



ORIGINAL
Public Service Commission

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

DATE: January 7, 2000
TO: Division of Records and Reporting
FROM: Stephanie Clapp, Division of Water and Wastewater *Stephanie Clapp*
RE: Docket No. 970201-WU, Application for transfer of facilities of Lake Region Paradise Island and amendment of Certificate No. 582-W in Polk County by Keen Sales, Rentals and Utilities, Inc.

Please add the following to the docket file:

1. December 9, 1999, letter from Keen concerning the calculation of possible overcharge of the Lake Region Paradise Island customers.
2. December 22, 1999, letter from Keen providing samples of current bills mailed to the Lake Region Paradise Island customers reflecting the rate rollback to the level in place at the time of purchase of the system, according to our auditor.

Please note that two copies are provided.

Thank you.

Attachments

cc: Division of Water and Wastewater (Messer, Redemann)
Division of Legal Services (Crosby)

AFA _____
APP _____
CAF _____
CMU _____
CTR _____
EAG _____
LEG _____
MAS _____
OPC _____
RRR _____
SEC / _____
VAW _____
OTH _____

DOCUMENT NUMBER-DATE

00483 JAN 11 8

FPSC-RECORDS/REPORTING

KSRU

DIVISION OF
ADMINISTRATION
1999 DEC 14 PM 1:35
FLORIDA
PUBLIC SERVICE COMMISSION

Keen Sales, Rentals and Utilities, Inc.
685 Dyson Road
Haines City, FL 33844
Business Phone 941-421-6827

RECEIVED
DEC 14 1999
Florida Public Service Commission
Division of Water and Wastewater

December 9, 1999

Ms. Stephanie Clapp,
Division of Water and Wastewater
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RE: Docket No. 970201-WU, Application for transfer of Lake Region Paradise Island and amendment of Certificate No. 582-W in Polk County by Keen Sales, Rentals and Utilities, Inc.

Dear Ms. Clapp:

Enclosed you will find the summary of the requested rate overcharging for the thirty-five (35) months we have owned Lake Region Paradise Island.

We would like to state the following:

1. The rates given to us by Steve Cliett upon purchase of Lake Region Paradise Island were:
\$10.10 - Base - 5,000 gallons
1.18 - Each 1,000 gallons thereafter
2. We then incorporated the tax required by the State (4.71%) and the rates became as follows:
\$10.58 - Base - 3,000 gallons
1.24 - Each 1,000 gallons thereafter
3. Upon the request of the State, and until further notice, we have changed the rates to:
\$ 9.85 - Base - 5,000 gallons
1.15 - Each 1,000 gallons thereafter

Also, we have paid the required State Tax for the years 1997 & 1998 and will pay the required State Tax for 1999 on Lake Region Paradise Island.


To obtain the overcharging of the rates as requested, we took each individual month and broke it down as follows:

1. Those individuals who had less than the minimum at either the 3,000 gallon rate or 5,000 gallon rate.
2. Those individuals who had at least 3,000 but less than 5,000.
3. The base rate for all individuals.
4. Those individuals who had over 5,000 gallons of water.

We are enclosing a copy of the actual worksheet for the first month we billed the customers at Lake Region Paradise Island as an explanation of the above. If you would like further explanation of how we determined the overages or would like to spot check us on our calculations by requesting a few other months worksheets, please feel free to do so.

We look forward to the hasty conclusion of this matter.

Sincerely,


J. Ray Keen
President

JRK/mmc
Enclosures (2)

SUMMARY

	3000-5000	5000	BASE	Over 5000	TOTAL OVERCHARGE
97	\$ 17.50	108.36	659.92	611.69	1,397.47
98	\$ 16.79	120.42	717.59	711.20	1,566.00
99	\$ 14.81	122.76	713.21	689.28	<u>1,540.06</u>
				TOTAL	\$4,503.53 **

***NOTE: This averages to a overcharge of \$128.67 per month.

2/1/1997

3000 gallons + less
19 people
No charges

3000 gallons to 5000 gallons

20 people

Amt. gallons over charged -

$$23,590 \div 1000 = 23.59 \times 1.24 =$$

$$+ 29.25$$

$$23,590 \div 1000 = 23.59 \times 1.15 =$$

$$- 27.13$$

over charge

$$2.12$$

over 5000 gallons (Give + 5000 gal)

44 people \times 2000 gallons

$$88,000 \div 1000 = 88 \times 1.24 =$$

$$+ 109.12$$

$$88,000 \div 1000 \neq 88 \times 1.15 =$$

$$- 101.20$$

over charged

$$7.92$$

over charge on Base pay -

$$83 \text{ people} @ 10.58 =$$

$$878.14$$

$$83 \text{ people} @ 9.85 =$$

$$817.55$$

Overcharge

Difference

$$60.59$$

④ 39.00 - over chgd on residents over 5000 gallons -

③ 60.59 - over charged on Base

① 2.12 ✓ on gallons of (3000 to 5000)

② 7.92 ✓ on gallons of ~~over~~ 5000 gallons.

* 109.63 overcharge for 2/97

Gallons over 5000 FOR MONTH: $433,338 \div 1000 = 433.33 \times .094 = 39.00$

KSRU

Keen Sales, Rentals and Utilities, Inc.

685 Dyson Road
Haines City, FL 33844
Business Phone 941-421-6827

RECEIVED

DEC 28 1999

Florida Public Service Commission
Division of Water and Wastewater

December 22, 1999

Ms. Stephanie Clapp
Division of Water & Wastewater
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Lake Region Paradise Island


Dear Ms. Clapp:

Enclosed you will find copies of ten (10) bills for Lake Region Paradise Island proving that we have readjusted the rates per your request.

We have actually enclosed more than ten (10); however, there are several open accounts at the beginning of the billing list.

If you have any questions, or need any more information, please feel free to contact us.

Sincerely,


J. Ray Keen
President

JRK/mmc

FLORIDA PUBLIC SERVICE COMMISSION
1999 DEC 28 AM 8:26
DIVISION OF ADMINISTRATION

KEEN UTILITIES, INC.
 685 DYSON ROAD
 HAINES CITY, FL 33844
 (863) 421-6827
 EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
 Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
 PREV - PRES -----
 X2797900 X2798400 500 9.85
 POLK CO PUBL SVC TAX 2% ... 0.21

***** DELIVER TO *****
 ABRAM KENTER
 77 E PARADISE DR
 HAINES CITY, FL 33844

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMNT
01/01/2000	001077	10.05

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMNT
01/01/2000	001077	10.05

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
 685 DYSON ROAD
 HAINES CITY, FL 33844
 (863) 421-6827
 EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
 Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
 PREV - PRES -----
 X1090420 X1106450 16,030 23.25
 POLK CO PUBL SVC TAX 2% ... 0.48

***** DELIVER TO *****
 NANCY G. KEENE
 78 E. RIDGE DRIVE
 HAINES CITY, FL 33844

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMNT
01/01/2000	002078	23.73

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMNT
01/01/2000	002078	23.73

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
 685 DYSON ROAD
 HAINES CITY, FL 33844
 (863) 421-6827
 EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
 Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
 PREV - PRES -----
 0 0 0 -0.01
 POLK CO PUBL SVC TAX 2% ... 0.01

***** DELIVER TO *****
 OPEN ACCOUNT
 43 EAST RIDGE DRIVE
 HAINES CITY, FL 33844

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMNT
01/01/2000	003043	0.00

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMNT
01/01/2000	003043	0.00

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
685 DYSON
HAINES CITY, FL 33844
(863) 421-6827
EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
PREV - PRES
0 0 0 -0.01
POLK CO PUBL SVC TAX 2% ... 0.01

***** DELIVER TO *****

OPEN ACCOUNT
44 EAST RIDGE DRIVE
HAINES CITY, FL 33844

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT
01/01/2000 004044 0.00

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT
01/01/2000 004044 0.00

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL
IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
685 DYSON ROAD
HAINES CITY, FL 33844
(863) 421-6827
EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
PREV - PRES
X3495780 X3500580 4,800 9.85
POLK CO PUBL SVC TAX 2% ... 0.21

***** DELIVER TO *****

GUDRUN E. HOFFMAN
79 EAST RIDGE DRIVE
HAINES CITY, FL 33844

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT
01/01/2000 005079 10.05

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT
01/01/2000 005079 10.05

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL
IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
685 DYSON ROAD
HAINES CITY, FL 33844
(863) 421-6827
EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
PREV - PRES
X346090 X349950 3,860 9.85
POLK CO PUBL SVC TAX 2% ... 0.21

***** DELIVER TO *****

EDWARD/TERRY MERCER
45 EAST RIDGE DRIVE
HAINES CITY, FL 33844

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT
01/01/2000 006045 10.05

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT
01/01/2000 006045 10.05

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL
IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
685 DYSON
HAINES CITY, FL 33844
(863) 421-6827
EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
PREV - PRES

%2146810 %2153640 6,830 12.68
POLK CO PUBL SVC TAX 2% ... 0.26

***** DELIVER TO *****

MARIE HASSE
80 EAST RIDGE DRIVE
HAINES CITY, FL 33844

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT

01/01/2000 007000 12.94

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT

01/01/2000 007000 12.94

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL
IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
685 DYSON ROAD
HAINES CITY, FL 33844
(863) 421-6827
EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
PREV - PRES

%550190 %554090 3,900 9.85
POLK CO PUBL SVC TAX 2% ... 0.21

***** DELIVER TO *****

JAMES A. BELCHER
46 EAST RIDGE DRIVE
HAINES CITY, FL 33844

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT

01/01/2000 008046 10.05

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT

01/01/2000 008046 10.05

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL
IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
685 DYSON ROAD
HAINES CITY, FL 33844
(863) 421-6827
EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
PREV - PRES

0 0 0 -0.01
POLK CO PUBL SVC TAX 2% ... 0.01

***** DELIVER TO *****

OPEN ACCOUNT
47 EAST RIDGE DRIVE
HAINES CITY, FL 33844

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT

01/01/2000 009047 0.00

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT

01/01/2000 009047 0.00

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL
IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
685 DYSON
HAINES CITY, FL 33844
(863) 421-6827
EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
PREV - PRES

x135240	x140080	4,840	9.85
POLK CO PUBL SVC TAX 2% ...			0.21

***** DELIVER TO *****

JOHN/MONA MERRIAM
48 EAST RIDGE DRIVE
HAINES CITY, FL 33844

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMT
01/01/2000	010048	10.05

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMT
01/01/2000	010048	10.05

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
685 DYSON ROAD
HAINES CITY, FL 33844
(863) 421-6827
EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
PREV - PRES

x2381630	x2397600	15,970	23.18
POLK CO PUBL SVC TAX 2% ...			0.48

***** DELIVER TO *****

GEORGE F. LEE
49 EAST RIDGE DRIVE
HAINES CITY, FL 33844

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMT
01/01/2000	011049	90.48

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMT
01/01/2000	011049	90.48

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
685 DYSON ROAD
HAINES CITY, FL 33844
(863) 421-6827
EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
PREV - PRES

0	0	0	-0.01
POLK CO PUBL SVC TAX 2% ...			0.01

***** DELIVER TO *****

OPEN ACCOUNT
50 EAST RIDGE DRIVE
HAINES CITY, FL 33844

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMT
01/01/2000	012050	0.00

BILLING DATE	ACCOUNT NUMBER	PLEASE PAY THIS AMT
01/01/2000	012050	0.00

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES,
685 DYSON ROAD
HAINES CITY, FL 33844
(863) 421-6827
EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
PREV - PRES

*1621980 *1625380 3,320 9.85
POLK CO PUBL SVC TAX 2% ... 0.21

***** DELIVER TO *****

LOUIS TAKACS
51 EAST RIDGE DRIVE
HAINES CITY, FL 33844

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT

01/01/2000 013051 10.05

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT

01/01/2000 013051 10.05

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL
IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT

KEEN UTILITIES, INC.
685 DYSON ROAD
HAINES CITY, FL 33844
(863) 421-6827
EMERGENCY BEEPER: 502-0624

Return Postage Guaranteed
Address Correction Requested

METER READING - CONSUMPTION - AMOUNT
PREV - PRES

*4132790 *4140740 7,950 13.96
POLK CO PUBL SVC TAX 2% ... 0.29

***** DELIVER TO *****

RONALD JOENS
1 EAST RIDGE DRIVE
HAINES CITY, FL 33844

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT

01/01/2000 014001 14.25

BILLING ACCOUNT PLEASE PAY
DATE NUMBER THIS AMNT

01/01/2000 014001 14.25

SERVICE DISCONNECTED WITHOUT NOTICE IF BILL
IS NOT PAID WITHIN 20 DAYS. RECONNECT - \$25

RETURN THIS STUB FOR PROPER CREDIT