

ORIGINAL

SCANNED

Application for a Staff Assisted Rate Case in Polk County by

River Ranch Water Management, L.L.C.

DOCKET NO. 021067-WS

COMMISSION CLERK

APR 23 - 6 AM 9:51

APPROVED FPSC

Name Bob and Ruth Crawford
Address 25352 Canterbury Drive (Country-Side)
Lake Wales, Fla. 33898

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

Thank you for your meeting held on Wednesday, April 23rd. It was very informative! (Sorry for the delay in mailing this - we are now in Vermont for summer)

We have an extra lot next to the lot on which our home is located. We do not feel that we should be charged for water on this extra lot.

We do have a water meter on our lot on which our home is located. We feel this water meter should be read and this is how we should be charged for our water. We are only in Florida for six (6) months of the year and we do not use any water during the summer months. Please do not charge us for water on our empty lot, or for the six months we are not in Florida

The meter, on the property where our home is located, should be read monthly!

Thank You!

Ruth and Bob Crawford

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 09801-07
DISTRIBUTION:

- AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC
OTH

Bob and Ruth Crawford
25352 Canterbury Drive (Country-Side)
Lake Wales, Fla. 33898

STAMP

Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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DISTRIBUTION CENTER
03 JUN -6 AM 9:03

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ORIGINAL

Application for a Staff Assisted Rate Case in Polk County by

River Ranch Water Management, L.L.C.

DOCKET NO. 021067-WS

Name ARMAND F. SQUIRES

Address 1980 N. E. 17TH ST. #101

DEERFIELD BEACH FL. 33441

(954) 294-9624 (954) 419-9767

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

AS A PROPERTY OWNER - WITHOUT A HOME - HOW BIZARRE TO WANT TO MAKE US PAY FOR SOMETHING WE DON'T USE!

UTILITIES ARE PROVIDED TO HOME OWNERS. WE ARE NOT HOME OWNERS. WE AS LOT OWNERS SHOULD NOT BE BLAMED FOR THEIR LOSS OF REVENUE.

THANK YOU
ANDREA SQUIRES
ARMAND SQUIRES
RIVER RANCH STORES
BLK 57 LOT 1

- AUS _____
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- OPC _____
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- SEC _____
- OTH _____

● ORIGINAL ●

Application for a Staff Assisted Rate Case in Polk County by

River Ranch Water Management, L.L.C.

DOCKET NO. 021067-WS

SCANNED

All those who could not attend meeting 4/23/03, please complete this + mail in. Before 5-22-03

Name Vernon + Linda Romans
Address 3905 Delta Dawn Ln.
N. Las Vegas, NV 89032

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.

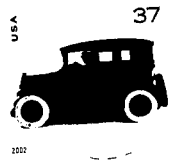
CONSUMER COMMENTS

We own Lot #9 @ River Ranch shores. This is a vacant Lot.
You want to charge to have Main installed to each Lot + Resident. These lines were already installed years ago when the subdivision was first developed. You can't charge us for something that is already in existance.

- AUS _____
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- CTR _____
- ECR
- GCL
- OPC _____
- MMS _____
- SEC _____
- OTH _____

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Mr. & Mrs. Vernon Romana
3905 Delta Dawn Ln.
North Vegas, NV 89030



Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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All those who could not attend meeting 4/23/03, please complete this + mail in.

Application for a Staff Assisted Rate Case in Polk County by

River Ranch Water Management, L.L.C.

DOCKET NO. 021067-WS

Name JAMES R. THOMAS B. WILKINS

Address 25323 COLUMBIA CIRCLE

LAKE WALES FL. 33898

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

*We moved into our house Dec 20 2002
our water was on. We have not received
any bills for water or sewer. The water
isn't very good. We buy our drinking
water. We have a water meter.*

*Thank you
James R. Wilkins*

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J. Williams

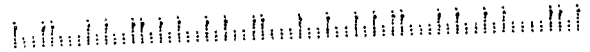
11240 Robinson 128

Hellman 122 49746



Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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ORIGINAL

Application for a Staff Assisted Rate Case in Polk County by

River Ranch Water Management, L.L.C.

DOCKET NO. 021067-WS

All those who could not attend meeting 4/23/03, please complete this + mail in. Before 5-22-03

Name Jeremiah E. Shirey + Aletha M. Shirey

Address 25343 Columbia Circle (River Ranch)

Lake Wales, FL 33898-9170

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

We live in River Ranch shares sub known as country side. Have been there 30 yrs. We have water meters that was put in by HAC Corp. when sub. was built, water has been real bad. taste chlorine + rust we buy are drinking water.

We also purchased 4 vacant lots and charged \$600.00 per lot for hook up fee, but we never pulled a permit to build. Lots were sold and we never received a return on fees.

Thank you.

Aletha M. Shirey

S Jeremiah & Aletha Shirey
25343 Columbia Circle
Lake Wales, FL 33898

RECEIVED PSC
MAY 19 AM 9:26
COMMISSION
CLERK

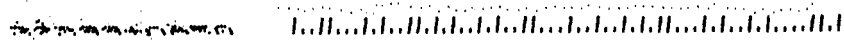
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S

Jeremiah & Aletha Shirey
25343 Columbia Circle
Lake Wales, FL 33898



Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



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ORIGINAL

Application for a Staff Assisted Rate Case in Polk County by

River Ranch Water Management, L.L.C.

DOCKET NO. 021067-WS

Name Suzanne Militello

Address 2744 SW 14th Dr.

Deerfield Beach, FL 33442

RECEIVED
RETURN RECEIPT
REQUESTED

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

my husband and I own two pieces of property and do not agree with this service charge. How can you justify charging someone for these utilities when nothing exists? There isn't even hook-ups there yet. This is simply grass, that is it! When access to water and sewage are there, that is something to be considered then. When we have a home with water and sewage hook-ups on this property, we can see justification in paying a monthly fee. Are we going to be charged double monthly fees if we decide to build a home in the center of both lots?? Does this all seem fair to you?

Suzanne and Salvatore

- AUS
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5-16-03

2744 SW 14th Dr
Deerfield Beach,
FL 33442

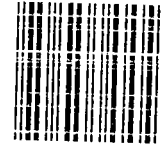
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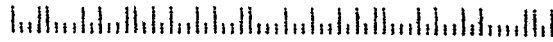
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**RETURN RECEIPT
REQUESTED**

Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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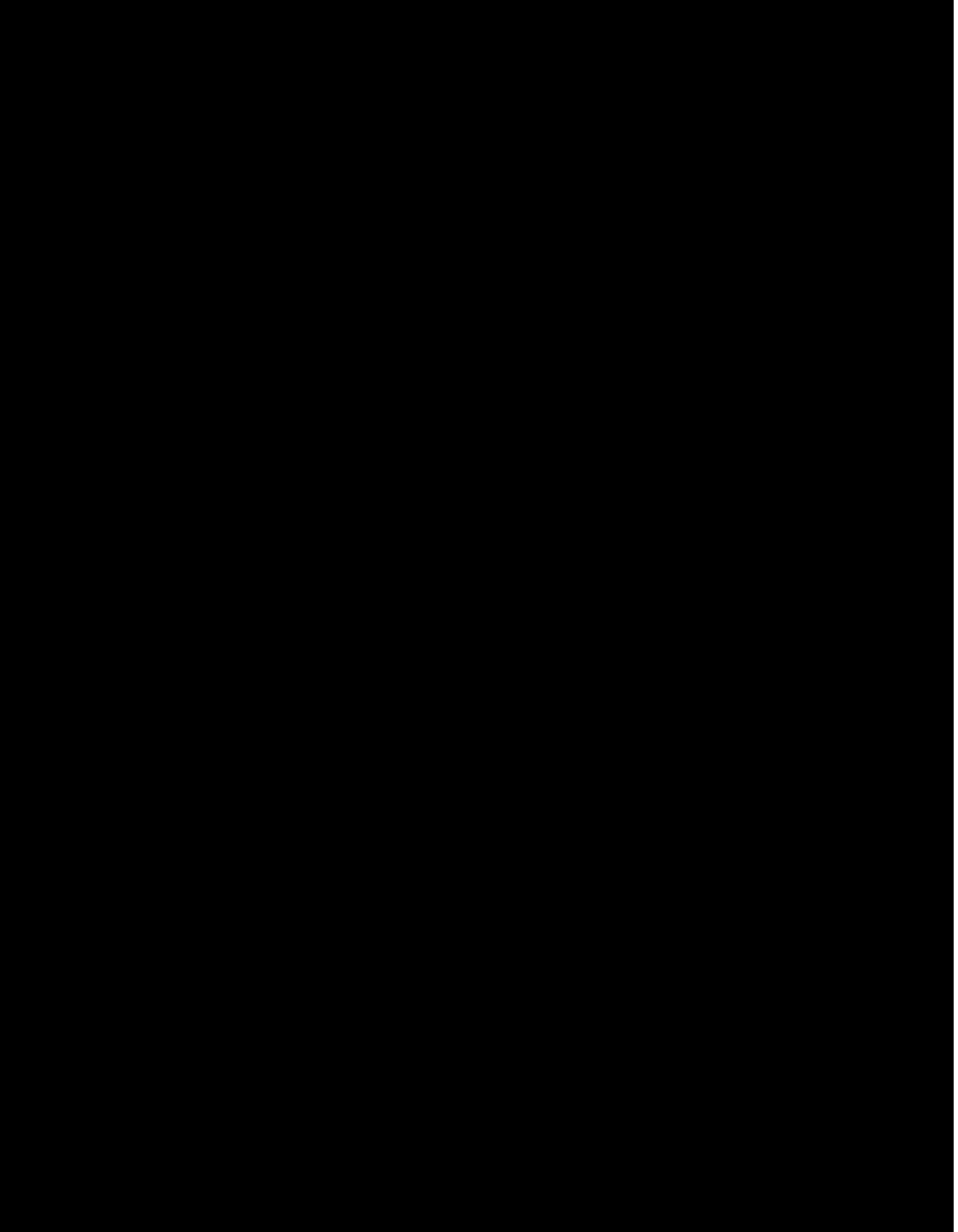


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April 10, 2003

RECEIVED FPSC

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

03 APR 16 AM 9:59

Re: ~~Docket # 021067-WS~~
River Ranch Water Management, L.L.C.

COMMISSION
CLERK FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 09801-07
DISTRIBUTION: _____

I am in receipt of your letter dated March 31, 2003 giving notice of an upcoming customer meeting scheduled for April 23, 2003 to be held at the River Ranch Saloon in River Ranch. As I will not be able to attend in person I would like to have my comments entered as part of the official records.

I quote from your letter of notice the following paragraph...

“ Staff is considering a proposal by the utility which would include a monthly guaranteed revenue charge of \$7.21 for water and \$5.47 for wastewater. This charge would be applied to lot owners of the Countryside/River Ranch Shores that currently are not provided water and wastewater service. If this guaranteed revenue charge is implemented it may reduce monthly services rates listed below.”

As owner of two (2) lots in River Ranch Shores (River Ranch Shores UNIT 1 PB 48 PGS 46 & 47 BLK 55 Lots 15 & 16) I would like to make an exception to the following statement from the above paragraph. **“This charge would be applied to lot owners of the Countryside/River Ranch Shores that currently are not provided water and wastewater service”.**

- How can we be charged for something we are not using and not even connected?
- I believe this is totally absurd and I do not agree with it at all.

In addition, I have also read the Audit Report # 02-318-3-1 dated January 21, 2003 and would like to ask you to review the following audit items:

Summary of Significant Findings – Records not in accordance to Rule 25-30.115 of Florida Administrative Code. The utility has several related party customers which are not billed for water and wastewater services.

Disclosure No. 3 – Not all users are being billed. There are several swimming pools, tennis courts and recreation centers associated with the RV and Condo Associations that are not separately accounted for or included in the group bill. There are also several related parties entities owned or operated by Westgate Resorts that are not being billed. These include two restaurants, the Hotel with pool, the Saloon, Skeet Range, Rodeo, Stables, Chapel and any common area irrigation using treated water.

Bottom line... we have quite a lot of water being used that it is not being billed and now you are planning to ask us who DO NOT use the water and/or services of the utility to pay for it. ISN'T THIS RIDICULOUS?

I thank you for your help and hope that you will make the correct decision.

Best Regards,



Ramiro Fernandez
1478 NW 97th Terrace
Coral Springs, FL 33071

ORIGINAL

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April 10, 2003

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

APR 14 2003

Re: Docket # 021067- WS
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Best Regards,

Ramiro Fernandez

Ramiro Fernandez
1478 NW 97th Terrace
Coral Springs, FL 33071

- AUS _____
- CAF _____
- CMF _____
- COM _____
- CTR _____
- EGR 1
- GOL 1
- OPC _____
- MMS _____
- SEC _____
- OTH _____

CCA Official Filing:

4/14/03*****3:58 PM*****Kay Flynn*****1

021067-WS

Kay Flynn

From: Denise Karnes
Sent: Monday, April 14, 2003 3:58 PM
To: Alina Dieguez; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez; Breda Platt; CAF-Internet Submission; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Harold McLean; Hurd Reeves; J. Terry Deason; Janet Brunson; Janet Harrison; JoAnn Chase; Jorge Chamizo; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Kevin Neal; Lila Jaber; Linda Duggar; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Roberta Bass; Rudy Bradley; Sharon Allbritton; Tarik Noriega; Thelma Crump; Tim Devlin; Veronica Washington; Walter D'Haeseleer
Subject: Application for a Staff-Assisted Rate Case in Polk County



ranch2.wpd

The attached bulletin was mailed to the Polk County Commissioners and Legislators

Friday, 4/11/03.



Bulletin

Application for a Staff-Assisted Rate Case in Polk County by River Ranch Water Management, L.L.C.

Docket No. 021067-WS

On October 21, 2002, River Ranch Water Management, L.L.C. (River Ranch or utility) filed an application for a staff assisted rate case with the Florida Public Service Commission (PSC or Commission). River Ranch provides water and wastewater service to 48 single family homes, 119 residential units, 192 condominium units, 367 recreational vehicle sites and approximately 10 general service customers in Polk County. River Ranch is located south of S.R. 60, and west of Yeehaw Junction.

The current rate case is being processed under the PSC's "Proposed Agency Action" (PAA) procedure. Under the PAA process, the case will not be set for a formal hearing unless a timely protest to the Commission's proposed agency action is filed.

The utility's records have been audited for compliance with Commission rules and orders. A staff engineer conducted a field investigation of the utility's plant and service area. In addition, a preliminary review of River Ranch operation expenses, maps, company files and rate application was also performed to obtain information about the physical plant operating costs.

On Wednesday, April 23, 2003, the staff of the PSC will hold a customer meeting for the purpose of providing customers and other interested persons an opportunity to comment and ask questions regarding the utility's proposed rate increase and quality of service.

Currently, residential customers are charged between \$7.60 and \$4.00 a month for water service and between \$7.60 and \$3.00 a month for wastewater service based on the size of home. Staff's preliminary rates are between \$19.75 and \$15.80 a month for water and \$17.51 a month for wastewater service.

Staff's preliminary findings will be updated, with information obtained at the customer meeting, to form staff's recommendation to the Commission. These rates are for informational purposes only to help facilitate the customer meeting. A final determination of rates will be made at the commission's Agenda Conference. In accordance with Florida Statutes, the PSC will also consider the utility's quality of service and other matters in this case.

PSC staff is scheduled to make a recommendation to the Commission on May 22, 2003, and the Commission vote on this matter is scheduled for June 3, 2003.

CUSTOMER MEETING
Wednesday, April 23, 2003
6:00 p.m.

River Ranch Saloon
3600 River Ranch Boulevard
River Ranch, Florida

For legal questions, contact:
Lorena Holley
(850) 413-6185

For technical questions, contact:
Ryan Fitch
(850) 413-6928
Linda Stone
(850) 413-6690

For general information, contact:
Thelma Crump, Tarik Noriega or Kevin Bloom
(850) 413-6482

CONSUMER ASSISTANCE

**Application for a Staff-Assisted Rate Case in Polk County by
River Ranch Water Management, L.L.C.**

Docket No. 021067-WS

Any consumer who wishes to comment or provide
information may do so at the service hearing
scheduled in their local area.

Consumers may write to:

**Florida Public Service Commission
Division of the Commission Clerk and Administrative
Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850**

All written correspondence will be placed in the docket file noted
above.

Or, consumers may call or fax to the
PSC's Division of Consumer Affairs' toll-free numbers:

Phone: 1-800-342-3552

Fax: 1-800-511-0809

Internet E-Mail: *contact@psc.state.fl.us*

See the PSC's World Wide Web Home Page at:
<http://www.floridapsc.com>