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RECORDS AND REPORTING

Director, Division of Records & Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Docket Number: 971663-WS

Dear Sir,

I am sure that this letter will be a total waste of time as we attended the last two meetings that had the Florida Public Service Commission present to listen to our rebuttal against higher rates and you voted for them anyway.

These increases have got to STOP!!!! I don't care how much Florida Cities Water incurred in legal fees, that is not my problem and it has nothing to do with the service they provide us, which has not improved from the last two increases. Right now I get a HUGE credit of .42 cents on my water bill - BIG DEAL! Take the credit back from me and everyone else that gets a refund - That should do it!!

I think this is the biggest rip off ever. When are we, the consumer, going to get a break???? How much money do they actually need?? Seems to me like they need to take a money management course as I am sure alot of it gets pissed away or goes in someones pocket. I am sick and tired of paying such astronomical rates for water and sewer compared to what everyone else pays. I feel we are being discriminated against. We are always the ones to be hit with an increase.

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You may say that this is not much of any increase but it has to STOP somewhere. Do you actually know how many increases we have had in the past 7 or 8 years? My electric bill has not increased in the past 10 years. How come North Fort Myers utilities does not need increases? They must be doing something right. All I can say is since Avatar is behind all this that is all the explanation I need. They are a bunch of greedy bastards!! It is pretty bad when water and sewer costs more than the electricity. Something is definitely wrong with the system.

If you keep giving in to them, they will continue to take and take and take!! Most of us have limited budgets as it is - let them go after the FAT CATS for

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I would really like to know what you pay for water and sewer? I am sure it is a hell of alot less than what we pay. Maybe if you had to pay our water and sewer bills for awhile, you might change your tune.

I don't beg for anything but this time I beg of you to tell them no, no, no!!!!. Let them try to figure out a way to work it out on their own instead of constantly hammering us to pay for their stupidity!! Why did they not choose to sue for legal fees? Let them go after them instead of asking us to subsidize their legal problems. All of the increases we have had have been to clean up their act at the Waterway Estates treatment facility. If they had done this when they were supposed to, there would never have been any question as to their method of doing things. Where the money from the last increases have gone to I don't know and I am sure they can't justify the increases either. Our quality of water has not improved any. How come all the other utility companies don't sock their customers for increase after increase? Doesn't this tell you that something is wrong? How much money do they need anyway? Maybe some of the FAT CATS should take a decrease in pay and watch their spending? I understand you will be here again in July for another meeting and I suppose we have to pay for that somehow also. What a crock!!

I am extremely angry with what you can let them get away with - I hope you can finally tell them no and defend the consumer for a change!

Thank you for listening to my complaint and I will not sign my name because you don't give a damn about me and neither does Florida Cities Water.

Just be prepared for a fight at the meetings - You might want to wear armor.