PIERCE FL 34982
2101	40142	ADRIENNE M HEBERT	232 SEA CONCH PL		FORT PIERCE FL 34982
2101	994279	ROSE IMPRESCIA	202 SEA CONCH PL		FT PIERCE FL 34982
2101	978427	ROBERT JOHNSON	216 SANDY BOTTOM PL		FT PIERCE FL 34982
2101	26322	ANDRE LAPIERRE	523 THAMES BLUFF RIDGE		FT PIERCE FL 34982
2101	994277	JEANNETTE LECOMTE	205 MANGROVE BAY PL		FORT PIERCE FL 34982
2101	994506	RAYMOND MARTEL	5680 SAND FLY CT		FORT PIERCE FL 34982
2101	40219	ROBERT W MASSBERG	497 HEMINGWAY TERR		FORT PIERCE FL 34982
2101	36548	CHARLES M MCBRIDE	486 TROPICAL ISLES CIR		FT PIERCE FL 34982
2101	982120	MARY C MYERS	522 HEMINGWAY TERR		FT PIERCE FL 34982
2101	30789	ALFRED PATITUCCI	348 TROPICAL ISLES CIR		FT PIERCE FL 34982
2101	33849	GEORGE PATTISON	314 TROPICAL ISLES CIR		FT PIERCE FL 34982
2101	988015	YVES/COLOMBE PELLETIER	334 SEAHORSE TER		FT PIERCE FL 34982
2101	28949	JOHN E REDDICK	540 THAMES BLUFF RIDGE		FT PIERCE FL 34982
2101	108112	JULIUS/VINCENZA ROSATO	210 SANDY BOTTOM PL		FORT PIERCE FL 34982
2101	21663	LEONARD/FLORENCE RUSSO	5680 BOCACHICA CT		FORT PIERCE FL 34982

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PLANT	CUST #	NAME	ADDRESS		ZIP
2101	26963	CAROL B SANDT	323 SEA HORSE TERR	FT PIERCE FL	34982
2101	25376	ABE SANGER	243 TRAVIS CAY PL	FORT PIERCE FL	34982
2101	38435	CLARKE V SCHAAF	252 OLD KEY WEST DR	FT PIERCE FL	34982
2101	16779	RUTH SHEPARD	207 MANGROVE BAY PL	FT PIERCE FL	34982
2101	988603	MR/MRS GERALD SSLIQUIN	205 SEA CONCH PL	FT PIERCE FL	34982
2101	25233	JOHN C STETSER	348 SEAHORSE TERRACE	FT PIERCE FL	34982
2101	108108	ROBERT/GRACE STOTT	517 HEMINGWAY TERR	FORT PIERCE FL	34982
2101	38428	GORDON D TERRY	526 THAMES BLUFF RIDGE	FT PIERCE FL	34982
2101	39658	SHARON A TOMPSON	460 TROPICAL ISLES CIR	FT PIERCE FL	34982
2101	24770	RICHARD/CAROL WHITEHILL	255 OLD KEY WEST DR	FORT PIERCE FL	34982
2101	991498	CHRISTIE/THERESA HOOPIS	5671 BOCA CHICA CT	FT PIERCE FL	34982-7904
2101	982802	PAULA KMIEC	5685 BOCA CHICA CT	FT PIERCE FL	34982-7904
2101	987626	CATHERINE MOSCA	5688 BOCA CHICA CT	FT PIERCE FL	34982-7904
2101	27950	MARY ELLEN MULDLJERG	5684 BOCA CHICA CT	FT PIERCE FL	34982-7904
2101	988006	MR/MRS WILLIAM MUNDIS	5683 BOCA CHICA CT	FT PIERCE FL	34982-7904
2101	999462	ROLAND ONEIL	5670 BOCACHICA CT	FT PIERCE FL	34982-7904
2101	978903	CATHERINE SMITH	5681 BOCACHICA CT	FT PIERCE FL	34982-7904
2101	26104	ROBERT MCAFEE	483 THAMES BLUFF RIDGE	FT PIERCE FL	34982-7905
2101	22424	EARL ROBERTSON	479 THAMES BLUFF RDG	FT PIERCE FL	34982-7905
2101	986565	THOMAS/LUCY BROPHY	5684 HEMINGWAY CT	FT PIERCE FL	34982-7910
2101	603	FREDERIC A DEVOE	5670 HEMINGWAY CT	FT PIERCE FL	34982-7910
2101	997037	JOHN EDWARDS	5680 HEMINGWAY CT	FT PIERCE FL	34982-7910
2101	994275	DAVID PUZ	5688 HEMINGWAY CT	FT PIERCE FL	34982-7910
2101	985448	MARJORIE BERKENBOSCH	5621 HEMINGWAY CT	FT PIERCE FL	34982-7911
2101	994280	HAZEL BRULOTTE	5685 HEMINGWAY CT	FT PIERCE FL	34982-7911
2101	107083	GARY/ELFRIEDE GILMORE	5631 HEMINGWAY CT	FT PIERCE FL	34982-7911
2101	991431	ANNA HUBER	5651 HEMINGWAY CR	FT PIERCE FL	34982-7911
2101	986465	MADELING LENNON	5681 HEMINGWAY CT	FT PIERCE FL	34982-7911
2101	981127	MARIE LEVY	5611 HEMINGWAY CT	FT PIERCE FL	34982-7911
2101	96257	MARGARET MASON	5641 HEMINGWAY CT	FT PIERCE FL	34982-7911
2101	24773	ROBERT / PAULINE KANE	306 TROPICAL ISLES CIR	FT PIERCE FL	34982-7916
2101	96270	HAROLD WILSON	552 TROPICAL ISLES CIR	FT PIERCE FL	34982-7917
2101	11848	ANTHONY/MARY BARRILE	327 TROPICAL ISLES CIR	FORT PIERCE FL	34982-7919
2101	24274	ROBERT M / KATIE S BILLIE	363 TROPICAL ISLES CIR	FT PIERCE FL	34982-7919
2101	24772	JAMES / BARBARA CORNETT	355 TROPICAL ISLES CIR	FT PIERCE FL	34982-7919
2101	999456	HOWARD/ELIZABETH FORSTER	339 TROPICAL ISLES CIR	FT PIERCE FL	34982-7919
2101	641	EDWARD JACHURA	323 TROPICAL ISLES CIR	FT PIERCE FL	34982-7919
2101	26961	LOIS A SCHWAN	331 TROPICAL ISLES CIR	FT PIERCE FL	34982-7919
2101	21934	JOHN/MARION BOVILL	495 TROPICAL ISLES CIR	FT PIERCE FL	34982-7920
2101	105369	RICHARD/ANITA DIVESTO	515 TROPICAL ISLES	FT PIERCE FL	34982-7920
2101	96237	JOSEPH EGG	523 TROPICAL ISLES CIR	FT PIERCE FL	34982-7920
2101	108858	DANIEL/LAURA HOLDER	503 TROPICAL ISLES CIR	FT PIERCE FL	34982-7920
2101	96246	WILLIS KIME	519 TROPICAL ISLES CIR	FT PIERCE FL	34982-7920
2101	96261	MICHELL POLLOCK	531 TROPICAL ISLES CIR	FT PIERCE FL	34982-7920
2101	108110	WILLIAM/GEORGIA RIORDAN	511 TROPICAL ISLES CIR	FT PIERCE FL	34982-7920
2101	108868	PHEOBE TOBIN	499 TROPICAL ISLES BLVD	FT PIERCE FL	34982-7920
2101	96269	HARRY TURER	527 TROPICAL ISLES CIR	FT PIERCE FL	34982-7920
2101	11849	MICHAEL/NINEA IANNELLO	500 PELICAN SHOAL PL	FORT PIERCE FL	34982-7923
2101	983295	MR/MRS WILLIAM NCELWEE	496 PELICAN SHOAL	FT PIERCE FL	34982-7923
2101	98021	DAVID/NANCY ROGERS	495 PELICAN SHOAL	FT PIERCE FL	34982-7923
2101	96986	RICHARD DIXON	255 TRAVIS CAY PL	FT PIERCE FL	34982-7924

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PLANT	CUST #	NAME	ADDRESS	ZIP
2101	108109	JOHN/HOPE HAGER	223 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	96987	MARSHALL HINES	215 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	24223	MARGARET KAHL	227 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	989009	CHARLES/MARY KIRCHER	222 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	98393	MARJORIE KNUDSON	206 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	984953	ROBERT LEAVENGOOD	211 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	96251	ROBERT LOEW	240 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	96254	MARIE MADEIROS	232 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	981271	CHARLES/FLORENCE MCARTHUR	207 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	998856	ROBERT MELLO	235 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	96228	SHIRLEY	216 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	107423	DON/EILEEN SKELLY	228 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	96989	JOE TINSMAN	251 TRAVIS CAY PL	FT PIERCE FL 34982-7924
2101	105361	MAUREEN WALSH	202 TRAVIS CAY	FT PIERCE FL 34982-7924
2101	103679	DAN BURGESS	222 SANDY BOTTOM	FT PIERCE FL 34982-7925
2101	96996	HELEN CACHIA	215 SANDY BOTTOM PL	FT PIERCE FL 34982-7925
2101	984687	HARRISON DODGE	202 SANDY BOTTOM PL	FT PIERCE FL 34982-7925
2101	107426	VINCENT/FLORENCE SAAKE	206 SANDY BOTTOM PL	FT PIERCE FL 34982-7925
2101	984947	HARVY YOUNG	207 SANDY BOTTOM PL	FT PIERCE FL 34982-7925
2101	16788	WILLIAM BENULIS	227 OLD KEY WEST DR	FT PIERCE FL 34982-7928
2101	999459	JOSEPH FALLON	223 OLD KEY WEST DR	FT PIERCE FL 34982-7928
2101	998229	THOMAS GASKILL	206 OLD KEY WEST DR	FT PIERCE FL 34982-7928
2101	21046	JEAN CLAUDE/CLAUDETTE PILON	202 OLD KEY WEST DR	FT PIERCE FL 34982-7928
2101	997035	ARTHUR BABCOCK	227 MANGROVE BAY PL	FT PIERCE FL 34982-7929
2101	993393	MARY LOU BAUER	235 MANGROVE BAY PL	FT PIERCE FL 34982-7929
2101	21052	EDWARD BOLKA	228 MANGROVE BAY PL	FT PIERCE FL 34982-7929
2101	21049	CLARENCE/MARIE GARREN	243 MANGROVE BAY PL	FT PIERCE FL 34982-7929
2101	989848	GEORGE/MARION GEIGER	240 MANGROVE BAY PL	FT PIERCE FL 34982-7929
2101	998510	EUGENE GOODEMAN	222 MANGROVE BAY	FT PIERCE FL 34982-7929
2101	22423	BETTY JARDEL	211 MANGROVE BAY PL	FT PIERCE FL 34982-7929
2101	21048	MARTIN KEENAN	210 MANGROVE BAY PL	FT PIERCE FL 34982-7929
2101	999457	GLENN/LAURA MCQUADE	206 MANGROVE BAY PL	FT PIERCE FL 34982-7929
2101	994276	RONALD REEDY	232 MANGROVE BAY PL	FT PIERCE FL 34982-7929
2101	994281	THERESA TASHJIAN	202 MANGROVE BAY PL	FT PIERCE FL 34982-7929
2101	998228	RALPH CARBONE	207 SEA CONCH PL	FT PIERCE FL 34982-7930
2101	992094	WARREN/FRANCES WEISHAAR	206 SEA CONCH PL	FT PIERCE FL 34982-7930
2101	995096	DONALD BERGERON	484 TROPICAL ISLES CIR	FT PIERCE FL 34982-7934
2101	108861	WALTER/ARLENE CABRAL	432 TROPICAL ISLES CIR	FT PIERCE FL 34982-7934
2101	96230	ALFONSO CARNEVALE	420 TROPICAL ISLES CIR	FT PIERCE FL 34982-7934
2101	978428	KENNETH/SHIRLEY CONDIT	424 TROPICAL ISLES CIR	FT PIERCE FL 34982-7934
2101	997957	ELSYE ENGELS	436 TROPICAL ISLES CIR	FT PIERCE FL 34982-7934
2101	978425	BERT KOENIGSMARK	466 TROPICAL ISLES CIR	FT PIERCE FL 34982-7934
2101	984684	ROBERT/ANN MALONE	416 TROPICAL ISLES CIR	FT PIERCE FL 34982-7934
2101	97487	LLOYD L MCVANEY	550 TROPICAL ISLES CIR	FT PIERCE FL 34982-7935
2101	105358	DEMPSEY B/R BURGESS	544 TROPICAL ISLES	FT PIERCE FL 34982-7936
2101	486	DOROTHY MACKAY	528 TROPICAL ISLES CIR	FT PIERCE FL 34982-7936
2101	997976	ALAN MCCORMICK	548 TROPICAL ISLES CIR	FT PIERCE FL 34982-7936
2101	997038	PATRICK OTERI	524 TROPICAL ISLES CIR	FT PIERCE FL 34982-7936
2101	989850	ROGER/SHIRLEY LEVESQUE	487 TROPICAL ISLES CIR	FT PIERCE FL 34982-7940
2101	991499	BARBARA PROFFITT	491 TROPICAL ISLES CIRCLE	FT PIERCE FL 34982-7940
2101	995283	NELSON SILVA	483 TROPICAL ISLES CIR	FT PIERCE FL 34982-7940

EXHIBIT 3
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VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

12/20/95 PAGE 4 DLG030RPG
17:40:50 TRACIC

PLANT	CUST #	NAME	ADDRESS		ZIP
2101	987627	JOHN/DELORES CHIAROLANZIO	255 MANGROVE BAY		FT PIERCE FL 34982-7941
2101	992092	RICHARD/LIESELOTTE QUINN	252 MANGROVE BAY PL		FT PIERCE FL 34982-7941
2101	21996	DOLORES/RALPH SMART	344 SEAHORSE TERR		FT PIERCE FL 34982-7944
2101	984954	VERONICA CORBERT	359 SEA HORSE TER		FT PIERCE FL 34982-7945
2101	998003	RUTH FISHER	333 SEAHORSE TERR		FT PIERCE FL 34982-7945
2101	16760	EDWARD/BARBARA GUNDICK	353 SEAHORSE TERR		FT PIERCE FL 34982-7945
2101	999455	ROBERT/DOLORES SIMPSON	345 SEAHORSE TERR		FT PIERCE FL 34982-7945
2101	995799	EVELYN/CAROL SANDT WELLER	368 SEA HORSE TERR		FT PIERCE FL 34982-7946
2101	16856	CHARLES ZAKES	394 SEAHORSE TERR		FT PIERCE FL 34982-7946
2101	11850	RAYMOND/MARYANN HOWARD	365 SEAHORSE TERR		FT PIERCE FL 34982-7948
2101	988001	M/M GEORGE BAGNELL	5683 SAND FLY CT		FT PIERCE FL 34982-7950
2101	10272	WILLIAM BARRY	5688 SAND FLY CT		FT PIERCE FL 34982-7950
2101	988005	MR/MRS LEO HAYES	5671 SAND FLY CT		FT PIERCE FL 34982-7950
2101	991435	ALFRED/DONNA ZEGEL	5685 SANDFLY ISLES		FT PIERCE FL 34982-7950
2101	984948	RUSSO A/CHRISTINE HEYER	255 SANDY BOTTOM PL		FT PIERCE FL 34982-7952
2101	992402	AUDREY MACKEY	C/O AUDREY SHEPHERD	228 SANDY BOTTOM	FT PIERCE FL 34982-7952
2101	979654	DALE/JEAN MCCARTY	243 SANDYBOTTOM PL		FT PIERCE FL 34982-7952
2101	98023	LEO/MARIA MOQUIN	223 SANDY BOTTOM		FT PIERCE FL 34982-7952
2101	105997	DAVID/BLANCHE ONLEY	252 SANDY BOTTOM PL	TROPICAL ISLES PARK	FT PIERCE FL 34982-7952
2101	996999	BETTY L TRAMELL	240 SANDY BOTTOM PL		FT PIERCE FL 34982-7952
2101	96248	THEODORE LEGACHI	5550 HEMINGWAY CT		FT PIERCE FL 34982-7954
2101	107427	CHARLES/MARGARET FEDER	5600 HEMINGWAY CT		FT PIERCE FL 34982-7955
2101	991429	WALTER/MARY JONES	5660 HEMINGWAY COURT		FORT PIERCE FL 34982-7955
2101	107425	JOSEPH/MILDRED KRUGER	5630 HEMINGWAY CT		FT PIERCE FL 34982-7955
2101	103680	FRED/BESS MASCIELLO	5640 HEMINGWAY CT		FT PIERCE FL 34982-7955
2101	978246	MILDRED MORRIS	5610 HEMINGWAY CT		FT PIERCE FL 34982-7955
2101	96994	CHESTER/EVELYN SAGNER	5620 HEMINGWAY CT		FT PIERCE FL 34982-7955
2101	96692	WERNER & KIGHTLINGER	5650 HEMINGWAY CT		FT PIERCE FL 34982-7955
2101	96231	ALFRED CRIBIER	5571 HEMINGWAY CT		FT PIERCE FL 34982-7957
2101	990961	ANDY GERACE	5531 HEMINGWAY CT		FT PIERCE FL 34982-7957
2101	96244	BARBARA KENNEDY	5581 HEMINGWAY CT		FT PIERCE FL 34982-7957
2101	96268	HUBERT STEEVES	5561 HEMINGWAY CT		FT PIERCE FL 34982-7957
2101	96991	BERNARD TWORKOWSKI	5551 HEMINGWAY CT		FT PIERCE L 34982-7957
2101	986562	THOMAS/BARBARA GALLOWAY	472 HEMINGWAY TERR		FT PIERCE FL 34982-7961
2101	96239	CHARLES GERSTEL	468 HEMINGWAY TER		FT PIERCE FL 34982-7961
2101	998867	FRED SALWAN	484 HEMINGWAY TERR		FT PIERCE FL 34982-7961
2101	988012	MR/MRS DONALD SANTOS	476 HEMINGWAY TERR		FT PIERCE FL 34982-7961
2101	982431	FRED/ ESTELLE WATTS	488 HEMINGWAY TERR		FT PIERCE FL 34982-7961
2101	980203	BOYD/ROSE WILSON	492 HEMINGWAY TERR		FT PIERCE FL 34982-7961
2101	96236	JOHN DRAKE	504 HEMINGWAY TER		FT PIERCE FL 34982-7962
2101	96271	DICK FLORA	596 HEMINGWAY TERR		FT PIERCE FL 34982-7962
2101	96241	GRANT HOLLINGSHEAD	518 HEMINGWAY TER		FT PIERCE FL 34982-7962
2101	96247	ALBERT KOCH	526 HEMINGWAY TERR		FT PIERCE FL 34982-7962
2101	96255	GEORGE MADION	500 HEMINGWAY TERR		FT PIERCE FL 34982-7962
2101	96263	WILLIAM POPE	510 HEMINGWAY TERR		FT PIERCE FL 34982-7962
2101	105355	CHARLES/CHARLENE HUMMEL	477 HEMINGWAY TERR		FT PIERCE FL 34982-7964
2101	21662	ARTHUR/ANN LENIHAN	469 HEMINGWAY TERR		FT PIERCE FL 34982-7964
2101	96259	MALCOLM MICHAEL	485 HEMINGWAY TERR		FT PIERCE FL 34982-7964
2101	981272	LOUISE MOLNAR	473 HEMINGWAY TER		FT PIERCE FL 34982-7964
2101	978429	STANLEY/PATRICIA SCHAPER	489 HEMINGWAY TERR		FT PIERCE FL 34982-7964
2101	96265	HAROLD SELLARDS	493 HEMINGWAY TERR		FT PIERCE FL 34982-7964

EXHIBIT 3
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VERIFICATION LIST OF NOTICE NAME AND ADDRESS PRINTING

12/20/95 PAGE 5 DLG030RPG
17:40:50 TRACTIC

PLANT	CUST #	NAME	ADDRESS		ZIP
2101	993063	JOAN AUSTIN	529 HEMINGWAY	FT PIERCE FL	34982-7965
2101	96232	OWEN CLARKE	521 HEMINGWAY TER	FT PIERCE FL	34982-7965
2101	105999	JOHN/ROSE CAVALLO	490 THAMES BLUFF RDG	FT PIERCE FL	34982-7968
2101	986467	ROBERT/NANCY CLEMENS	476 THAMES BLUFF RDG	FT PIERCE FL	34982-7968
2101	98392	HAROLD/LYNN GREENE	508 THAMES BLUFF RDG	FT PIERCE FL	34982-7968
2101	96240	RAYMOND HALL	498 THAMES BLUFF RDG	FT PIERCE FL	34982-7968
2101	988014	MR/MRS DAVID HUNTER	504 THAMES BLUFF RDG	FT PIERCE FL	34982-7968
2101	985708	GREGORY/MAE MARKS	480 THAMES BLUFF RDG	FT PIERCE FL	34982-7968
2101	978904	LARENA F RIEDEL	524 THAMES BLUFF RDG	FT PIERCE FL	34982-7968
2101	979614	GILBERT RUSSE	486 THAMES BLUFF RDG	FT PIERCE FL	34982-7968
2101	980204	JERRY/DELORES COMOS	548 THAMES BLUFF RDG	FT PIERCE FL	34982-7971
2101	96243	CONRAD KELLY	572 THAMES BLUFF RDG	FT PIERCE FL	34982-7971
2101	987285	JOSEPH/MARIE PELICAN	536 THAMES BLUFF RDG	FT PIERCE FL	34982-7971
2101	981055	JOHN/ELMIRA SANDS	544 THAMES BLUFF	FT PIERCE FL	34982-7971
2101	981274	HENRY/MARY LOU ULAK	532 THAMES BLUFF RDG	FT PIERCE FL	34982-7971
2101	108870	RUSSELL/ESTELLA WEAVER	552 THAMES BLUFF RDG	FT PIERCE FL	34982-7971
2101	987278	MR/MRS ALBERT BERKI	515 THAMES BLUFF RDG	FT PIERCE FL	34982-7974
2101	24188	HELEN DORNBERG	503 THAMES BLUFF RIDGE	FT PIERCE FL	34982-7974
2101	978430	LEW MERCER	507 THAMES BLUFF RDG	FT PIERCE FL	34982-7974
2101	981273	ROSEMARY OAF	519 THAMES BLUFF RDG	FT PIERCE FL	34982-7974
2101	36901	JOHN ADRIAN	243 OLD KEY WEST DR	FT PIERCE FL	34982-7975
2101	990959	CHARLES DAVIDSON	228 SEA CONCH PL	FT PIERCE FL	34982-7977
2101	994278	ELIZABETH HENDRY	243 SEA CONCH PL	FT PIERCE FL	34982-7977
2101	986564	DONALD/SHIRLEY MACDONALD	255 SEA CONCH PL	FT PIERCE FL	34982-7977
2101	995798	VICTOR MARRA	235 SEA CONCH PL	FT PIERCE FL	34982-7977
2101	983311	MR/MRS EDWARD MATTHEWS	215 SEA CONCH PL	FT PIERCE FL	34982-7977
2101	987284	MICHAEL/PAULA MURPHY	240 SEA CONCH PL	FT PIERCE FL	34982-7977
2101	999460	CHARLES RAMEY	210 SEA CONCH PL	FT PIERCE FL	34982-7977
2101	24275	FRANCES L RIDENOUR	211 SEA CONCH PLACE	FT PIERCE FL	34982-7977
2101	103678	BRUCE/JEAN REBELLE	POB 1145	PORT SALERNO FL	34992-1145
2101	40436	RITA SNOW	343 TROPICAL ISLES CR	FT PIERCE FL	39482
2101	21933	LESLIE N/PATRICIA DUBB	5681 SANDFLY CT	FT PIERCE FL	39982

TOTAL PRINTED 236

EXHIBIT 8
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12/20/95

NUMBER OF FORMS PRINTED

PAGE 1

TROPICAL ISLES

DLG030RP6

ZIP CODE	NUMBER OF FORMS WITH ZIP+4	NUMBER OF FORMS WITHOUT ZIP+4	
018		5	
021	1	1	
060		1	
066		1	
074		1	
080		2	
082		1	
114		1	
117	2		
120	1		
121	1		
349	173	43	
394		1	
399		1	
GRAND TOTAL	178	58	236

EXHIBIT C

PAGE 1 OF 4

12/20/95

NUMBER OF FORMS PRINTED

PAGE 1

LEILANI HEIGHTS

DLG030RP6

<u>ZIP CODE</u>	<u>NUMBER OF FORMS WITH ZIP+4</u>	<u>NUMBER OF FORMS WITHOUT ZIP+4</u>	
209		1	
323		1	
334		1	
347	1	6	
349	308	68	
GRAND TOTAL	<u>309</u>	<u>77</u>	386

EXHIBIT C
PAGE 2 OF 4

12/20/95

NUMBER OF FORMS PRINTED

PAGE 1

FISHERMAN'S HAVEN

DLG030RP6

<u>ZIP CODE</u>	<u>NUMBER OF FORMS WITH ZIP+4</u>	<u>NUMBER OF FORMS WITHOUT ZIP+4</u>	
064		1	
068	2	1	
069		1	
070	1		
117	1		
149		1	
231		1	
349	75	57	
480	1		
497		1	
600	1		
	<u>81</u>	<u>63</u>	144
GRAND TOTAL			

EXHIBIT C
PAGE 3 OF 4

12/20/95

NUMBER OF FORMS PRINTED

PAGE 1

FOX RUN

DLG030RP6

<u>ZIP CODE</u>	<u>NUMBER OF FORMS WITH ZIP+4</u>	<u>NUMBER OF FORMS WITHOUT ZIP+4</u>	
086	1		
331		1	
334		1	
349	73	27	
	<u>74</u>	<u>29</u>	
GRAND TOTAL			103

EXHIBIT C
PAGE 4 OF 4

DATE	COUNTER PIECE COUNT		TOTAL ITEMS BATCH COUNT	POSTAGE UNUSED		POSTAGE SUM BATCH VALUE	DESCRIPTION	RATE
	START	STOP		START	STOP			
1/2/96	8481096	8488438	7342	21422.13 ^{6/}	19461.82 ^{2/}	1960.31 ⁴	Sanford Meeting Seminole County Volusia (Enterprise) Brevard Orange (except University Shores) Pasco Martin St. Lucie	.26 ^{7/}
1/3/96	8488438	8518524	30086	19461.82 ^{2/}	11431.707	8030.115	Sanford Meeting University Shores (Orange Co.) Deltona Lakes (Volusia Co.) Lake County	.26 ^{7/}
1/3/96	8518524	8519251	727	11431.707	11237.598	194.109	SSU - Disconnects.	0.26 ^{7/}
1/3/96	8519251	8521089	1838	11237.598	10746.852	490.746	Deltona Disconnects.	0.26 ^{7/}

EXHIBIT D

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