

Katie Ely

090121

From: Ruth McHargue  
Sent: Monday, June 08, 2009 2:32 PM  
To: Katie Ely  
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 20080

Please add to docket file.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Sunday, June 07, 2009 2:23 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 20080

Complaint filed with PSC

Select County: SEMINOLE  
CUSTOMER INFORMATION

Name: MICHAEL LAUTENBURG  
Telephone: 407.365.1703  
Email: 88@bellsouth.net  
Address: 2209 BACKWATER CT OVIEDO 32766

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04784-09		
DISTRIBUTION: ERLGC		

BUSINESS INFORMATION

Business Account Name: MICHAEL LAUTENBURG Account Number:  
Address: 2209 BACKWATER CT OVIEDO FL 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Alafaya Utilities, Inc.  
Details:

RE: DOCKET NO. 090121-SU, ALAFAYA UTILITIES, INC. I was not able to attend the customer meeting but want to make clear that the rate SHOULD NOT BE RAISED. Instead, Alafaya Utilities needs to cut expenses. Regards.

090121

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. McMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

June 4, 2009

RECEIVED--FPSC  
09 JUN -5 PM 3:16  
COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04784.09		
DISTRIBUTION: _____		

Norm Horton  
2525 Coachbridge Ct.  
Oviedo, FL 32766-5053

**Re: Docket No. 090121-SU – Application for limited proceeding rate increase in Seminole County by Alafaya Utilities, Inc.**

Dear Mr. Horton:

Thank you for your email in which you expressed your concerns regarding the rate increase for Alafaya (Utility)

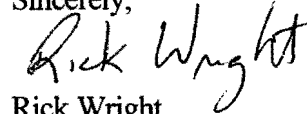
With respect to the development of rates, the Commission is required by law to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Norm Horton  
Page 2  
June 4, 2009

We understand your concerns regarding the Utility's proposed increase. I hope the above information has been helpful. If you have any questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [rick.wright@psc.state.fl.us](mailto:rick.wright@psc.state.fl.us).

Sincerely,



Rick Wright  
Professional Accountant Specialist

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of the General Counsel (Brown)  
Office of Commission Clerk (Docket No. 090121-SU)  
Office of Public Counsel

090121

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

June 4, 2009

RECEIVED-FPSC  
09 JUN -5 PM 3:16  
COMMISSION  
CLERK

Connie Boyd  
1870 Ashland Trail  
Oviedo, FL 32765

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04784-09		
DISTRIBUTION: _____		

Re: Docket No. 090121-SU – Application for limited proceeding rate increase in Seminole County by Alafaya Utilities, Inc.

Dear Ms. Boyd:

Thank you for your email in which you expressed your concerns regarding the rate increase for Alafaya (Utility)

With respect to the development of rates, the Commission is required by law to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

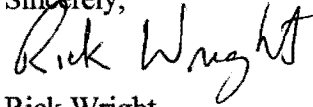
There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

In addition, pursuant to Section 367.0817(3), Florida Statutes, the Legislature has authorized that all prudent costs of a reuse project shall be recovered in rates. Moreover, the Legislature found that reuse benefits water, wastewater, and reuse customers. Some benefits from reuse water systems to wastewater customers that do not actually receive reuse water service are the savings from not having to implement more expensive effluent disposal alternatives, such as, increased sludge removal costs and/or investment of property and other costs for increased percolation pond capacity. In accordance with the statute mentioned above, the Commission must allow a utility to recover the costs of reuse facilities from the utility's water, wastewater, or reuse customers or any combination thereof as deemed appropriate by the Commission.

Connie Boyd  
Page 2  
June 4, 2009

We understand your concerns regarding the Utility's proposed increase. I hope the above information has been helpful. If you have any questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [rick.wright@psc.state.fl.us](mailto:rick.wright@psc.state.fl.us).

Sincerely,



Rick Wright  
Professional Accountant Specialist

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of General Counsel (Brown)  
Office of Commission Clerk (Docket No. 090121-SU)  
Office of Public Counsel

090121

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

June 4, 2009

Steve Mickenberg  
2583 Strand Circle  
Oviedo, FL 32765

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04784-09		
DISTRIBUTION: _____		

**Re: Docket No. 090121-SU – Application for limited proceeding rate increase in Seminole County by Alafaya Utilities, Inc.**

Dear Mr. Mickenberg:

Thank you for your email in which you expressed your concerns regarding the rate increase for Alafaya (Utility)

With respect to the development of rates, the Commission is required by law to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

In addition, pursuant to Section 367.0817(3), Florida Statutes, the Legislature has authorized that all prudent costs of a reuse project shall be recovered in rates. Moreover, the Legislature found that reuse benefits water, wastewater, and reuse customers. Some benefits from reuse water systems to wastewater customers that do not actually receive reuse water service are the savings from not having to implement more expensive effluent disposal alternatives, such as, increased sludge removal costs and/or investment of property and other costs for increased percolation pond capacity. In accordance with the statute mentioned above, the Commission must allow a utility to recover the costs of reuse facilities from the utility's water, wastewater, or reuse customers or any combination thereof as deemed appropriate by the Commission.

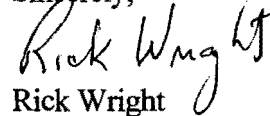
Steve Mickenberg

Page 2

June 4, 2009

We understand your concerns regarding the Utility's proposed increase. I hope the above information has been helpful. If you have any questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [rick.wright@psc.state.fl.us](mailto:rick.wright@psc.state.fl.us).

Sincerely,



Rick Wright

Professional Accountant Specialist

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of the General Counsel (Brown)  
Office of Commission Clerk (Docket No. 090121-SU)  
Office of Public Counsel

090121

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

RECEIVED-FPSC  
09 JUN -5 PM 3:16  
COMMISSION  
CLERK

Public Service Commission

June 4, 2009

Dave Darling  
2525 Double Tree Place  
Oviedo, FL 32766

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04784.09		
DISTRIBUTION: _____		

Re: Docket No. 090121-SU – Application for limited proceeding rate increase in Seminole County by Alafaya Utilities, Inc.

Dear Mr. Darling:

Thank you for your email in which you expressed your concerns regarding the rate increase for Alafaya (Utility)

With respect to the development of rates, the Commission is required by law to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

In addition, pursuant to Section 367.0817(3), Florida Statutes, the Legislature has authorized that all prudent costs of a reuse project shall be recovered in rates. Moreover, the Legislature found that reuse benefits water, wastewater, and reuse customers. Some benefits from reuse water systems to wastewater customers that do not actually receive reuse water service are the savings from not having to implement more expensive effluent disposal alternatives, such as, increased sludge removal costs and/or investment of property and other costs for increased percolation pond capacity. In accordance with the statute mentioned above, the Commission must allow a utility to recover the costs of reuse facilities from the utility's water, wastewater, or reuse customers or any combination thereof as deemed appropriate by the Commission.



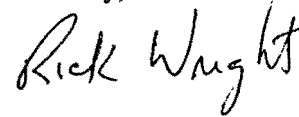
Dave Darling

Page 2

June 4, 2009

We understand your concerns regarding the Utility's proposed increase. I hope the above information has been helpful. If you have any questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [rick.wright@psc.state.fl.us](mailto:rick.wright@psc.state.fl.us).

Sincerely,



Rick Wright  
Professional Accountant Specialist

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of the General Counsel (Brown)  
Office of Commission Clerk (Docket No. 090121-SU)  
Office of Public Counsel

**Ann Cole**

090121

**From:** Ann Cole  
**Sent:** Monday, June 01, 2009 1:32 PM  
**To:** Office of Commissioner McMurrian  
**Cc:** Administrative Assistants - Commission Suite; Commissioners Advisors  
**Subject:** RE: Docket No. 090121-SU

Thank you. This information will be placed in Docket Correspondence - Consumers and their Representatives, in Docket No. 090121-WS.

**From:** Office of Commissioner McMurrian  
**Sent:** Friday, May 29, 2009 3:02 PM  
**To:** Ann Cole  
**Cc:** Administrative Assistants - Commission Suite; Commissioners Advisors  
**Subject:** FW: Docket No. 090121-SU

Please place in the docket file for DN 090121-WS. Thank you.

**From:** Joe Alcala [mailto:joe.alcala@gmail.com]  
**Sent:** Wednesday, May 27, 2009 9:53 AM  
**To:** Office of Commissioner McMurrian  
**Subject:** Docket No. 090121-SU

May 27, 2009

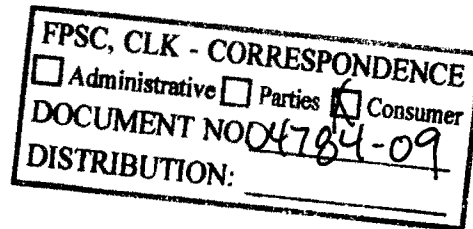
Joseph W. Alcala, MSCE, CISSP  
 2167 Camel Lake Court  
 Oviedo, FL 32765

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

Re: Docket No. 090121-SU

Dear Commissioner McMurrian,

I am writing you to express my concern and displeasure over the suggested rate increase by Alafaya Utilities, Inc. I have been a customer of the utility for approximately two years and the level of service provided by this utility has been substandard in my opinion.



6/1/2009

The utility has given three reasons for its requested rate increase. I understand the need to recover costs for expansion and upgrades to the system and the digester costs associated with it. However, service offered by these two components is and has been substandard. The main consumption service (reclaimed water) the utility provides is often times not available. Additionally, the scheduled days of offerings are inconsistent with no predictability as to when the next opportunity for service will arise. If the utility were able to provide above average level of service I would understand and agree with the requested rate increases. However, this utility has been unable to provide a consistent level of service since I have been a customer of theirs.

As for the third reason associated with this rate increase, I feel the Project Phoenix costs may not be justified. This cost was requested by the utility for recovering the costs of modernization of its information, customer service and computer systems. As a customer who has interacted with the utilities customer service division I have not experienced an increase in the level of service provided. Furthermore, I have questioned the utility several times as the need for two separate computer based systems for waste water and reclaimed service. On a monthly basis I receive two separate bills in two separate envelopes from the utility. If the utility's goal is to recover and control costs, this modernization process would have been an excellent opportunity to achieve this by combining these two separate computer systems.

If we investigate this further we can see a substantial amount of savings from the reduction of duplicate mailings and postage. The current rate for a pre-sorted first class non barcoded letter is \$0.414. This equates to a monthly reoccurring savings of \$82.80 in postage savings per 1,000 customers. If you further factor in the costs of paper and ink we should be able to achieve a savings of approximately \$100 per month per 1,000 customers. If the utility has 10,000 customers this provides for a cost savings of \$1,000 per month or \$12,000 per year.

It is my opinion as a customer and concerned citizen the requested rate increases that have been brought before are you are unwarranted and unjustified. I feel the utility needs to improve and maintain a consistent level of service before additional revenue should be generated. Furthermore, I feel the utility needs to explore all options to reduce its expenditures and control its costs before seeking further rate increases.

Sincerely,

Joseph W. Alcala, MCSE, CISSP

6/1/2009

**Ann Cole**

---

**From:** Ann Cole  
**Sent:** Monday, May 18, 2009 10:39 AM  
**To:** Hong Wang; Dorothy Menasco; Marguerite McLean; Jane Faurot; Linda Boles; Ruth McGill  
**Cc:** Kimberley Pena; Carol Purvis  
**Subject:** New Procedures

As promised, I spoke with Chuck this morning on the topic of these emails. Please note these two changes, which are effective immediately:

- 1) Dorothy and Marguerite will discontinue listing Commissioners' initials on document descriptions.
- 2) Jane and Linda will be changing the TR title page to read: "Commissioners Participating" (as it is currently reflected on the minutes), instead of listing all Commissioners assigned to the docket.

**COMMISSIONERS PARTICIPATING:** Chairman Carter  
 Commissioner Edgar  
 Commissioner McMurrian  
 Commissioner Argenziano  
 Commissioner Skop

If you have any questions, please let me know.

---

**From:** Hong Wang  
**Sent:** Friday, May 15, 2009 4:17 PM  
**To:** Ann Cole  
**Cc:** Jane Faurot; Dorothy Menasco; Kimberley Pena  
**Subject:** RE: 05/04/09 and 05/05/09 Document Descriptions

I was just stating my opinion on the discrepancies between the vote sheets and the transcripts, not the document descriptions of them. I know the description should record what is filed, not the attendance of the Commissioners. That's why in my e-mail I said: "In my opinion, the main problem is not the document descriptions. The main problem is the vote sheets and the transcripts are not the same, although they are for the same 4/21/09 agenda." And, in my original e-mail from 5/13, I told Dorothy that I had question marks on the document descriptions, and did not mention anything about changing the descriptions, because I know we cannot change the descriptions.

Anyway, we just need to know what to expect for future proofing purposes. Thanks.

---

**From:** Ann Cole  
**Sent:** Friday, May 15, 2009 3:11 PM  
**To:** Jane Faurot; Hong Wang  
**Cc:** Dorothy Menasco; Kimberley Pena  
**Subject:** RE: 05/04/09 and 05/05/09 Document Descriptions

The Document Description should record what is filed, not the attendance of the Commissioners. Jane, I agree that the title page correctly reflects the Commissioners assigned to the docket.

Thanks for all your input. I will discuss this with Chuck. We'll finalize our procedures next week.

---

**From:** Jane Faurot  
**Sent:** Friday, May 15, 2009 2:59 PM  
**To:** Hong Wang; Ann Cole  
**Cc:** Dorothy Menasco; Kimberley Pena  
**Subject:** RE: 05/04/09 and 05/05/09 Document Descriptions

I think you can, Hong.

My title pages reflect the Commissioners assigned to a docket. They could be assigned and still not vote.

In my opinion, the vote sheet reflects the Commissioners that voted.

Sometimes in hearings, the Commissioner walk out or don't come that day. They can read the record, so they're still listed on the title page.

---

**From:** Hong Wang  
**Sent:** Friday, May 15, 2009 2:56 PM  
**To:** Ann Cole  
**Cc:** Jane Faurot; Dorothy Menasco; Kimberley Pena  
**Subject:** FW: 05/04/09 and 05/05/09 Document Descriptions

Sorry, for the last sentence, I meant to say "I don't believe you **can** have it both ways."

Hong

---

**From:** Hong Wang  
**Sent:** Friday, May 15, 2009 2:35 PM  
**To:** Ann Cole  
**Cc:** Jane Faurot; Dorothy Menasco; Kimberley Pena  
**Subject:** RE: 05/04/09 and 05/05/09 Document Descriptions

Yes, my section will be affected. When we do the order proofing, we check the Commissioner participation against what is listed in the orders. If we do not have the Commissioners' initials in the document description, we will have to pull the PDF files for the vote sheets.

In my opinion, the main problem is not the document descriptions. The main problem is the vote sheets and the transcripts are not the same, although they are for the same 4/21/09 agenda. A vote sheet and a transcription for a specific agenda item are two documents describing the same thing. You can say the transcript is an expanded vote sheet in verbatim format. Since they are describing the same thing, there should not be two different versions of the description. A Commissioner either participated in an agenda, or he/she did not. I don't believe you cannot have it both ways.

Hong

---

**From:** Ann Cole  
**Sent:** Friday, May 15, 2009 1:15 PM  
**To:** Hong Wang  
**Cc:** Jane Faurot; Dorothy Menasco; Kimberley Pena  
**Subject:** RE: 05/04/09 and 05/05/09 Document Descriptions

Hong, Kim,

6/1/2009

I've talked with legal and have a call in to Chuck on this. What is the significance (for your shop) of having the Commissioner's initials on the document description? Would you be impacted if the initials were not on there?

---

**From:** Hong Wang  
**Sent:** Thursday, May 14, 2009 3:31 PM  
**To:** Dorothy Menasco  
**Cc:** Ann Cole; Jane Faurot  
**Subject:** RE: 05/04/09 and 05/05/09 Document Descriptions

You probably need to read the original e-mail I sent to you and Jane, because that explains some of the things marked on the 05/04/09 and 05/05/09 Indexes. I e-mailed Ann this morning to let her know that the way the transcripts are done (as I understand it) means that the vote sheets and the transcripts are not the same although they are for the same agenda. I have not heard anything from Ann yet.

Thanks!

---

**From:** Dorothy Menasco  
**Sent:** Thursday, May 14, 2009 9:14 AM  
**To:** Hong Wang  
**Cc:** Ann Cole; Jane Faurot  
**Subject:** RE: 05/04/09 and 05/05/09 Document Descriptions

Without reading everything below, do I need to do anything?

---

**From:** Hong Wang  
**Sent:** Thursday, May 14, 2009 8:45 AM  
**To:** Jane Faurot  
**Cc:** Ann Cole; Dorothy Menasco  
**Subject:** RE: 05/04/09 and 05/05/09 Document Descriptions

Ok. I did mention the document numbers (04162-09 and 04163-09 from the 05/04/09 Index) for Item 11 and 13. I also mentioned Documents 04227-09 thru 04239-09, and 04242-09 (from the 05/05/09 Index). I was just wondering.

Thanks.

---

**From:** Jane Faurot  
**Sent:** Thursday, May 14, 2009 8:35 AM  
**To:** Hong Wang; Ann Cole  
**Cc:** Dorothy Menasco  
**Subject:** RE: 05/04/09 and 05/05/09 Document Descriptions

I may have looked at the wrong thing. I pulled up the document number you had on the e-mail, and they went to the Item Number on the agenda that matched the document number. I believe those two document numbers were for items 11 and 13 on the 4/21 agenda.

---

**From:** Hong Wang  
**Sent:** Thursday, May 14, 2009 8:31 AM  
**To:** Ann Cole  
**Cc:** Dorothy Menasco; Jane Faurot

6/1/2009

**Subject:** FW: 05/04/09 and 05/05/09 Document Descriptions

Ann, this means that the vote sheets and the transcripts are not the same although they are for the same agenda.

Jane, I was talking about all of the transcripts for 4/21/09 agenda, but you mentioned "these two dockets." Can you please tell me which two dockets are you referring to?

Thanks.

---

**From:** Jane Faurot  
**Sent:** Thursday, May 14, 2009 8:11 AM  
**To:** Hong Wang; Dorothy Menasco  
**Cc:** Ann Cole  
**Subject:** RE: 05/04/09 and 05/05/09 Document Descriptions

We do by the Commissioners assigned to the case. All five Commissioners were assigned to these two docket, according to the Staff Rec.

---

**From:** Hong Wang  
**Sent:** Wednesday, May 13, 2009 4:29 PM  
**To:** Dorothy Menasco; Jane Faurot  
**Cc:** Ann Cole  
**Subject:** 05/04/09 and 05/05/09 Document Descriptions

Dorothy, I've completed my review of the 05/04/09 and 05/05/09 document descriptions, and left the Indexes in your box. In addition to the things marked on the hard copies, there is one thing I wanted to mention to you, because I am not sure about it.

The following documents are transcripts for the 4/21/09 Agenda: Documents 04162-09 and 04163-09 (from the 05/04/09 Index), Documents 04227-09 thru 04239-09, and 04242-09 (from the 05/05/09 Index). I have question marks on the document descriptions, because they have "..., before CT ED MM AG SK." I've looked at all of the transcripts, and they show all five Commissioners as being in attendance at the Agenda. However, from what Ann indicated earlier, Commissioner Edgar did not participate in that Agenda.

Jane, can you please let us know whether anything is going to be done to all of the 4/21/09 Agenda transcripts, which currently have Commissioner Edgar listed?

Thanks!

**Dorothy Menasco**

090121-SU

**From:** Dorothy Menasco  
**Sent:** Monday, June 01, 2009 10:54 AM  
**To:** Rick Wright  
**Subject:** RE: Complaints

FPSC, CLK - CORRESPONDENCE  
 Administrative Parties / Consumer  
 DOCUMENT NO. 04704-09  
 DISTRIBUTION: \_\_\_\_\_

Thank you Rick. We will file the replies in the appropriate dockets.

**From:** Rick Wright  
**Sent:** Monday, June 01, 2009 10:15 AM  
**To:** Dorothy Menasco  
**Subject:** RE: Complaints

It should be placed in 070693-WS. Thanks.

**From:** Dorothy Menasco  
**Sent:** Monday, June 01, 2009 10:11 AM  
**To:** Rick Wright  
**Subject:** RE: Complaints

Thank your for the clarification. Also, where should [pegmessant@yahoo.com](mailto:pegmessant@yahoo.com) be placed? There is no name associated with the e-mail address. Thank you for your help.

**From:** Rick Wright  
**Sent:** Monday, June 01, 2009 8:47 AM  
**To:** Dorothy Menasco  
**Subject:** RE: Complaints

Mr. and Mrs. Warren, Mr. Stone, and Mr. Pickett should be placed in Docket No. 070693-WS

Felicia Trimboli and Michele Preston should be placed in Docket No. 090121-SU.

Thanks.

**From:** Dorothy Menasco  
**Sent:** Monday, June 01, 2009 7:59 AM  
**To:** Rick Wright  
**Subject:** FW: Complaints

Please advise which docket these are to be placed in as well. Thank you.

**From:** Dorothy Menasco  
**Sent:** Monday, June 01, 2009 7:57 AM  
**To:** Rick Wright  
**Subject:** RE: Complaints

Per your request below, we will place your responses to the listed individuals in the consumer correspondence side of the docket file:

[pegmessant@yahoo.com](mailto:pegmessant@yahoo.com)

6/1/2009



Mr. and Mrs. Warren

Mr. Stone

Mr. Pickett

Felicia Trimboli

We will also add the complaint information from Michelle Preston, which you forwarded to our office on 5/29/09, to the consumer correspondence side of the docket file.

---

**From:** Rick Wright  
**Sent:** Friday, May 29, 2009 11:38 AM  
**To:** Dorothy Menasco  
**Subject:** Complaints

The ones I forwarded to you should all be put into consumer correspondence. thanks.

6/1/2009

## Dorothy Menasco

---

**From:** Dorothy Menasco  
**Sent:** Friday, May 29, 2009 11:05 AM  
**To:** Rick Wright  
**Cc:** Katie Ely; Bart Fletcher; Cheryl Bulecza-Banks; Ann Cole  
**Subject:** RE: E-Form Other Complaint TRACKING NUMBER: 19840

Hi Rick,

We have received your e-mail below, however, we need more information on how you would like this information handled. These types of messages should be forwarded with instructions on placing in the docket file, the consumer correspondence, or the parties and interested persons correspondence. No further action will be taken until we receive further instruction. Thank you for your help.

Dorothy Menasco  
Chief Deputy Commission Clerk  
Florida Public Service Commission  
Office of Commission Clerk  
850-413-6770

-----Original Message-----

**From:** Rick Wright  
**Sent:** Friday, May 29, 2009 10:31 AM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco  
**Subject:** FW: E-Form Other Complaint TRACKING NUMBER: 19840

FYI

-----Original Message-----

**From:** Rick Wright  
**Sent:** Wednesday, May 27, 2009 9:16 AM  
**To:** 'ftrimboli@cfl.rr.com'  
**Cc:** Bart Fletcher; Cheryl Bulecza-Banks; Ruth McHargue  
**Subject:** FW: E-Form Other Complaint TRACKING NUMBER: 19840

**Name:** Felicia Trimboli  
**Telephone:** 407-366-7851  
**Email:** ftrimboli@cfl.rr.com  
**Address:** 2784 Hazel Grove Lane Oviedo 32766

### BUSINESS INFORMATION

**Business Account Name:** Felicia Trimboli  
**Account Number:**  
**Address:** 2784 Hazel Grove Lane Oviedo Florida 32766

### COMPLAINT INFORMATION

**Complaint:** Other Complaint against Alafaya Utilities, Inc.

Details:

Re: Docket No. 090121-SU

I have been highly dissatisfied with the quality of service provided by Alafaya Utilities over the past 4 years. The water pressure is non-existent and at times the system appears to be shut off during my 2 regular days of watering. This occurs often and requires me to hand-water my lawn on a regular basis. I do not feel that Alafaya Utilities deserves to increase our rates until they improve the service.

Sincerely,  
Felicia Trimboli

Thank you for your e-mail in which you expressed concerns regarding the requested rate increase by Alafaya Utilities, Inc. (Alafaya or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your e-mail has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required by law to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. In addition, pursuant to Section 367.0817(3), Florida Statutes, the Legislature has authorized that all prudent costs of a reuse project shall be recovered in rates. Moreover, the Legislature found that reuse benefits water, wastewater, and reuse customers. Some benefits from reuse water systems to wastewater customers that do not actually receive reuse water service are the savings from not having to implement more expensive effluent disposal alternatives, such as, increased sludge removal costs and/or investment of property and other costs for increased percolation pond capacity. In accordance with the statute mentioned above, the Commission must allow a utility to recover the costs of reuse facilities from the utility's water, wastewater, or reuse customers or any combination thereof as deemed appropriate by the Commission.

We understand your concerns regarding the Utility's proposed increase. I hope the above information has been helpful. If you have any questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [rick.wright@psc.state.fl.us](mailto:rick.wright@psc.state.fl.us).

Sincerely,

Rick Wright  
Division of Economic Regulation  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
Telephone: (850) 413-6435  
Fax: (850) 413-6436

**Dorothy Menasco**

---

**From:** Dorothy Menasco  
**Sent:** Friday, May 29, 2009 11:05 AM  
**To:** Rick Wright  
**Cc:** Katie Ely; Bart Fletcher; Cheryl Bulecza-Banks; Ann Cole  
**Subject:** RE: Complaint against Alafaya Utilities, Inc.

Hi Rick,

We have received your e-mail below, however, we need more information on how you would like this information handled. These types of messages should be forwarded with instructions on placing in the docket file, the consumer correspondence, or the parties and interested persons correspondence. No further action will be taken until we receive further instruction. Thank you for your help.

*Dorothy Menasco  
 Chief Deputy Commission Clerk  
 Florida Public Service Commission  
 Office of Commission Clerk  
 850-413-6770*

---

**From:** Rick Wright  
**Sent:** Friday, May 29, 2009 10:30 AM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco  
**Subject:** FW: Complaint against Alafaya Utilities, Inc.

FYI

---

**From:** Rick Wright  
**Sent:** Wednesday, May 27, 2009 9:24 AM  
**To:** 'Preston5st1@aol.com'  
**Cc:** Bart Fletcher; Cheryl Bulecza-Banks; Ruth McHargue  
**Subject:** RE: Complaint against Alafaya Utilities, Inc.

Name: Michelle Preston  
 Telephone: 4073669006  
 Email: Preston5st1@aol.com  
 Address: 2755 Regal Pine TR1 Oviedo 32766

**BUSINESS INFORMATION**

Business Account Name: Michelle Preston  
 Account Number: 8050500000  
 Address: 2755 Regal Pine TR1 Oviedo Florida 32766

**COMPLAINT INFORMATION**

Complaint: Other Complaint against Alafaya Utilities, Inc.  
 Details:

It has started again. May comes and we do not have water . I have obeyed the rules. Twice a week and have encouraged neighbors to follow the lead and put in low maintenance landscaping. Alafaya Utilities is not doing their part. We had no water the first two weeks of May. Seminole county MUST stop increasing permits and rate hikes to this company. Seminole county is as responsible for the problem. Enough with the rate hikes. This company is not doing their part at all.

6/1/2009

Thank you for your e-mail in which you expressed concerns regarding the requested rate increase by Alafaya Utilities, Inc. (Alafaya or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your e-mail has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required by law to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. In addition, pursuant to Section 367.0817(3), Florida Statutes, the Legislature has authorized that all prudent costs of a reuse project shall be recovered in rates. Moreover, the Legislature found that reuse benefits water, wastewater, and reuse customers. Some benefits from reuse water systems to wastewater customers that do not actually receive reuse water service are the savings from not having to implement more expensive effluent disposal alternatives, such as, increased sludge removal costs and/or investment of property and other costs for increased percolation pond capacity. In accordance with the statute mentioned above, the Commission must allow a utility to recover the costs of reuse facilities from the utility's water, wastewater, or reuse customers or any combination thereof as deemed appropriate by the Commission.

We understand your concerns regarding the Utility's proposed increase. I hope the above information has been helpful. If you have any questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [rick.wright@psc.state.fl.us](mailto:rick.wright@psc.state.fl.us).

Sincerely,

Rick Wright  
Division of Economic Regulation  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
Telephone: (850) 413-6435  
Fax: (850) 413-6436

6/1/2009

090121

May 19, 2009

RECEIVED-FPSC

09 MAY 26 AM 9: 53

Dave Darling  
2525 Double Tree Place  
Oviedo, FL 32766  
407-227-7187

COMMISSION  
CLERK

090121-09  
05/26/09 9:53 AM  
FPSC

Docket No. 090121-SU, Alafaya Utilities, Inc.

Dear Sir or Madam:

If this seems like déjà vu all over again, it's not your imagination. Less than three years after granting Alafaya Utilities a 50 percent rate increase (our average bill has gone from \$40 a month to \$60), the utility again is asking for a substantial rate increase.

And despite repeated promises that service would be improved it still is poor. On most watering days there is little water pressure. On other days the utility has the system totally closed down and there is *no* water.

And so I ask you again, other than a monopolistic utility, what kind of company in *this* economy increases its prices while providing worse service? That's just not the way businesses operate. I mean, if that's the case, than I have a 30-day-old hot dog to sell you for \$1. NO ONE other than a utility can get away with this. It's time this utility suck it up like the rest of us and tighten its belt.

Alafaya Utilities' rate-increase request is outrageous. Please reject any kind of increase for this fraud of a business.

Thank you,  
Dave Darling

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 64784-09		
DISTRIBUTION: ECR GCL		

Oct. 16, 2006

Dave Darling  
2525 Double Tree Place  
Oviedo, FL 32766  
407-227-7187  
Docket No. 060256-SU

Dear Sir or Madam:

I am writing to protest the rate increase that Alafaya Utilities is seeking in Seminole County.

First, all of the increases they are asking for are *outrageous*. For instance, raising the gallon charge per thousand from \$2.23 to \$3.23 amounts to a 45 percent increase. And the meter size increase from \$16.69 to \$24.19 amounts to 45 percent increase.

Seeing as most people in this market are living on either a fixed income or are getting by on 3 percent annual raises, this increase is *way* out of line with reality.

In addition, the utility is seeking an increase in the monthly flat rate for irrigation water from \$6.93 to \$10.04, again a 45 percent increase! And what's most infuriating about this request is that homes in my community (Phase 3 of Live Oak Reserve) already are receiving poor reclaimed-water service. While everyone else in our subdivision has plenty of power whenever they water, we never have enough to complete even one full cycle.

The problem is, Alafaya Utilities did not run adequate piping to the back of our subdivision, where Phase 3 is located, and hence, the irrigation amounts to a trickle at times. We have been complaining about this issue for two years, yet Alafaya Utilities' answer is always the same: "It's not raining enough," or "People are watering too often."

Well, I am here to tell you this is an insulting response; and it's quite clear customer service has been mandated by management to provide this response. We water no more than twice a week year-round --- and this problem exists all the time. We've given up trying to water during normal hours (early evening or early morning) because we can't get even enough pressure to get through a single zone at times.

Surely we would acknowledge the problem is more prevalent during the dry, hot months, but for someone to constantly tell us that we are causing the problem is an insult to our intelligence. We were told two years ago that the problem is the pipes, yet nothing has been done and now the company refuses to even acknowledge the issue.

If local governments can live with 3 percent increases in the proceeds that they receive from home assessments, and the average worker can live with a 3 percent salary increase, then why does a monopolistic utility deserve *15 times* that amount?

Even your interim rate increases of approximately 22 percent are way out of line. And I would assert that if this monopoly needs this much of a rate increase, that it must be making *a lot* of bad business decisions, particularly when you consider the incredible amount of growth that has taken place in this area. Has anyone taken a look at that? How can a company try to justify a rate increase when it should be making money head over foot, given the growth in Seminole County during the past three years?! All I can assume from this is that the company must be *poorly* managed. But the residents should not be the ones forced to foot its bills. That's Alafaya Utilities' and the city of Oviedo's problem. Perhaps an investigation is needed here.

In sum, not only is an across-the-board increase of 45 percent ludicrous, but when you also take into account that we aren't even getting the irrigation service that we are paying for, you must consider the proposed increase to be inappropriate.

Thank you,  
Dave Darling



**Katie Ely**

090121

**From:** Ruth McHargue  
**Sent:** Thursday, May 21, 2009 3:23 PM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
**Subject:** Docket correspondence

Please add to docket file.

A complaint has been filed regarding water outages for this customer, case number 856276W.

-----Original Message-----

**From:** Consumer Contact  
**Sent:** Thursday, May 21, 2009 2:00 PM  
**To:** Ruth McHargue  
**Subject:** To CLK , also filed complaint see 856276W

-----Original Message-----

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Thursday, May 21, 2009 10:05 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 19855

Complaint filed with PSC

Select County: SEMINOLE  
CUSTOMER INFORMATION

**Name:** Michelle Preston  
**Telephone:** 4073669006  
**Email:** Preston5stl@aol.com  
**Address:** 2755 Regal Pine TRI Oviedo 32766

BUSINESS INFORMATION

**Business Account Name:** Michelle Preston  
**Account Number:** 8050500000  
**Address:** 2755 Regal Pine TRI Oviedo Florida 32766

COMPLAINT INFORMATION

**Complaint:** Other Complaint against Alafaya Utilities, Inc.  
**Details:**

It has started again. May comes and we do not have water . I have obeyed the rules. Twice a week and have encouraged neighbors to follow the lead and put in low maintenance landscaping. Alafaya Utilities is not doing their part. We had no water the first two weeks of May. Seminole county MUST stop increasing permits and rate hikes to this company. Seminole county is as responsible for the problem. Enough with the rate hikes. This company is not doing their part at all.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04784-09		
DISTRIBUTION: ECR GLL		

5/21/2009

090121

**Dear Sirs, Madams:**

**Referring to Docket Number: 090121-SO Alafaya Utilities, Inc. who is asking for a raise in their rates.**

**I don't think this should be granted at this time.**

**People are losing their homes for reasons such as, they can't pay the mortgage, and they can't pay the property taxes, water and electric bills.**

**Many people are out of work. Many are working shorter hours or lesser pay.**

**Now is NOT the time to raise our water and sewer bills.**

**-Norm Horton Sr.**



Mr. N. C. Horton Sr.  
2525 Coachbridge Ct  
Oviedo, FL 32766-5053

RECEIVED-FPSC  
09 MAY 21 AM 9:06  
COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04784-09</u>		
DISTRIBUTION: <u>ECR GLL</u>		

Katie Ely

090121

From: Ruth McHargue  
Sent: Wednesday, May 20, 2009 3:48 PM  
To: Katie Ely  
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 19840

Please add to docket file.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Wednesday, May 20, 2009 1:04 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 19840

Complaint filed with PSC

Select County: SEMINOLE  
CUSTOMER INFORMATION

Name: Felicia Trimboli  
Telephone: 407-366-7851  
Email: ftrimboli@cfl.rr.com  
Address: 2784 Hazel Grove Lane Oviedo 32766

BUSINESS INFORMATION

Business Account Name: Felicia Trimboli  
Account Number:  
Address: 2784 Hazel Grove Lane Oviedo Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Alafaya Utilities, Inc.  
Details:  
Re: Docket No. 090121-SU

I have been highly dissatisfied with the quality of service provided by Alafaya Utilities over the past 4 years. The water pressure is non-existent and at times the system appears to be shut off during my 2 regular days of watering. This occurs often and requires me to hand-water my lawn on a regular basis. I do not feel that Alafaya Utilities deserves to increase our rates until they improve the service.

Sincerely,  
Felicia Trimboli

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		84784-09
DISTRIBUTION:		ECN G CC

040121

May 18, 2008

RECEIVED-FPSC  
09 MAY 20 AM 9:49  
COMMISSION  
CLERK

09 MAY 20 AM 9:56  
MAIL ROOM

Office of the Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Docket No. 090121-SU, Alafaya Utilities, Inc.

Dear Sir:

I am opposed to the wastewater service proposed rates. I find them to be excessive during the current economic crisis that a lot of customers are enduring at this time. I am near retirement age and will not be able to afford this increase. We are currently paying for the use of reclaimed water that is often not available to us. My sprinkler system comes on at the scheduled use time, and frequently no water is available. Still I pay the same rate and have to water using my hose - which, of course, is an additional charge on my sewage bill. I also find the customer service associates to be uninformed and often of no assistance when phone calls are made to the office. Their primary concern seems to be how fast they can get the customer off the phone - usually without any satisfactory answers to the inquiries.

I hope this rate increase will not be approved at this time. We need to keep the utility rates affordable to the majority of the customers.

Thank you.

*Connie Boyd*  
Connie Boyd  
1870 Ashland Trail  
Oviedo, FL 32765

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04784-09</u>		
DISTRIBUTION: <u>ECR GCL</u>		

Katie Ely

090121

**From:** Ruth McHargue  
**Sent:** Monday, May 18, 2009 3:19 PM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
**Subject:** FW: E-Form Other Complaint TRACKING NUMBER: 19798

Please add to docket file.

-----Original Message-----

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Monday, May 18, 2009 10:45 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 19798

Complaint filed with PSC

Select County: SEMINOLE  
CUSTOMER INFORMATION

Name: Scott Mickenberg  
Telephone: 407-977-5280  
Email:  
Address: 2853 Strand Circle Oviedo 32765

BUSINESS INFORMATION

Business Account Name: Scott Mickenberg  
Account Number:  
Address: 2853 Strand Circle Oviedo Florida 32765

COMPLAINT INFORMATION

Complaint: Other Complaint against Alafaya Utilities, Inc.  
Details:

In response to Docket No. 090121-SU, Alafaya Utilities, Inc. I'd like to extend my protest, or complaint, against the proposed rate increase. In reading the documentation, I understand that this is partly to recover the cost of the upgrade of the Utility's reclaimed water infrastructure. I don't want to pay for this expansion since I'm not benefitting from it. I don't have the reclaimed water option in my neighborhood so I don't feel there is a right to make a customer pay a rate increase if we don't even have the luxury of using it. We are in a recession and this is not a slight increase but a steep one with the base facility charge for meter size increasing by 28% alone.

Thank you.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04784-09		
DISTRIBUTION: ECRGCL		

**Katie Ely**

090121

**From:** Ruth McHargue  
**Sent:** Monday, May 18, 2009 11:48 AM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
**Subject:** FW: E-Form Other Complaint TRACKING NUMBER: 19792

Please add to docket file.

-----Original Message-----

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Sunday, May 17, 2009 2:30 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 19792

**CONSUMER**

Complaint filed with PSC

Select County: SEMINOLE  
CUSTOMER INFORMATION

Name: Tammarra Drelich  
Telephone: 321-216-9361  
Email: tddaizee@bellsouth.net  
Address: 1039 Dees Drive Oviedo 32765

BUSINESS INFORMATION

Business Account Name: Tammarra Drelich  
Account Number:  
Address: 1039 Dees Drive Oviedo Florida 32765

COMPLAINT INFORMATION

Complaint: Other Complaint against Alafaya Utilities, Inc.  
Details:

This is in reference to Docket Number 090121-SU. This will be the third rate hike in just over a year for Alafaya Utilities. Not only does this out-pace the current rate of inflation, it is an insult to your constituents. I have two very pointed questions; one, what is the relationship of the Public Utilities Board Members to Alafaya Utilities (or any other private utility), second, why is this service not made a true public utility like the fresh water system?

DOCUMENT NUMBER-DATE

04784 MAY 18 8

FPSC-COMMISSION CLERK