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TO: FLORIDA PUBLIC SERVICE COMMISSION  
Capital Circle Office Center  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

FROM: Affected Customers of Shangri La By the Lake Utilities, Inc.,  
c/o Linda J. McKenna, Secretary, Shangri La By the Lake  
Mobilehome Owners' Association, 134 Shanghai Island Road  
Leesburg, FL 34788

RE: Certificate(s) 494S, 567W Company Code: WS728  
William Werner d/b/a Shangri La by the Lake Utilities, Inc.  
Order No. PSC-96-0062-FOF-WS Docket No. 940653- WS

PURSUANT TO RULE 25-22.029(4) OF THE FLORIDA ADMINISTRATIVE CODE, THE UNDERSIGNED HEREBY PETITION THE FLORIDA PUBLIC SERVICE COMMISSION TO SCHEDULE A FORMAL PROCEEDING WITH REGARD TO THE ABOVE REFERENCED UTILITY IN AN EFFORT TO ALLOW AFFECTED CUSTOMERS TO BE HEARD. THE AFFECTED CUSTOMERS, WHOSE NAMES AND ADDRESSES APPEAR BELOW, REQUEST A HEARING WITHIN SIXTY (60) DAYS AND STATE THE FOLLOWING:

1. THE NAME AND ADDRESS OF THE APPLICANT IS WILLIAM WERNER, D/B/A SHANGRI LA BY THE LAKE UTILITIES, INC., P.O. BOX 345, SPARTA, MI 49345.
2. AFFECTED CUSTOMERS DID NOT RECEIVE NOTICE THAT THE APPLICANT INTENDED TO LICENSE THE UTILITY AND CHARGE ITS CUSTOMERS FOR WATER AND SEWER AND THE APPLICANT IS IN VIOLATION OF FLORIDA ADMINISTRATIVE CODE, RULE 25-30.030, AND IS THEREFORE NOT ENTITLED TO THE BENEFITS AND MONETARY PROFITS TO BE GAINED FROM SUCH LICENSE.
3. THE BASE RATE ESTABLISHED IS UNFAIR AND ERRONEOUS AS IT WAS NOT BASED ON COMPETENT SUBSTANTIAL EVIDENCE OR ACCURATE COST RECORDS BUT MERELY ON ASSERTIONS MADE BY THE APPLICANT WHICH HAVE NO BEARING ON FACT.
4. THERE IS NO SEASONAL RATE ESTABLISHED FOR PART-TIME RESIDENTS, WHICH IS UNJUST AND UNFAIR IN THAT SUCH NON-USERS ARE REQUIRED TO PAY THE MINIMUM \$23.91 PER MONTH EVEN WHEN THE WATER AND SEWER IS SHUT OFF.
5. THE APPLICANT ASSERTS HIS OPERATING EXPENSES AMOUNT TO \$14.13 PER MONTH PER HOME, WHICH CONTRADICTS THE CALCULATIONS OF THE PUBLIC SERVICE COMMISSION AT \$43.48 PER MONTH. THE TRUE OPERATING EXPENSES SHOULD BE ESTABLISHED IN ORDER TO SET A FAIR AND EQUITABLE BASE RATE CHARGE TO CUSTOMERS.
6. THE AFFECTED CUSTOMERS ARE ENTITLED TO BE HEARD IN AN EFFORT TO REACH A FAIR AND EQUITABLE FACILITY CHARGE. THE DOCUMENTS AVAILABLE TO THE UNDERSIGNED INDICATE THE UTILITY WILL BE EARNING A MINIMUM PROFIT OF 10.82% BUT CHARGING ITS CUSTOMERS 350% MORE THAN ITS COSTS, WHICH IS AN UNFAIR PERCENTAGE OF RETURN FOR A PUBLIC SERVICE MONOPOLY.
7. THE PETITIONERS HAVE A SUBSTANTIAL INTEREST AS A RESULT OF THE DETERMINATION ISSUED BY THE PSC WITH REGARD TO THE UTILITY IN THAT EGREGIOUS AND UNFAIR CHARGES ARE BEING MADE TO PETITIONERS FOR THE COST OF WATER AND SEWER, WHICH COSTS WERE CALCULATED AND BASED ON INACCURATE ESTIMATES PROVIDED BY THE APPLICANT.

DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

8. THE OPERATION OF THE UTILITY IS SERIOUSLY FLAWED IN THAT THE WATER/SEWER IS FREQUENTLY OUT OF SERVICE; THE WATER PRESSURE IS UNREASONABLY LOW, IRREGULAR, AND INEFFICIENT FOR NORMAL USE; THE SEWER LINES WERE NOT PLANNED AND/OR LAID BY A QUALIFIED ENGINEER AND DUE TO IMPROPER INSTALLATION OF SEWER LINES THERE ARE FREQUENT BACK-UPS AND SEWAGE SEEPING INTO LAWNS; THE LAKE COUNTY DEPARTMENT OF HEALTH HAS HAD NUMEROUS COMPLAINTS ABOUT SEWAGE PROBLEMS WITH THIS UTILITY; THERE IS LACK OF PROFESSIONAL MANAGEMENT; THE ELECTRICAL SERVICE AT THE FACILITY, INCLUDING BREAKERS, ARE INADEQUATE AND WERE NOT INSTALLED BY A PROFESSIONAL ELECTRICIAN; AND THE RATES CHARGED ARE EGREGIOUS.

9. THE UTILITY IS UNFAIRLY AND DISCRIMINATORILY CHARGING CUSTOMERS IN THAT SOME HOMEOWNERS WITHIN THE MOBILE HOME PARK OWNED BY THE UTILITY OWNER HAVE HAD METERS INSTALLED BY THE UTILITY, SOME DO NOT HAVE METERS, SOME HOMEOWNERS ARE BEING BILLED FOR WATER AND SEWER AS OF JANUARY 1, 1999 AND SOME ARE NOT BEING BILLED FOR WATER AND SEWER.

WHEREFORE, THE UNDERSIGNED RESPECTFULLY PETITION THE COMMISSION TO:

A. SCHEDULE A PROMPT AND TIMELY HEARING BEFORE THE PUBLIC SERVICE COMMISSION WITH REGARD TO THE LICENSING AND SCHEDULE OF RATES OF SHANGRI LA BY THE LAKE UTILITIES, INC.; AND

B. ISSUE A RATE RELIEF TO ALL AFFECTED CUSTOMERS; AND

C. ESTABLISH FAIR AND EQUITABLE RELIEF TO SEASONAL CUSTOMERS WHO SHUT-OFF WATER AND SEWER WHEN NOT IN RESIDENCE AND TO DISCONTINUE CHARGES FOR SUCH SEASONAL USERS; AND

D. ISSUE AN INJUNCTION AGAINST THE UTILITY TO CEASE AND DESIST FROM CHARGING THE PETITIONERS FOR WATER AND SEWER, RETROACTIVE TO JANUARY 1, 1999, UNTIL THIS PETITION CAN BE HEARD AND EQUITABLE RELIEF PROVIDED; AND

E. REVOKE, NULLIFY AND/OR POSTPONE THE LICENSE OF SHANGRI LA BY THE LAKE UTILITIES, INC. UNTIL A SATISFACTORY RESOLUTION IS REACHED BETWEEN ALL CONCERNED PARTIES REGARDING ALL ISSUES IN DISPUTE.

Dated: January 19, 1999

RESPECTFULLY SUBMITTED,

Print Name	Signature	Address
BARBARA HOPF	<i>Barbara Hopf</i>	122 Burma Isl Rd
ROBERT J. HOPF	<i>Robert J. Hopf</i>	122 Burma Isl Rd
ROBERT L. DICKENS	<i>Robert L. Dickens</i>	116 Burma Isl Rd
JOHN T. SEPER	<i>John T. Seper</i>	219 BANGOR ISL LN
Ailsa Smith	<i>Ailsa Smith</i>	152 FORMOSA ISL Rd
Henry Kraemer	HENRY KRAEMER	132 STANGHAI IS RD
Rosemary White	ROSEMARY WHITE	164 Formosa, Leesport, FL
HAROLD ROGERS	<i>Harold Rogers</i>	110 China Ln, Leesport, FL

Print Name	Signature	Address
Gary Wright	Gary Wright	129 Burma Is.
Tom Ehlers	Thomas J. Ehlers	224 Malaysia Isl. Ln
<del>Al Hulse</del> Al Hulse	Al Hulse	161 Formosa Isl. Rd.
JAMES D MORRAN	James D. Moran	150 FORMOSA IS. RD
Bob E. Johnson	Bob E. Johnson	167 TAIWAN IS Rd.
ERMINA UMPHREY + Peg Humphrey	Peg Humphrey	242 TAIPEI ISLAND
William + John Fitten	William Fitten	1816 Singapore Is Rd
FRANK + LORRAINE DAY	Lorraine Day	163 Formosa Is. Rd.
HANNELORE BOSTON	Hannelore Boston	135 Shanghai Is Rd
Betty M. Gotham	Betty M. Gotham	226 Malaysia Isl Ln.
MILFORD FOLEY	Milford Foley	144 Shanghai Is. Rd.
MARY STOKELY	Mary Stokely	180 Taiwan Island Rd.
RICHARD A. HAYES	Richard A. Hayes	117 BURMA ISLAND Rd
Kathryn A. Hunter	Kathryn Hunter	177 Taiwan Isl. Rd.
<del>JOAN D. WEIRE</del> JOAN D. WEIRE	Joan D. Weire	217 Bengtztz Is. Lane

Geraldine Lafaber	Geraldine Lafaber	195 Singapore Is Rd
Cecil R. Mills	Ruby Mills	141 Shanghai Is. Rd.
JAMES VORBERGER	James Vorberger	118 BURMA IS. Rd
SHIRLEY NASH	Shirley Nash	197 S. Singapore Is. Rd. Bushong
LINDA MCKENNA	Linda McKenna	134 Shanghai Is Rd
Walter Barlow Jr.	Walter Barlow Jr.	106 China Ln.
John <sup>Mar</sup> DeWitt	John DeWitt	130 Shanghai Is Rd
NARBY MCKENNA SR	Narby McKenna Sr	134 Shanghai Is Rd
NORMA GROLL	Norma Groll	250 TAIPEI
BARBARA + Vincent Hanson	Barbara Hanson	118 Burma Is Rd
Donna K. Barnes	Donna K. Barnes	234 Malaysia Isl. Lane
Mary V. Dent	Mary V. Dent	137 Shanghai Is Rd.

347855  
BURMA



Print Name	Signature	Address
DON BARNEY	Donell Barney	209 BANGKOK ISL. LN.
JAY CHAPMAN	Jay Chapman	146 SINGAPORE ISL.
JIM KAUTENBURGER	Jim Kautenburger	159 FORMOSA ISL. RD.
LEO ROCKWELL	Leo Rockwell	201 SINGAPORE IS.
Nancy Dunn	Nancy Dunn	245 Taipei Isl. Ln.
Vince Mark	VINCE MARK	176 TAIWAN ISL. RD.
Willi Klar	Willi Klar	171 Taiwan Isl. Rd.
DOROTHY MARK	Dorothy Mark	176 TAIWAN ISL. RD.
DOROTHY K WIEDERMAN	Dorothy K Wiederman	175 TAIWAN ISL. RD.
RAY BLOOMFIELD	Ray Bloomfield	205 Bangkok Is Ln.
BENTON CLEVELAND	B. Cleveland	235 MALAYSIA IS. LN.
Louise Cleveland	Louise Cleveland	230 " " "
Polly K. Endress	Polly K Endress	151 Formosa Is. Rd.
Joseph (Bill) Endress	Joseph Endress	151 Formosa Is. Rd.
Virginia Lennon	Virginia Lennon	170 TAIWAN ISL. ROAD
George Shepit	George Shepit	206 N. Bangkok Is. Ln.
CORDON GLEASON	Cordon Gleason	185 Singapore Is. Rd.
WALTER F. HUDSON	Walter Hudson	247 Taipei Island Ln.
Shirley Y. Young	Shirley Y Young	251 Taipei Is. Ln.
A JACKSON GOOCH	A. Jackson Goch	112 BURMA IS. RD.

all of Leesburg Fl 34788

Mr. and Mrs. H. D. McKenna, Sr.  
Shangri La by the Lake  
134 Shanghai Island Road  
Leesburg, Fl 34788

January 19, 1999

Director of the Division  
of Records and Reporting, and  
Julia L. Johnson, Chairman  
J. Terry Deason, Joe Garcia  
Susan F. Clark, E. Leon Jacobs, Jr.  
Public Service Commissioners  
Capital Circle Office Center  
2540 Shumard Oak Blvd  
Tallahassee FL 32399-0870

Re: Shangri La by the Lake Utilities, Inc./William W. Werner  
Order PSC 96-0062-FDF-WS Docket No. 940653-WS  
Certificates 567-W and 494-S

Dear Director and Commissioners:

Enclosed please find a Petition filed by and on behalf of 55 customers were were adversely affected by the Commission's decision relating to Shangri La by the Lake Utilities, Inc. We are requesting, among other pleas, that a formal hearing be held so that affected customers can be heard. No notice was ever given to the affected customers of the application that was filed by the utility. In reading the petition, you will note there are several issues which should be addressed by the Public Service Commission.

Due to the utility's failure to notify affected customers of its application for license and establishment of fees, the adversely affected customers were not able to timely file a motion for reconsideration by the Director and are hereby doing so.

We hope it will not be necessary to seek legal counsel and expend funds for legal fees to take this matter to the First District Court of Appeals as all petitioners are senior citizens on limited incomes and unable to afford such an expense. It is through no fault of the customers that a petition could not be filed timely. It is anticipated you will consider our request fairly in light of the utility owner's calculated and deliberate failure to notify anyone of his intent.

We are hopeful you will honor this petition and offer us some redress for the egregious situation that exists. The addresses of all petitioners are noted on the petition, all of whom are of Leesburg, Florida 34788 and residents of the mobile home park owned by the utility owner.

Sincerely,



Linda J. McKenna  
and all 54 petitioners as  
noted on the enclosed Petition

cc: Charles H. Hill, Director  
Bill Lowe, Assistant Director