Date Docketed: $\underline{09/16/1998}$ Title: Investigation into potential overearnings in Highlands County by Highlands Ridge Associates. Inc.

(RAR) Completes

Section 1 - Division of Records and Repor

Company: Highlands Ridge Associates. Inc.

Docket No. 981147-WS

PSC/RAR-15 (Rev. 1/98)

Official Filing Last Day to Sus	Date: spend:			E;	xpiratio	n: _		_								
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assigned the fu	ill Comm	issio	n deci	des the	case.	Juli II	CIIIDGI			Date	e: /	1			-	

* COMPLETED EVENTS

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 981147-WS Date Docketed: 09/16/1998 Title: Investigation into potential overearnings in Highlands County by Highlands Ridge Associates, Inc.

Company: Highlands Ridge Associates, Inc.

Official Filing Last Day to Sus	Date:	Expirat	ion:									
Referred to: ("()" indicates	OPR)	ADM AFA	APP	CAF	CMU	EAG		LEG X	RAR	RRR	(WAW)	
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Full Commission Hearing Examin		on Panel	34.						-,,,			
	RAR: 09/30/1998		37.								_	
Initials: OPR Staf	f Counsel		39.									

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

	Comm	Hrg. Exam.	Staff				
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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

- Prehearing Officer

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Approved: Date: 09/30/1998

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 981147-WS

Date Docketed: 09/16/1998 Title: Investigation into potential overearnings in Highlands

County by Highlands Ridge Associates, Inc.

Company: Highlands Ridge Associates, Inc.

Official Filing Last Day to Sus		Ex	piratio	n:									
Referred to: ("()" indicates	OPR)	ADM	AFA X	APP	CAF	CMU	EAG	GCL	LEG X	RAR	RRR	(WAW)	
Section 2 - OPR	Completes and	d returns to	RAR in	10 work	cdays.				Tim	e Sched	<u>lul e</u>		
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	Staff As	ssignments		FOR I	JPDATES	CONTACT	THE RE	CORDS S		(850)	413-677		Dates
OPR Staff	J Chase, T Da S Rieger					1						Previous	74
				2.	Staff R Agenda Standar	 Regul d Order 	ar					11/03/1998	11/05/1998 11/17/1998 12/08/1998
Staff Counsel	J Brubaker			4.	Staff R Agenda	ecommer	dation					05/20/1999	04/08/1999
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Section 3 - Cha	irman Complete	28		80 96			Topo Ac		,				

Assignments are as follows:

- Hearing Officer(s)

	Comm	issio		Hrg. Exam.	Staff		
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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

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Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 981147-WS Date Docketed: 09/16/1998 Title: Investigation into potential overearnings in Highlands County by Highlands Ridge Associates, Inc.

Company: Highlands Ridge Associates, Inc.

Official Filing Date: Expira	tion:		ś							
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<u>Staff Assignments</u>	FOR	UPDATES	CONTACT	THE RE	CORDS S			413-677		Dates
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Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

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Section 1 - Division of Records and Reporting (RAR) Completes

Docket	Man	0044	147-WS

Date Docketed: 09/16/1998 Title: Investigation into potential overearnings in Highlands

County by Highlands Ridge Associates, Inc.

Company: Highlands Ridge Associates, Inc.

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Section 3 - Chai	irman Completes			1121 0000012000									

Assignments are as follows:

- Hearing Officer(s)

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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

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Docket No. 981			is and Re ite Docke			/1998 T		Investi	gation	into po	otenti	al ov	erear	nings	in High	nlands	
Company: Highl	200,033						(County	by High	lands l	Ridge	Assoc	iates	, Inc	,		
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PSC/RAR-15 (Rev. 2/00)

* COMPLETED EVENTS

(RAR) Completes

Docket No. 981147-WS Date Docketed: 09/16/1998 Title: Investigation into potential overearnings in Highlands County by Highlands Ridge Associates, Inc. Company: Highlands Ridge Associates, Inc. Official Filing Date: Last Day to Suspend: Expiration: ADM AFA APP CAF CMP CMU EAG (ECR) GCL LEG PAI RAR RGO SER WAW Referred to: ("()" indicates OPR) Time Schedule Section 2 - OPR Completes and returns to RAR in 10 workdays. WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. Program/Module Al(e) FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Current CASR revision level Staff Assignments Due Dates OPR Staff J Lingo Previous Current Staff Recommendation 08/24/2000 | 10/26/2000 Agenda PAA Order 2 09/05/2000 11/07/2000 09/25/2000 11/30/2000 Staff Counsel J Brubaker 4 Close Docket or Revise CASR 10/27/2000 01/05/2001 5 OCRs (RGO) S Rieger 6 8 10 (PAI) J Williams 11 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 Recommended assignments for hearing 31 32 33 34 and/or deciding this case: Full Commission X Commission Panel 35 Hearing Examiner 36 Date filed with RAR: 08/24/2000 37 38 Initials: OPR 39 Staff Counsel 40 Section 3 - Chairman Completes Assignments are as follows: - Hearing Officer(s) - Prehearing Officer Commissioners Hrg. Staff Commissioners ADM Exam ALL DS JC XX DS JC JB BZ XX X Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Approved: Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case. Date: 09/08/2000

PSC/RAR-15 (Rev. 2/00)

Section 1 - Division of Records and Report

* COMPLETED EVENTS

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Date Docketed: 09/16/1998 Title: Investigation into potential overearnings in Highlands

County by Highlands Ridge Associates, Inc.

(RAR) Completes

Section 1 - Division of Records and Repor

Docket No. 981147-WS

Company: Highlands Ridge Associates, Inc. Official Filing Date: Last Day to Suspend: Expiration: ADM AFA APP CAF CMP CMU EAG (ECR) GCL LEG PAI RAR RGO SER WAW Referred to: ("()" indicates OPR) <u>X</u> ___ X Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Program/Module A1(e) Staff Assignments Current CASR revision level Due Dates OPR Staff J Lingo 12 Previous Current 12/07/2000 01/25/2001 12/19/2000 02/06/2001 01/10/2001 02/28/2001 Staff Recommendation Agenda PAA Order 3. 02/16/2001 03/29/2001 Close Docket or Revise CASR Staff Counsel J Brubaker 4. 5. OCRs (RGO) S Rieger 6 8. 9 10. (PAI) J Williams 11. 12 13. 14. 15 16. 17 18 19. 20. 21. 23. 25. 26) 27. 28. 29 30. 31. Recommended assignments for hearing and/or deciding this case: 32. 33. 34. Full Commission X Hearing Examiner Commission Panel Staff 35. 36. Date filed with RAR: 12/07/2000 37 38. Initials: OPR 39 40. Staff Counsel Section 3 - Chairman Completes Assignments are as follows: - Hearing Officer(s) - Prehearing Officer Commissioners Hrg. Staff Commissioners ADM Exam. ALL DS JC PL DS JC JB BZ JB BZ X χ Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Approved: Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case. Date: 12/29/2000 * COMPLETED EVENTS PSC/RAR-15 (Rev. 2/00)

Case Scheduling/Rescheduling Advice

Last Revised 02/15/2001 at 14:32 Printed on 02/15/2001 at 16:51

Page 1 of 1

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From: Office of	Chairman E. Leo	n Jacobs					
Docket Number:	: 981147-WS						
Docket Title: 1. Schedule Info	Investigation into p	otential overearnir	ngs in Highlands C	ounty by Highland	s Ridge Associates,	Inc.	
Eve	ent	Former Date	New Date	Loca	ation	Ti	me
See Remarks Be	elow		02/17/2001	Tallahassee		9:00 AM -	10:00 AM
		2					
2. Hearing/Preh	earing Assignme	ent Informati	on	- 19			
***	Form	er Assignmen	nts		Current Assi	gnments	
Hearing Officers	Commission	oners Hea	aring Staff	Cor	mmissioners	Hearing Exam.	Staff
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Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

THIS FORM IS FOR CMS COMMISSIONER REASSIGNMENT PURPOSES ONLY.

PSC/JBE 8 (06/1999) CCS Form Number: 981147-WS-00001-001

Section	1	+	Division	of	Records	and	Report	(RAR)	Completes

Docket No. 981147-WS

 $\hbox{ Date Docketed:} \quad \underline{09/16/1998} \quad \hbox{Title:} \quad \hbox{Investigation into potential overearnings in Highlands} \\ \quad \hbox{County by Highlands Ridge Associates, Inc.}$

Company: Highlands Ridge Associates, Inc.

Official Filing Last Day to Sus	Date:pend:	Expira	tion:	16 2 <u> </u>										
Referred to: ("()" indicates	OPR)	ADM	AFA	APP	CAF CMP	CMU	EAG (EC	R) GCL	LEG X	PAI RA	AR RGO	SER	WAW	
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	Staff Assignments			FOR U	PDATES COM	ITACT	THE RECO	RDS SEC	CTION:	(850)	413-6770) '	Due (Dates
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Assignments are as follows:

- Hearing Officer(s)

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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

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Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 981147-WS

Date Docketed: $\underline{09/16/1998}$ Title: Investigation into potential overearnings in Highlands County by Highlands Ridge Associates, Inc.

Company: Highlands Ridge Associates, Inc.

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Referred to: ("()" indicates	OPR)	ADM	AFA	APP	CAF CMP	CMU	EAG (ECR)	GCL	LEG X	PAI X	RAR	RGO X	SER	WAW	***
Section 2 - OPR	Completes and return	s to RAR	in 10	workd	ays.				Tim	e Sch	edule				
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Initials: OPR Staf	f Counsel			38.									_ _		
Section 3 - Cha	irman Completes	n/	ļ	Assignm	ments are	as fo	ollows:								

- Hearing Officer(s)

	Comm	issio	Hrg. Exam.	Staff			
ALL	JC	DS	JB	BZ	PL	EXAM.	
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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

	Comm	ADM			
JC	DS	JB	BZ	PL	
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Approved:	Z	1sn	
Date: _Pending		2/23/01	

Section 1 - Division of Records and Report (RAR) Completes Date Docketed: 09/16/1998 Title: Investigation into potential overearnings in Highlands Docket No. 981147-WS County by Highlands Ridge Associates, Inc. Company: Highlands Ridge Associates, Inc. Official Filing Date: Last Day to Suspend: Expiration: ADM AFA APP CAF CMP CMU EAG (ECR) GCL LEG PAI RAR RGO SER WAW Referred to: ("()" indicates OPR) <u>X X X</u> Time Schedule Section 2 - OPR Completes and returns to RAR in 10 workdays. WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Program/Module Al(e) Staff Assignments Current CASR revision level Due Dates OPR Staff J Lingo 15 Previous Current 03/22/2001 05/17/2001 04/03/2001 05/29/2001 <u>Staff Recommendation</u> Agenda 2. 04/23/2001 06/19/2001 05/31/2001 07/31/2001 PAA Order 4. Staff Counsel J Brubaker Close Docket or Revise CASR OCRs (RGO) S Rieger 6 8 9 10. (PAI) J Williams 11 12. 13. 15. 16 17 18 19 20 21. 22 23 24. 25 26.) 27 28 29. 30 Recommended assignments for hearing 31. and/or deciding this case: 32 33 Commission Panel 34 Full Commission 35 Hearing Examiner Staff 36 Date filed with RAR: 03/22/2001 37. 38. 39 Initials: OPR Staff Counsel 40. Section 3 - Chairman Completes Assignments are as follows: - Prehearing Officer - Hearing Officer(s) Staff Commissioners Commissioners Hrg. ADM Exam. ALL JC DS PL JC DS JB BZ PL JB BZ X X X Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Approved: Where one Commissioner, a Hearing Examiner or a Staff Member is

PSC/RAR-15 (Rev. 2/00)

assigned the full Commission decides the case.

* COMPLETED EVENTS

Date: Pending

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Section 1 - Division of Records and Report (RAR) Completes

09/16/1998 Title: Investigation into potential overearnings in Highlands Docket No. 981147-WS Date Docketed: County by Highlands Ridge Associates, Inc.

Company: Highlands Ridge Associates, Inc.

Official Filing Last Day to Susp	Date: pend:	Expira	ition:	_											
Referred to: ("()" indicates	OPR)	ADM	AFA	APP	CAF CM	IP CMU	EAG	(ECR) (GCL L	EG PA	RAR	RGO X	SER	WAW	
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Program/Module	Al(e)		9	WARNI	NG: THIS	S SCHEDU	JLE IS	AN IN	TERNAL	PLANN:	ING DOO	UMENT	<u>:</u>		
	Staff Assignments			FOR U	PDATES (CONTACT	THE R	ECORDS	SECT1	ON: (8	50) 413	3-6770		Due [<u>Dates</u>
OPR Staff	J Lingo	-				16								Previous	Current
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Staff Counsel	J Brubaker			4.	Close Do	ocket or	r Revis	se CASI	R						08/23/2001
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Full Commissi	on Commission Pa ner Staff	inel -	X	34. 35.									- -		
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Initials: OPR Staf	f Counsel			38. 39. 40.											

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

	Comm	Hrg. Exam.	Staff				
ALL	JC	DS	JВ	BZ	PL	EXalli.	
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Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved:

DS

JC

Date: Pending

- Prehearing Officer

Commissioners

JB

ADM

STATE OF FLORIDA

Commissioners: JULIA L. JOHNSON, CHAIRMAN J. TERRY DEASON SUSAN F. CLARK JOE GARCIA E. LEON JACOBS, JR.



DIVISION OF WATER & WASTEWATER CHARLES H. HILL DIRECTOR (850) 413-6900

Public Service Commission

November 5, 1998

Mr. John B. Juve President, Highlands Ridge Associates, Inc. P. O. Box 768 Sebring, FL 33871-0768

DOCKET NO. 981147

Investigation into potential overearnings in Highlands County by Highlands Re: Ridge Associates, Inc.

Dear Mr. Juve:

As we discussed yesterday, you will find enclosed a copy of Staff's recommendation in the above-referenced case which was filed today. I will call you during the afternoon of Tuesday, November 10, 1998 in order to discuss any questions you may have.

I look forward to speaking with you again. If I may be of assistance to you in the meantime, please do not hesitate to contact me at (850) 413-6964.

Sincerely,

Jennie Ling

Economic Analyst

Bureau of Policy Development

and Industry Structure

\FJL

cc:

Division of Water and Wastewater (Hill, Williams, Shafer, Chase)

Division of Legal Services (Brubaker)

Division of Records and Reporting (docket file)

DOCUMENT NO

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

PSC Website: www2.scri.net/psc Internet E-mail: contact@psc.state.fl.us

ACK ___

AFA ____

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1 IN ____ OPC ____

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50 DEC -7 PM 1:50

MEMORANDUM

December 7, 1998

RECURLO AND

TO:

DIVISION OF RECORDS AND REPORTING

FROM:

DIVISION OF LEGAL SERVICES (BRUBAKER)

RE:

DOCKET NO. 981147-WS - INVESTIGATION INTO POTENTIAL OVEREARNINGS IN HIGHLANDS COUNTY BY HIGHLANDS RIDGE

mailed-RAR

ASSOCIATES, INC.

PSC-98-1623-FOF-WS

Attached is an <u>ORDER INITIATING INVESTIGATION INTO RATES AND CHARGES AND MAKING REVENUES SUBJECT TO REFUND</u>, to be issued in the above-referenced docket.

(Number of pages in order - 18)

JSB/lw

Attachment

cc: Division of Water and Wastewater (Chase, T. Davis, Lingo,

Rieger)

I:9811470R.JSB

ATTACHMENT(S) NOT ON-LINE

DOCUMENT NO

14889-02

MEMORANDUM

RECEIVED-FPSC

99 NOV -5 PM 3: 45

November 5, 1999

RECORDS AND REPORTING

TO:

DIVISION OF RECORDS AND REPORTING

FROM:

DIVISION OF LEGAL SERVICES (BRUBAKER)

RE:

DOCKET NO. 981147-WS - INVESTIGATION INTO POTENTIAL OVEREARNINGS IN HIGHLANDS COUNTY BY HIGHLANDS RIDGE

ASSOCIATES, INC.

2164-PC0

Attached is an ORDER REQUIRING THE UTILITY TO HOLD ADDITIONAL REVENUES SUBJECT TO REFUND, to be issued in the above-referenced docket.

(Number of pages in order - 7)

JSB/lw

Attachment

cc: Division of Water and Wastewater (Williams, Bethea, Lingo, Rieger)

I:9811470R.JSB

\(\int\),

June 7, 2000

APP

CAF

CMP COM

Your Docket No. 9 8 1 1 4 7 - W

Director, Division of Records and Reporting Florida Public Service commission 2540 Shumard Oak Boulevard Tallahassee, FL, USA 32399-08570



RE: JUNE 19, 2000 INVESTIGATION INTO POTENTIAL OVEREARNINGS IN HIGHLANDS COUNTY BY HIGHLANDS RIDGE ASSOCIATES INC. MEETING AT HIGHLANDS RIDGE, AVON PARK, FL, USA @ 1500 HRS

ATTACHED ARE COPIES OF: MEETING NOTIFICATION - CURRENT WATER BILL - 1999 H.R.A ANNUAL DRINKING WATER QUALITY REPORT

We contracted for our home in Highland Ridge in January 1992, and finalized the sale in July 1992. We were one of the first 100 homeowners, and felt secure in the protection the State of Florida offered to its seniors when purchasing a home in an adult community. Highlands Ridge Associates enjoyed an excellent reputation for 'living by their word'.

At the time we purchased our home, the prospectus claimed that the water usage could be budgeted at around twenty-five dollars [\$25.00] per month as the water and sewage treatment plant were owned/operated by the Highlands Ridge Associates. Because we are 'Snowbirds', we would be in a position to budget a lesser amount.

During the initial purchase, we decided to utilize a satellite TV connection as soon as it was available. Not only would we have a broader base of programming from which to choose, we would also be free of the high reconnection charges levied by the local cable company. [Arrangements were made to pay for cable by the year, but that was of no benefit to we 'Snowbirds'.] TV was of no initial import, but would negatively impact all within the year.

Within six months of taking possession of our home, we were advised of a substantial increase in the cost of obtaining our water. We were also advised that we would be financially responsible for the cost of water used to maintain the rented RGO responsible for the cost of water used to maintain the rented manufactured home was located, and expected maintain a high standard of well cared for property.

Graham reinstalled our outdoor watering system to include a water sensor on the roof, five-zones to control how much watering is done and when, micro jets to decrease water wastage, and, working with Highlands County Agriculture Centre, chose drought resistant plants, shrubs and trees.

We, although teased about our degree of cleanliness, are quite conscience of water conservation and recycling within our home as well as in our community in the USA and Canada.

In January 1993, Highlands Ridge Associates announced that because of the unhappiness over the water issue, they would supply free TV Cable Service for five years to the residents. We were allowed no choice, nor input, pertaining to this unacceptable financial burden for a necessary commodity.

We, of course, did not benefit at all!

Over the years, the water and sewage rates were raised 'according to the limits set by the State of Florida' as often as possible. We currently pay an average of sixty dollars [\$60.00] per month when in residence, and fifty dollars [\$50.00] per month when we are not in residence.

Of major concern to us is the breakdown of our monthly bill. The [connection] 'base charges' for water and sewage are the primary reason for our high water bills. Water used to maintain the [outside] rented land is secondary. Our personal, in house use is relatively minor. Who sets the 'base charges'?

Another concern is having the sewage costs tied to the metered water usage. When we are away for six months, having first shut off the household water supply, none of the water used enters the sewage system. Water used for irrigation purposes puts no additional strain on the sewage treatment plant, as it is entirely utilized by the lawn, etc

Although we have not had a sample of our household water tested, by a government lab for quality and safety, we have noticed that it is not clear when accumulated in a clean bathtub. We, while acknowledging this is a personal choice, purchase bottled drinking water because of the aforementioned appearance of the tap water, and because of what we consider an 'odd' taste.

The attached report forwarded to us by HRA states that their water meets Florida standards. We are unsure of the impact of the warning: 'Some people may be more vulnerable to contaminants in drinking water than the general population...... Is our water safe to those who are immuno-comprised or isn't it?

In as much as we feel that most of the water used is for the benefit of the HRA, to assist them in their efforts to make further sales, we feel that we are paying more than a fair rate for the water and sewage services we use.

The HRA appear to be making an unfair profit on a resource that belongs to all residents of the State of Florida.

Our comments are respectfully submitted without prejudice.

Sincerely,

FLORIDA, USA RESIDENCE:

Bev & Graham Donaldson Highlands Ridge / Marina Cove 2870 South Dockside Drive Avon Park, FL USA 33825-6008

Telephone/Fax: 863-471-3663

e-mail: dnldsn@hotmail.com

ONTARIO, CANADA RESIDENCE:

Bev & Graham Donaldson The Crosswinds #2214 - 641 Bathgate Drive Ottawa, ON Canada K1K 3Y3

Telephone/Fax: 613-741-7006

e-mail: onabon@canada.com

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF CUSTOMER MEETING TO THE CUSTOMERS OF HIGHLANDS RIDGE ASSOCIATES, INC. AND ALL OTHER INTERESTED PARTIES DOCKET NO. 981147-WS

INVESTIGATION INTO POTENTIAL OVEREARNINGS IN HIGHLANDS COUNTY BY HIGHLANDS RIDGE ASSOCIATES, INC.

DATED: JUNE 2, 2000

Notice is hereby given that the Staff of the Florida Public Service Commission will conduct a customer meeting to discuss the above investigation of Highlands Ridge Associates, Inc. in Highlands County, at the following date, time and location:

Monday, June 19, 2000 Grand Room at Highlands Ridge 3003 South Fairway Vista Drive Avon Park, Florida 3:00 PM

All persons who wish to testify are urged to be present at the beginning of the meeting, since the meeting may be adjourned early if no customers are present. One or more of the Commissioners of the Florida Public Service Commission may attend and participate in this meeting.

PURPOSE

The purpose of the meeting is to give customers and other interested persons an opportunity to offer sworn testimony to the Commission staff regarding the quality of service provided by the utility and to ask questions or offer comments on the Staff's proposed rates as well as other issues. These other issues include: 1) an appropriate disposition of any overearnings, (to the extent such overearnings are found to exist); and 2) a presentation by the Southwest Florida Water Management District (the "District") regarding the customers' high per capita usage and methods to reduce such usage including conservation programs and an inclining block rate structure for residential customers. Staff members will summarize the preliminary work accomplished and answer questions. A representative from the utility will also be present.

Any person who wishes to comment or provide information to Staff may do so at the meeting, orally or in writing. Written comments may also be sent to the Commission at the address given at the end of this notice.

Any person requiring some accommodation at the customer meeting because of a physical impairment should call the Division of Records and Reporting at (850) 486-8371 at least five calendar days prior to the meeting. If you are hearing or speech impaired, please contact the Florida Relay Service by using the following numbers: 1-800-955-8700(VOICE) or 1-800-955-8771(TDD).

How to Contact the Commission

Written comments regarding Highlands Ridge Associates, Inc.'s service or the proposed rates and charges may be sent to the Commission at the following address and should refer to Docket No. 981147-WS, which is the docket number assigned to this proceeding:

Director, Division of Records and Reporting Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-08570

Complaints regarding Highlands Ridge Associates, Inc.'s service or the proposed restructuring of rates may be made to the Commission's Division of Consumer Affairs at the following toll free number: 1-800-342-3553.

This note was prepared by the Utility at the direction and with the approval of the Commission staff for distribution to the Utility's customers.

hra\cstmrmtg2.not

Bev & D Graham Donaldson Highlands Ridge/Marina Cove 2870 South Dockside Drive Avon Park FL USA 33825-6008

863-471-3663

Bev & D Graham Donaldson The Crosswinds - Suite 2214 641 Bathgate Dr @ Montreal Rd Ottawa ON Canada K1K 3Y3

613-741-7006

Inldsnehotmail.com

The Villages of Highlands Ridge

Bill rendered to:

BEV DONALDSON 2870 DOCKSIDE DRIVE AVON PARK, FL 33825Utility Statement

3003 E. Fairway Vista Drive Avon Park, Florida 33825 (863) 471-9976

Service Address:

2870 S. DOCKSIDE DRIVE

Account Number:

019

	Meter Reading Date:
	To 04/26/2000
Service Description:	FROM: 0372272000
Code Description Prior Readin W01 Water Service 113352 S01 Sewer Service 113352 Accounting:	Current Reading Consumption Charge 115019 16670 30.92 115019 16670 27.08 57.97
Balance forward from last statement \$	38.64
Payments Applied	-300.00
34 DAY 5 -> New Charges	57.97
Adjustments	0.00
PLEASE PAY THIS AMOUNT\$	-203.39 DUE DATE: 65/15/2000
Please Detach Below	and Return with Payment
Customer: Service 2870 DOCKSIDE DRIVE AVON PARK, FL 33825-	e ID: 019 2870 S. DOCKSIDE DRIVE
Amount Due: -203.39 Amount Paid: 20	00 Check No. 022
DUE DATE: 05/15/2000 = 6/	REDIT BALANCE: \$ 403.39

Pdck#022 on 5/5/00 \$200.00 @



September 27, 1999

Dear Highlands Ridge Residents

The State of Florida's Department of Environmental Protection recently mandated that every community public water system prepare and publish a yearly Consumer Confidence Report in accordance with rule 62-550.842, F.A.C.

Enclosed you will find the Annual Drinking Water Quality Report for the period 1/1/98 through 12/31/98 which includes test results in earlier years for contaminants sampled less often than annually. For contaminants not required to be tested for in 1998, test results are for the most recent testing done in accordance with the regulations. We are very pleased to report our system had no violations.

Our maintenance staff, with additional help from Short Utility Service, is dedicated to meeting your water needs. We are proud that our drinking water meets or exceeds all Federal and State requirements. We pledge to continue to provide top quality water to every resident at Highlands Ridge.

Very truly yours,

Diane Granholm

Property Manager

Jane Granliotm)

1999 Annual Drinking Water Quality Report Highlands Ridge of Lake Bonnet

We're pleased to present to you this year's Annual Quality Water Report. This report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water. Our water source is two wells that draw water from the Floridan aquifer.

We are pleased to report that our drinking water meets federal and state requirements.

If you have any questions about this report or concerning your water utility, please contact Diane Granholm at (863) 471-1117. We want our valued customers to be informed about their water utility.

Highlands Ridge routinely monitors for contaminants in your drinking water according to Federal and State laws. This table shows the results of our monitoring for the period of January 1st to December 31st, 1999 and includes test results in earlier years for contaminants sampled less often than annually. For contaminants not required to be tested for in 1999, test results are for the most recent testing done in accordance with the regulations.

As water travels over the land or underground it can pick up substances or contaminants such as microbes, inorganic and organic chemicals, and radioactive substances. It's important to remember that the presence of these contaminants does not necessarily pose a health risk.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More

information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

In this table you will find many terms and abbreviations you might not be familiar with. To help you better understand these terms we've provided the following definitions:

Non-Detects (ND) - laboratory analysis indicates that the constituent is not present.

Parts per million (ppm) or Milligrams per liter (mg/l) - one part per million corresponds to one minute in two years or a single penny in \$10,000.

Parts per billion (ppb) or Micrograms per liter - one part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Picocuries per liter (pCi/L) - picocuries per liter is a measure of radioactivity in water.

Action Level - the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Maximum Contaminant Level - The "Maximum Allowed" (MCL) is the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal - The "Goal" (MCLG) is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

		TE	EST RESU	ULTS 7	CABLI	Ξ	
Contaminant and Unit of Measurement	MCL or /AL Violation Yes/No	Level Detected	Range	MCLG	MCL	Date of Sample	Likely Source of Contamination
Radiological Contan	ninants		*.		,,,,,,,,, 	100000000000000000000000000000000000000	-
Alpha (pCi/l)	NO	2.2	N/A	0	15		Decay of natural and man-made deposits
Inorganic Contamin	ants						
Barium (ppm)	NO	0.03	N/A	2	2		Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Copper (tap water) (ppm)	NO	0.49	All sampling sites below action level	1.3	AL=1.3		Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Fluoride (ppm)	NO	0.09	N/A	4	4	1997	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Lead (tap water) (ppb)	NO	3	All sampling sites below action level	0	AL=15	1999	Corrosion of household plumbing systems, erosion of natural deposits
Lead (point of entry) (ppb)	NO	2	N/A	n/a	15	1997	Residue from man-made pollution such as auto emissions and paint.; lead pipe, casing, and solder
Sodium (ppm)	NO	4.1	N/A	n/a	160	1997	Salt water intrusion, leaching from soil

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly

at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

As you can see by the table, our system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

In our continuing efforts to maintain a safe and dependable water supply it may be necessary to make improvements in your water system. The costs of these improvements may be reflected in the rate structure. Rate adjustments may be necessary in order to address these improvements.

We at Highlands Ridge work around the clock to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future.

Name RICHARD + BARBARA QUINBY PROBLEM SON PART SON SON PROBLEM STORY SON SON SON PROBLEM SON SON SON SON PROBLEM SON SON PROBLEM SON PROBLEM SON PROBLEM SON PROBLEM SON PROBLEM SON SON PROBLEM SON PROBLEM SON PROBLEM SON PROBLEM SON PROBLEM SON SON PROBLEM SON PROBLEM SON PROBLEM SON PROBLEM SON PROBLEM SON SON PROBLEM SON PROBLEM SON PROBLEM SON PROBLEM SON PROBLEM SON SON PROBLEM SON PROBLEM SON PROBLEM SON PROBLEM SON PROBLEM SON SON PROBLEM S

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 a correspondence file.

CONSUMER COMMENTS	
D. We don't use 10,000 gal. of wask water, It is drashialle	
De low what you pay the average per household use is the is. De we are being charged for sever use for irrigation water	
Which doesn't go to the pewer. 3) we have installed a peparate maker for monitoring	
pubs toutably LESS water we than billed for sever	
4) We filed a complaint with PSC which we have.	
not heard about, although we have spoken on the phone	
plice that complaints must be answerd in writing within 20 days be are still waiting, We unforwed the	# # 216623 W
consumer completer at theor of our address up north.	3/000
use atthough irrigation water is used. We are still	
changel for household use for unigotion water.	

COM CTR ECR LEG OPC PAI RGO SEC SER OTH **CCA Official Filing:**

7/17/01***** 1:29 PM*******Linda Williams*********1

Linda Williams

From: Sent:

Lysa White

Tuesday, July 17, 2001 1:16 PM

48

To: Cc: CCA - Orders / Notices

COMMISSION CLERK

Subject:

June Ariola; Janet Harrison Order / Notice Submitted

Date and Time:

7/17/01 1:14:00 PM

Docket Number: Filename / Path:

981147-WS i:\981147or.jsb

The above PAA Order has been efiled. Please note that pages 35,36 & 37 are not online. A hard copy will be furnished to you.

CCA Official Filing:

Matilda Sanders

From:

Lysa White

Sent:

Monday, August 13, 2001 3:12 PM

To:

CCA - Orders / Notices; June Ariola; Janet Harrison

Subject:

Order / Notice Submitted

Date and Time: **Docket Number:** 8/13/01 3:12:00 PM 981147-WS Highlands

Filename / Path:

i:\981147co.jsb

The above-referenced Consummating Order has been efiled.

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	37	OK	003	803	00:00:25	XMT	8 613Ø55774491	3UN-08	16:30	8107A2000A070
	38	OK	003	804	00:00:55	XMT	a 96816515	JUN-08	16:31	6107A2000B070
	39	OK	003	805	00:00:51	XMT	a 94256361	JUN-08	16:36	0107A20009030
	90	OK	003	806	00:01:21	XMT	a 617247439592	JUN-11	10:55	0107A20008030
	91	OK	001/001	807	00:00:32		a 617277385554	JUN-11	14:21	0107A2000A070
	92	OK	007	808	00:01:50	XMT	a 614072448794	JUN-11	15:35	6107A2000B070
	93	OK	013	809	00:03:10	XMT	RECORDS CENTER	JUN-12	09:55	C107A200BBCC0
	94	OK	001/001	810	00:00:11		85Ø 932 9536	JUN-12	10:18	050FC0000A070
	95	OK	001	811	00:00:30	RCV RCV	838 332 3330	JUN-12	11:12	0407C0000A070
	96	OK	002	812	00:00:38	RCV	850 877 0673	JUN-12	11:59	0500000000030
	97	OK	001	813	00:00:43		850 224 5595	JUN-12	12:02	050FC0000BCD0
	98	OK	001	814	00:00:22	RCU	RECORDS CENTER	JUN-12	14:17	C107A200BBCC0
	99	OK	001/001	815	00:00:11	XMT	RECORDS CENTER	JUN-12	14:18	C107A200BBCC0
	90	OK	001/001	816	00:00:12	XMT	≈ 941Ø9376	JUN-12	14:25	E107A2000A070
	01	OK	001/001	817	00:00:43	XMT	a 92245595	JUN-12	14:26	2107A2000BDB0
	02	OK	001/001		00:00:16	XMT	8502222912	JUN-12	14:58	050FC00000070
	03	OK	001	819	00:00:36	RCU	a 92222912 a 92222912	JUN-12	15:13	0007A20008030
	04	OK	007	820	00:02:35	XMT	a 94136539	JUN-12	15:16	0107A20001070
	05	OK	002/002		00:00:34	XMT		JUN-12	15:26	E107A2000A070
	06	OK	001/001		00:00:43	XMT	3 94109376	JUN-12	15:50	050FC00001070
	07	OK	003	823	00:01:29	RCU	P 64067400606E			0100A20000030
	08	OK	001/001		00:00:30	XMT	a 618634026765	JUN-12	16:54	
	09	OK OK	001	825	00:00:32	RCV	904 222 7952	JUN-13	13:04	0502C00001070
	10	OK	001	826	00:00:43	RCV	850 877 0673	JUN-13	13:12	0500C000000030
	11	OK	002	827	00:00:42	RCV	8509216700	JUN-13	14:29	0507C0000A070
	12	OK	001	828	00:00:34	RCU	© 000454.05	JUN-13	14:36	0507C0000A070
	13	OK	004 001	829	00:00:29	XMT	≅ 92247197	JUN-13	15:43	0107A2000BDD0
	14 15	OK OK	002	830 831	00:00:28	RCV	8508783471	JUN-14	09:04	0507C0000A030
					00:00:37	RCV	850 222 0398	JUN-14	09:18	050FC0000BCD0
	16	436	000	832	00:00:21	RCV	8506563233	JUN-14	10:34	0507C0000A030
	17	436	000	833	00:00:21	RCV	8506563233	JUN-14	10:36	0507C0000A030
	18	OK	001	834	00:00:32	RCV	8506563233	JUN-14	10:37	0507C0000A030
	19 20	OK OK	002	835	00:00:31	RCV	727 892 2328	JUN-14	10:48	0507C0000A070
			001	836	00:00:27	RCV	727 820 5026	JUN-14	10:59	0507C0000A070
	21	OK	008	837	00:02:56	XMT	a 96563233	JUN-14		0107A2000A030
	22	OK OK	001/001		00:00:11	XMT	RECORDS CENTER	JUN-14	11:23	C107A200BBCC0
	23 24	OK	002	839	00:00:31	RCU	850 681 9012	JUN-14	11:31	0507C0000A070
		0K	001/001		00:00:44	XMT	9 4109376	JUN-14	13:02	E107A2000A070
	25	420	000	841	00:00:42	RCU		JUN-14	14:55	0000000000000
	26 27	DK OK	001 001/001	842	00:00:15	RCV		JUN-15	09:56	0407C0000ACD0
	28	OK OK	001/001	843	00:00:12	XMT	RECORDS CENTER	JUN-18	09:21	C107A200BBCC0
	29	. OK	001	844	00:00:19	RCV	8504253415	JUN-18	10:31	0507C0000BCB0
	30	OK	006	845	00:00:14	RCV	850 681 9012	JUN-18	16:08	0507C0000BDD0
	31	OK	006	846	00:01:14	XMT	≈ 618634711743 √	JUN-18	17:08	2107A2000AD80
	32	OK	018	847	00:01:43	XMT	■ 96564029 V	JUN-18	17:10	8107A2000A070
	33	OK OK	018/018	848	00:02:07	XMT	BELLSOUTH	JUN-18	17:17	8107A2000BDB0
	34 34	OK	018/018		00:10:09	XMT	8 96816515	JUN-18	17:22	E100A20001030
	35 35	OK OK	018/018		00:04:36	XMT	≅ 613Ø55774491	JUN-18	17:33	8107A2000A070
		UN	010/010	043	00:07:23	XMT	8 94256361	JUN-18	17:38	0107A20009030