

ORIGINAL

State of Florida



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: October 22, 1999
TO: Division of Records and Reporting (Bayo)
FROM: Division of Legal Services (Crossman) *pl*
RE: Docket No. 990243-WU - Application for limited proceeding increase and restructuring of water rates by Water Oak Utilities Co., Inc. in Lake County.

Please place the attached customer comments in the file of the above-referenced docket.

SAC/lw

cc: Division of Water and Wastewater (Rehwinkel, Crouch, Edwards, Lingo, Rendell, Rieger, Willis)
 Division of Auditing and Financial Analysis (Small)

g:\memosac2.lw

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DOCUMENT NUMBER-DATE

13010 OCT 22 89

FPSC-RECORDS/REPORTING

Water Oak Utilities, Co.

DOCKET NO. 990243-WU

RECEIVED-FPSC

OCT 18 AM 11:31

RECORDS AND REPORTING WATER OAK UTILITIES ESTATES

Name MARY L. BURNS

Address 203 LITTERER LANE
LADY LAKE FL 32159

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this case.

CUSTOMER COMMENTS

I AGREE THAT WATER OAK MIGHT BE ENTITLED TO AN INCREASE BUT NOT THE AMT ASKED FOR. SHOULD BE NO MORE THAN 2%. ALSO THE 1ST HYDRO PNEUMATIC TANK THAT HAD TO BE REPLACED - WE ALREADY PAID FOR THAT ONE - ONE TIME - SOME THINGS THEY HAVE TO PAY FOR - JUST TO BE DOING BUSINESS. THE 2ND TANK NEEDED DUE TO INCREASE IN NUMBER OF HOUSES - AN ONE DID NOT ALLOW FOR WATER PRESSURE, etc for all houses in the park. why - ? should we pay for this one?

as for conservation of water - poor management is the biggest violator - we have a ball field - and one example that a large sprinkler was on at the ball field as I left the park one day in July at 2 PM - I returned at 3:20 PM - the same sprinkler was going full force - I can see that one sprinkler used more water that time than I would use all year.

also - they are estimating too many bills - and without stating it is an estimated bill.

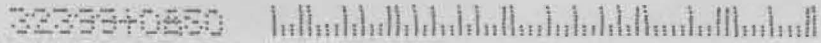
Thank you for your time + consideration

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Louise Burns
Water Oak Estates
203 Littler Lane
Lady Lake, FL 32159



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



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Water Oak Utilities, Co.

DOCKET NO. 990243-WU

ORIGINAL

RECEIVED-PPSC

99 OCT 15 AM 10:16

RECORDS AND REPORTING

Name JOHN STOCKER

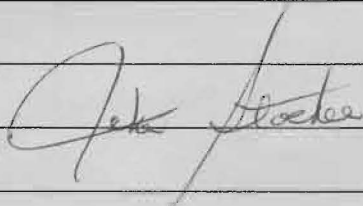
Address 686 CEDAR LN

LADY LAKE, FL 32159

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this case.

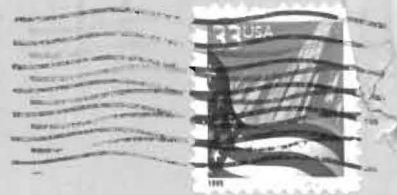
CUSTOMER COMMENTS

I FEEL THAT WATER OAK UTILITIES CO HAS BEEN VERY REMISS IN NOT ADOPTING A WATER CONSERVATION PROGRAM. THEY HAVE OFFERED NO PROGRAM WHATSOEVER. IN FACT, THEY SET A VERY POOR EXAMPLE FOR RESIDENTS. THEY RUN SPRINKLERS BETWEEN THE HOURS OF 10:00 - 4:00 CONSTANTLY. I REPORTED A BROKEN SPRINKLER ON THE GOLF COURSE ON A SATURDAY AND IT WASN'T REPAIRED TIL THE FOLLOWING TUESDAY. WHEN YOU REPORT TO THEM THAT SPRINKLERS ARE MISDIRECTED AND ARE ONLY WATERING THE ROAD YOU GET CAUSTIC REPLIES. QUITE FRANKLY I DON'T FEEL THAT THIS RATE INCREASE HAS ANYTHING TO DO WITH CONSERVATION AND HAS EVERYTHING TO DO WITH MONEY



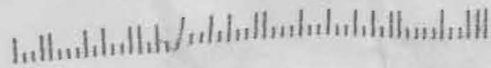
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S John D. Stocker
686 Cedar Ln
Lady Lake, FL 32159-3212



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

32399+0850



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Water Oak Utilities, Co.

DOCKET NO. 990243-WU

RECEIVED-FPSC

OCT 18 AM 11:31

Name Dorothy J. McYoun RECORDS AND REPORTING
 Address 618 Cedar Ln.
Lady Lake, Fl 32159

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this case.

CUSTOMER COMMENTS

The meeting was well conducted and very informative.

Many of the points presented by residents need to be addressed.

The accounting procedures in Water Oak have never been honest. I have lived here under three managements and at least two owners.

The over use of water is undeniable but the consistent misuse by management should not be blamed on the residents.

I realize that hiring labor off the street and paying them minimum wage is a gamble, putting them on jobs that require some knowledge of engineering is foolish. They are at best apathetic, just like the management.

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 **Dorothy McGown**
618 Cedar Ln
Lady Lake, FL 32159-3211



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

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Water Oak Utilities, Co.

DOCKET NO. 990243-WU

RECEIVED-PPSC

99 OCT 18 AM 11:31

Name Mr. + Mrs. Donald H. Main

Address 713 Bishop Dr.

Lady Lake FL 32159

RECORDS AND REPORTING

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this case.

CUSTOMER COMMENTS

We feel that St. Johns Water is playing right into the hands of Sun Communities in regard to increasing the residents' water rates.

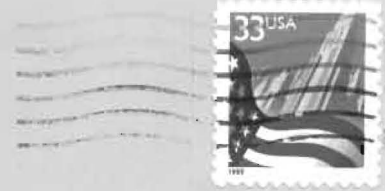
No properly-run business should dump its capital expenses on renters. If Sun had "done its homework" before purchasing the park, they would have known exactly what the water system needed. Also they would have looked to future building because selling new houses was their only reason for buying this property.

Re usage, look first to managements' waste. We have seen pipe breaks unfixed, and frequently seen their sprinklers going during tanned hours.

Between Sun Communities and Lake County we are smothered with increases. Please look carefully before acting on this case. We believe there is a better way to solve the water usage than to load us with still more payments.

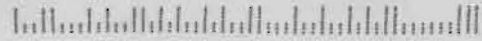
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Mr. & Mrs. Donald H. Main
713 Bishop Drive
Lady Lake, FL 32159



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

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RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION

99 SEP 29 AM 8:28

MAIL ROOM 13 Strange Street
Lady Lake, Florida 32159
September 27, 1999

Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399

Subject: Docket No. 990243-WU
Water Oak Utilities, Co.

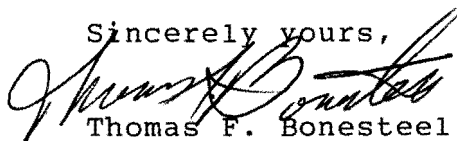
Dear Sir:

I am a resident of Water Oak and very disturbed over the proposed increase in our water rates. I plan on attending the customer meeting on October 7 to be held at 6:00 P.M. in the Main Clubhouse.

Please add me to the mailing list for any additional pertinent information regarding this Docket.

Thank you for your anticipated cooperation.

Sincerely yours,


Thomas F. Bonesteel

(352) 750-4752

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Done 10/13/99

ORIGINAL

Water Oak Utilities, Co.

DOCKET NO. 990243-WU

Name _____

*Joseph & Karen Supparits
405 Palmer Drive*

Address _____

Lady Lake, FL 32159-3251

Lot 2060

10-8-99

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this case.

-will it be read first???

CUSTOMER COMMENTS

We, Joseph & Karen Supparits, do not feel that the increase in rates is the only way to go with the water issue. Surely there are ways that the management of Water Oak could conserve on the water that they use for the common grounds in the park. We do not feel that this should be passed on to the rent payers. We are campers, and conserve water where ever we are. We realize the privilege of having treated water at our disposal. We have spoken to friends that live in The Villages and they do not pay the rates that we are billed here in Water Oak. We understand that you do not have control over The Villages, but what does that have to do with rates that are charged anywhere in Florida?

We are gone from mid-May to mid-October. Our water usage is limited to the sprinkler system during this time. However, our gallon usage this year during that time was as follows:

June (5/15/99 to 6/15/99):	8840 gallons	\$10.87
July (6/15/99 to 7/15/99):	9690 gallons	\$11.31
Aug. (7/15/99 to 8/15/99):	10080 gallons	\$11.51
Sept.(8/15/99 to 9/10/99):	6350 gallons*	\$ 9.60

*This amount figured on the full usage to 9/15/99 would be 7526 gallons.

As you can see, even though we are not here we have apparently used more water almost every month while in New York State. Now you propose to raise our rates!! We are not even here to use the water five months of the year. We understand that a base rate is charged whether or not we are here to use the water...but look at the usage while we were gone.

Please reconsider this rate hike...surely you can come up with another plan of attack. Thank you for your consideration in this matter.

Sincerely,

*Karen J. Supparits
Joseph M. Supparits*

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Joseph & Karen Supparits
405 Palmer Drive
Lady Lake, FL 32159-3251



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

32399+0850



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ORIGINAL

Water Oak Utilities, Co.

DOCKET NO. 990243-WU

Name Bruce Russell

Address 713 Coupled St.
Lady Lake

RECORDS AND REPORTING

99 OCT 14 AM 9:24

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If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this case.

CUSTOMER COMMENTS

Before our rates should be increased you should check out the park for violation of over watering, if watering in a number of places in park between the hours of 11^{AM} to 4pm THEY HAVE posted not to water between these hours but continue to do so THEMSELVES.

Also they continue to raise our rate each year by 5% that puts a burden on us you would think they could use some of the raise to continue our rates at present. I think that anyone that uses an excessive amount should have to answer for this but the avg person whoes S.S.S Does need any more expenses to put them in trouble

Hope you do some checking on this!!

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Mr. Bruce Russell
713 Couples St.
Lady Lake, FL 32159



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

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Florida Public Service Commission
 Division Of Records and Reporting 540 Shumard Oak Boulevard
 Tallahassee Fl 32399-0850

RECEIVED
 FLORIDA PUBLIC
 SERVICE COMMISSION
 Oct 10 1999
 99 OCT 18 AM 7:59
 MAIL ROOM

Re Docket #990243-WU

While attending the meeting on Oct. 7th 1999, pertaining to the above, several matters were discussed regarding the application of Sun Communities Fianance Limited Partnership, (f/k/a Water Oak Utilities Company, to have the present rate structure increased for sewer and water service, in addition, recover the cost of installing 2 water tanks. I moved into Water Oak in Oct 1 1987, in the interum served 4 years on the Homeowners Ass. board, periodically we met with manegment to discuss mutual subjects, one being the matter of an amount of \$2.80 that was included in our monthly rent. Manegment explained it as follows. The first year of residency, each monthly payment included \$2.80, in each succeeding year ,monthly rent would be increased by \$2.80, the purpose for this charge was to establish reserves for the repair and replacement of items, including water and sewer facilities. The following are the amounts that have been included in my monthly rental since 1987.

RECORDS AND
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OCT 18 AM 11:26

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Oct, 1 1987	----Sept 30 1988	\$2.80 x 12 =	33.60
Oct, 1 1988	-----Sept 30 1989	\$5.60x 12=	6720
Oct, 1 1989	-----Sept 30 1990	\$8.40x 12=	100.80
Oct, 1 1990	-----Sept 30 1991	\$11.20x 12=	134.40
Oct, 1 1991	-----Sept 30 1992	\$14.00x 12=	168.00
Oct, 1 1992	-----Sept 30 1993	\$16.80x 12=	201.60
Oct, 1 1993	-----Sept 30 1994	\$19.60x 12=	235.30
Oct, 1 1994	-----Sept 30 1995	\$22.40x 12=	268.80
Oct, 1 1995	-----Sept 30 1996	\$25.20x 12=	302.40
Oct, 1 1996	-----Sept 30 1997	\$28.00x 12=	336.00
Oct, 1 1997	-----Sept 30 1998	\$30.80x 12=	369.60
Oct, 1 1998	-----Sept 30 1999	\$33.60x 12=	403.20
Oct, 1 1999	-----Sept 30 2000	\$36.40x 12=	436.80

J.R. Cronin
 663 Cedar Lane
 Lady Lake Fl. 32159

 \$3057.60

It should be noted that the above amounts are included in our regular monthly rent. Per Docket #960040-W.S, dated Jan 7 1997, The Florida Public Service Commission, per order# P.S.C-97-0034-FOF-WS, approved the transfer of Water Oak water and wastewater system to Sun Communities Fianance Limited Partnership. It is my understanding, that that prior to Sun Communities purchasing Water Oak in 1994, the amounts indicated above, were retained as reserves for future expansion of sevice(sewer and water etc), during the years prior to Sun Communities there were several increases in the monthly charge for base water rates, averaged .06 cents per 1000 gal, the average increase for basic sewer sevice was .07 cents per 1000 gal.

The purpose of this memo is to inquire, if approxitimately 720 residents have paying into a reserve account the same as was in effect with Water

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Oak, why does Sun Communities now find it necessary to have residents pay for increased sewer and water charges. If you review the current financial statement of Sun Communities, as of June 30 1999, you will note accumulated depreciation of \$845,759,000, this information is available on the web at Sun Communities.com It seems to me that residents of Water Oak have more than paid for repair and replacement of the sewer and water facilities We are a community of retired persons, prepared to pay our share of what is reasonable. This information was given to your representatives at the recent meeting, also given to St John Water reps. Trusting the above is of some help.

Thank You
John R Cronin

ORIGINAL

ROBERT M. WINFREE
101 WILLOW WAY
LADY LAKE, FLORIDA 32159

RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION

99 SEP 30 AM 8:55

MAIL ROOM

Docket No. 990243-KU
Water Oak Utilities, Co.

September 28, 1999

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

Since I will be out of the country on October 7th, when you hold your customer meeting at Water Oaks, I am sending my comments in this letter.

With regard to the new hydropneumatic tank and the replacement of the old tank, I see that the utility wants to recover the cost. This to me means an assessment on those living at Water Oaks. This is an expense of doing business and can be charged off. I see no reason to assess anyone. The utility should not be permitted to have it both ways. I am sure they are aware of being able to charge off this expense but are simply trying to make some money out of the deal.

Regarding the increase in water rates, there are a number of residents of the park who have been getting free water since they bought here. No mention of this is made in the application of the utility. Before you grant an increase in rates I think you should know how much new income will come from making these residents pay for their water which I understand the utility is going to do,

This increase is rather large, in general averaging around fifty percent. The utility states that the St. Johns Water District is requiring the implementation of a conservative water rate structure. I don't think that this should require additional personnel. If it does a part-time clerk should be able to handle it. If an average is run on water used by the residents care should be taken not to include the water used by the utility in watering their property since a good deal of wastage occurs in such watering.

Thank you for giving me this opportunity to express my views on this matter. Incidentally, I am an eleven year resident of the park.

Sincerely,

Robert M. Winfree
Robert M. Winfree

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Mr. Dale Davis
8133 Cambridge Dr.
Cicero, NY 13039-9010
2000

ORIGINAL

RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION

99 OCT -4

AM 9:40

MAIL ROOM

to: Joe Garcia
Florida Public Service Commission
FROM: Dale Davis Lot #407
Water Oak Country Club Estates
RE: Docket # 990243 - WU
Water Oak Utilities, Co.
Date: 9-30-99

Dear Sir, I would like to make the following points regarding this meeting on Oct. 7th.

- 1) It is very unfortunate that this hearing is held in Oct. when half the park is not there, as many are "snow birds" like myself, are up north.
- 2) as to the excessive water usage on a per capita basis, is the golf course usage taken into account?
- 3) Also there has been many rumors about water leaks in the park. I personally am billed 7000 to 9000 gal. when I'm not there and 24,000 to 25,000 gal. when we are there.

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3) (continued) I've asked several times to have my meter checked, and I've had my sprinkler system checked for leaks. 9000 gal. for my 3 time a week sprinkler system seems out of line.

4) As for the water flows that requires a second hydro-pneumatic tank I'd like to make 2 points:

1) As they sell new homes the water flows increase (growing from 700 to 1300 homes)

2) Do we have to pay for that expansion? And why as in any other business they don't have a Capital Fund to take care of these needs?

5) Is it a 50% plus increase out of line.