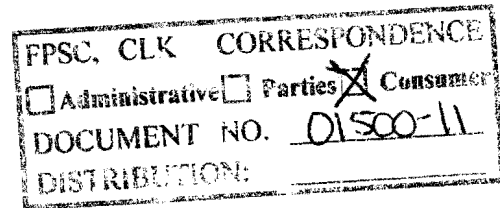


**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, May 22, 2012 11:26 AM  
**To:** Eric Fryson  
**Subject:** Docket 120005



Customer correspondence

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

From: Consumer Contact  
Sent: Monday, May 21, 2012 4:46 PM  
To: Ruth McHargue  
Subject:

Copy on file, see 1064675C. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Saturday, May 19, 2012 7:06 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 31518

**CUSTOMER INFORMATION**

Name: ALAN CARR  
Telephone:  
Email:  
Address: 11107 PRESTON COVE RD CLERMONT FL 34711

**BUSINESS INFORMATION**

Business Account Name: ALAN CARR  
Account Number: 5227110000  
Address: 11107 PRESTON COVE RD CLERMONT Florida 34711

Water County Selected: LAKE

**COMPLAINT INFORMATION**

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

Docket No. 11005-WS

Order No. PSC-011-0115-PAA-WS

If this is approved, this will be the third price hike in two years which in the current economy is nothing more than greed. My water charges have gone up from \$25 per two months to \$75 per month in 5 years. I can understand and fully agree with water conservation but crucifying the poor and low income families with extortionate price increases on a regular basis is wrong

**Eric Fryson**

100426-WS

**From:** Ruth McHargue  
**Sent:** Wednesday, January 11, 2012 2:05 PM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 100426

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11
DISTRIBUTION: _____

Customer correspondence

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

From: Consumer Contact  
Sent: Wednesday, January 11, 2012 1:11 PM  
To: Ruth McHargue  
Subject: To CLK Docket 100426

Copy on file, see 1047786C. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, January 11, 2012 12:57 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 30803

CUSTOMER INFORMATION

Name: terry schofield  
Telephone: 3523946252  
Email: trs10822@gmail.com  
Address: 10822 astatula lane clermont FL 34711

BUSINESS INFORMATION

Business Account Name: utilities inc  
Account Number: 9012110000  
Address: 10822 astatula ln clermont Florida 34711

Water County Selected: LAKE

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

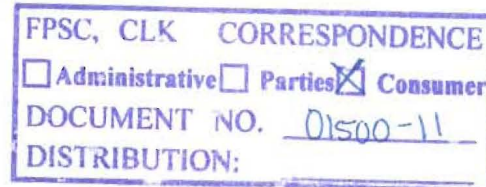
Details:

rate increase. how can you continue to increase water rates ? it does not make any sense that the concern about water usage is the real issue. if that was the real issue then a water bottling co in groveland would not have been approved. i do not understand why the rates have increased so much. if this keeps up you will force people out of their homes and move elsewhere

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Thursday, January 05, 2012 1:39 PM  
**To:** Eric Fryson; Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket # 100426



Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Tuesday, January 03, 2012 2:24 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket # 100426

Copy on file, see 1046471C. DH

---

**From:** Charlotte Angeli [mailto:angeli\_family@msn.com]  
**Sent:** Monday, January 02, 2012 2:02 PM  
**To:** Consumer Contact  
**Subject:** Docket # 100426

To whom it may concern,

This is to inform you that we are filing a protest regarding the rising cost of water and sewage. My address is 4523 Olympia court, Clermont, FL. 34714 in Sawgrass Bay.

Thanks in advance,

Orlando Angeli

**Eric Fryson**

**From:** Randy Roland  
**Sent:** Monday, December 19, 2011 10:47 AM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 100426

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>01500-11</u>		
DISTRIBUTION: _____		

Please add the below e-mail to the correspondence side of Docket 100426.

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

From: Susan Isaacs  
Sent: Monday, December 19, 2011 10:28 AM  
To: Randy Roland  
Subject: To CLK Docket 100426

Copy on file, see #1044795C. SIsaacs

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Saturday, December 17, 2011 3:50 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 30674

CUSTOMER INFORMATION

Name: Roland Zimmerman  
Telephone: 352 243 9729  
Email:  
Address: 16435 Golden Eagle Blvd Clermont FL 34714

BUSINESS INFORMATION

Business Account Name: Roland Zimmerman  
Account Number:  
Address: 16435 Golden Eagle Blvd Clermont Florida 34714

Water County Selected: LAKE

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

I would like to know if the tax payers of lake county, may ask for those who make up Florida Public Service Commission, to each be drug tested, they must prove somehow to the residents of Lake Co. they are of sound mind.  
C.A.T. or P.E.T. scans may also show some reason why ANYONE, on earth, would in these times of, folks unemployment, loss of homes nationwide, banks and finance out of control. Allow the OBSCENE rate increase of 25% for life sustaining Water. Those already living on the edge montly, will be pushed over the edge. The Commission is so far from everyday life reality, i fear for their safe return. Water sustains Life, not Profits for Large Companies.  
The water Lake Utility serves us, is not very good and needs to be filtered heavily, we used to get survey results a few years back from test labs, we dont get that anymore, they can serve us anything. I cant see how people will be able to choose between water or food, because of the Commissions inability to perform their jobs, and serve the public will, with the publics best interest in mind at all times. They should be ashamed of their ruling, they obviously are not part of any solution, at this rate we will all dehydrate, and Lake Utilities coffers will be full of cash, with no one to collect from anymore. Thats real smart! HAS THE "COMMISSION" figured out how people who wont be able to pay for water, no matter how bad the water is, will be able to live? I bet they havent !!! This is very Sad !!!!

Tax Payer,  
Dave

Zimmerman

I think Ill send a hand written copy of this to Gov. Scott also, maybe between two Government Agencies, i can get a coherent answer.

**Eric Fryson**

**From:** Randy Roland  
**Sent:** Monday, December 19, 2011 10:46 AM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 100426

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01536-11
DISTRIBUTION:

Please add the below e-mail to the customer correspondence side of Docket 100426.

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

From: Susan Isaacs  
Sent: Monday, December 19, 2011 10:27 AM  
To: Randy Roland  
Subject: To CLK Docket 100426

Copy on file; See #1044779C. SIsaacs

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

From: Kim Mitchell [mailto:kmitchel74@aol.com]  
Sent: Saturday, December 17, 2011 7:33 AM  
To: Consumer Contact  
Subject: 100426

I don't think or water rates should go up we don't have reclaim water. Times are hard people are not going to be able to afford to even water there grass!!!!

It's All Good "NO" It's All God!

Catherine Potts

To: Hong Wang; Ruth McHargue  
Cc: Diamond Williams; Matilda Sanders  
Subject: RE: To CLK Docket 100426

**Thank you for this information. The attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100426-WS.**

---

**From:** Hong Wang  
**Sent:** Wednesday, November 09, 2011 10:02 AM  
**To:** Catherine Potts  
**Cc:** Diamond Williams; Matilda Sanders  
**Subject:** FW: To CLK Docket 100426

Please handle. Thanks!

---

**From:** Ruth McHargue  
**Sent:** Wednesday, November 09, 2011 10:00 AM  
**To:** Diamond Williams  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 100426

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Tuesday, November 08, 2011 3:48 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 100426

I pulled the docket information from 1035528C, where Ellen entered Mr. Fred Fallman's info. The copy of Ms. Gonzalez is at 1038633C. DH

---

**From:** Maureen Gonzalez [mailto:maureengonzalez2@gmail.com]  
**Sent:** Tuesday, November 08, 2011 3:27 PM  
**To:** Consumer Contact  
**Subject:** Water Rates Way, Way too High here in Clermont, Florida

*I fully support Fred Fallman's letter to the Governor requesting a reduction in the outrageous water rates we are paying here in Clermont, Florida. I am living strictly on Social Security. I am a widow. I have no other means of income. The water bills here are punitive and, frankly, reckless and uncaring insofar as our community's welfare is concerned. Please add my name to those who support Fred Fallman's proposal to the Governor.*

*MaureenBridget Gonzalez, 10725 Parkway Drive, Clermont, FL 34711  
Tel. 352-241-0947.*

*Thank you,  
MaureenBridget Gonzalez*

11/9/2011

Ellen Plendl

100424-WS

RECEIVED-FPSC

11 OCT 24 AM 9:22

COMMISSION  
CLERK

**From:** Britt, Jennifer [Jennifer.Britt@eog.myflorida.com]  
**Sent:** Thursday, October 20, 2011 2:46 PM  
**To:** Ellen Plendl  
**Subject:** FW: ATTACHED SCAN DOCUMENT

**Attachments:** SKMBT\_C35311102013400.pdf



SKMBT\_C3531  
2013400.pdf (6)

Is this company regulated by the PSC? If not, please send me referral info.

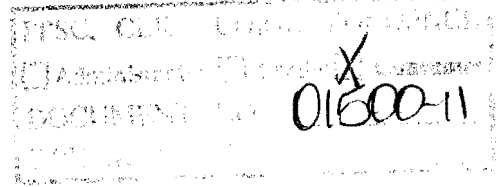
Thanks for your help.

Jennifer Britt  
Office of Citizen Services

Phone: (850) 922-4964

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

**From:** CAP1901CSBIZHUBC353@EOG.MYFLORIDA.COM  
[mailto:CAP1901CSBIZHUBC353@EOG.MYFLORIDA.COM]  
**Sent:** Thursday, October 20, 2011 2:40 PM  
**To:** Britt, Jennifer  
**Subject:** ATTACHED SCAN DOCUMENT





Utilities  
Case Jennifer  
OFFICE OF  
(cost increase of ~~100%~~  
Utilities, Inc.  
(in Clermont)  
11 OCT -7 PM 1:15

October 4, 2011

Governor Rick Scott  
State of Florida  
400 South Monroe Street  
Tallahassee, FL 32399-0001

Dear Governor Scott,

Thank you for your leadership as our governor. I believe you are an excellent choice for this leadership position and dealing with the financial turmoil that exists in this country and around the world.

After being hit with a huge increase in my water bill over the last three years when Lake Utilities was obtained by Utilities, Inc. I have experienced an increase from \$.88 per thousand gallons (July 2008) to \$3.44 per thousand gallons (April 2011). That's almost a fourfold increase. I realize that costs are escalating, but all I have gotten from the Public Service Commission is "go to the legislature". Knowing that Utilities, Inc. is headquartered in Illinois, I do feel they should comply with the state of Florida regulations and they probably have. I have worked in financial analysis prior to my retirement and would appreciate your help and direction as to how to get a satisfactory solution to this problem. I realize this is a miniscule problem with all of your significant ones.

Thanks for your help and keep up your good work.

Sincerely,



Fred W. Fallman, Jr.  
352-241-8070

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF SAFETY, RELIABILITY &  
CONSUMER ASSISTANCE  
DANIEL M. HOPPE, DIRECTOR  
(850) 413-6480

## Public Service Commission

October 20, 2011

Mr. Fred Fallman  
10625 Point Overlook  
Clermont, FL 34711

RE: PSC Inquiry 1035528C

Dear Mr. Fallman:

The Governor's office forwarded a copy of your correspondence regarding Lake Utility Services to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has limited authority in the telephone industry to include the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. You expressed a concern about Lake Utility Services' application for increase in water and wastewater rates in Lake County.

With respect to the development of rates, the PSC is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the PSC 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. During a rate case, the PSC's accountants, engineers and economists examine the financial and engineering information filed by the utility as part of its rate increase application. The PSC's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

---

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

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Fred Fallman  
Page 2  
October 20, 2011

We understand your concerns regarding the utility's proposed increases. As part of its petition, Lake Utility Services requested an interim rate increase for its water rates. In accordance with Section 367.082, F.S., the PSC is required to process interim rate requests within 60 days of the filing. The PSC is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range of rate of return. As the time frame to process the interim request is 60 days, the statute dictates that the company need only make a prima facie showing that it is earning outside the allowed range of return established in the company's previous rate case. The interim rate increase is subject to refund, with interest based on the commercial paper rate, if the PSC finds that it is not warranted.

We understand your concerns regarding the utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. We appreciate your comments and will add your correspondence to Docket No. 100426-WS.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,



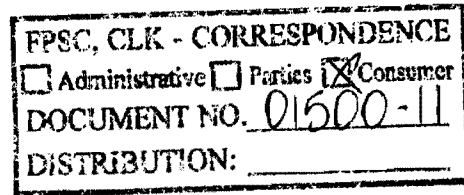
Randy Roland  
Regulatory Program Administrator  
Division of Safety, Reliability &  
Consumer Assistance

RR:mep

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Wednesday, August 10, 2011 10:40 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang; Diane Hood  
**Subject:** FW: To CLK Docket 100426  
**Attachments:** Fwd: Utilities Inc. rate hike.



Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Tuesday, August 09, 2011 2:26 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang; Diane Hood  
**Subject:** FW: To CLK Docket 100426

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, August 08, 2011 3:56 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 100426

These have been entered with WS641 and docket #100426, close out code of PR-68. DH

**Diamond Williams**

---

**From:** dalemrex@aol.com  
**Sent:** Monday, August 08, 2011 12:41 PM  
**To:** Consumer Contact  
**Subject:** Fwd: Utilities Inc. rate hike.  
**Attachments:** Public\_Service\_Commission.wpd

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

From: dalemrex <dalemrex@aol.com>  
To: contact <contact@psc.state.fl.us>  
Sent: Mon, Jul 11, 2011 2:08 pm  
Subject: Utilities Inc. rate hike.

Application for increase in water and wastewater rates in Lake County by

LAKE UTILITY SERVICES, INC.

Docket No. 100426-WS

To whom it may concern:

We would like you to deny Lake Utilities request for an increase in water and wastewater rates. They have already more than doubled in the past two years. Isn't it your responsibility to keep utility companies in check??? I run a small company and wouldn't stay in business very long if I continually increased my rates. The general public would simply seek more competitive companies elsewhere. We however don't have that option. As a result, it's your responsibility to make sure Lake Utilities rates are in line with other utility providers.

If they are so be it. But if not, deny their request. Also, let it be known that Lake Utilities have failed miserably when it comes to informing their utility consumers of up-coming meetings like the one we just had April 27<sup>th</sup> in Clermont. We received NO notification by mail. Further more, our phone calls to their office had no return response whatsoever. Your assistance in regards to these matters would be greatly appreciated.

Regards,

Dale & Barbara Rex  
10525 Vista Del Sol Circle  
Clermont, Fl. 34711  
[Dalemrex@aol.com](mailto:Dalemrex@aol.com)

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Tuesday, August 09, 2011 10:05 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket 100426

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

**Attachments:** Docket 100426-WS Water Rate Increase; Docket #100426-WS; Docket #100426-WS; {BULK} WATER RATES

Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Monday, August 08, 2011 4:20 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket 100426

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, August 08, 2011 8:56 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 100426

These have been entered with WS641 and docket #100426, close out code of PR-68. DH

8/9/2011

## Diamond Williams

---

**From:** Mary & Carey Goldin [CGoldin@cfl.rr.com]

**Sent:** Sunday, August 07, 2011 3:35 PM

**To:** Consumer Contact

**Subject:** Docket 100426-WS Water Rate Increase

Dear Ladies/Gentlemen,

I believe you are listening to Florida residents regarding this increase. My husband is disabled and I am the only one working in our household. I am 60 years of age now. We cannot afford another rate increase. America is in trouble right now. Families are just trying to put food on the table and hold on to their homes. How can Utilities Inc do this to us? They want a better rate for their investment??? We are just trying to live.

We need your continued support.

Thank you for listening,

Meg Goldin

PS... I went out to read my water meter. My community newsletter gave us all tips on trying to save \$\$ on our water bills. Did you know I had to dig my way down to my meter gage? How are they reading my meter if I could not read it without first digging all the dirt out of the box?

8/9/2011



**Diamond Williams**

---

**From:** Bonny Sanders [bjeansanders@yahoo.com]

**Sent:** Sunday, August 07, 2011 7:45 PM

**To:** Consumer Contact

**Subject:** Docket #100426-WS

Just to let you know that in these worse of economic times it is not the proper thing to do to raise the utilities.

Thank you,  
Bonny Sanders

**Diamond Williams**

---

**From:** James Warren [jwarren77@centurylink.net]

**Sent:** Sunday, August 07, 2011 9:45 PM

**To:** Consumer Contact

**Subject:** Docket #100426-WS

We must protest any rate increase for Utilities, Inc in Lake Co, FL. Service from these people is nearly non-existent. Water pressure is minimal, the wastage from their facility in The Vistas is causing road damage, which must be repaired at taxpayer (us) expense. The cleanliness of their product is suspect from time to time, also.

James M & Mary S Warren  
13716 Calle de Ora Ct  
The Vistas  
Clermont, FL 34711

8/9/2011

**Diamond Williams**

---

**From:** louis stone [score1234@embarqmail.com]

**Sent:** Thursday, January 17, 2002 1:59 PM

**To:** Consumer Contact

**Subject:** {BULK} WATER RATES

8/8/11

DOCKET # 100426-WS

NO TO A INCREASE IN WATER RATES, THIS COMPANY IS OUT OF CONTROL, TIME FOR NEW LEADERSHIP AT THE TOP. CUSTOMERS SHOULD NOT BE RESPONSIBLE TO PAYOFF DEBT FOR THEIR POOR DECISIONS & LOUSY LEADERSHIP.  
A HOMEOWNER IN THE VISTA.S IN CLERMONT.

100426-WS

**Diamond Williams**

**From:** Diamond Williams  
**Sent:** Tuesday, August 02, 2011 12:36 PM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket 100426 to Clerk  
**Attachments:** water rate increase

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Tuesday, August 02, 2011 10:19 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket 100426 to Clerk

Customer correspondence

---

**From:** Lynette Tenace  
**Sent:** Monday, August 01, 2011 3:37 PM  
**To:** Ruth McHargue  
**Subject:** Docket 100426 to Clerk

Filed in CATS, please see 1021705C.

*Lynette Tenace*  
*OPS Senior Clerk*  
*SSC-Public Service Commission*  
*P: 850-413-6131*  
*F: 850-413-6132*

---

**From:** Angie Calhoun

8/2/2011

**Sent:** Monday, August 01, 2011 2:46 PM  
**To:** Lynette Tenace  
**Subject:** Lake Utilities Rate Increase Protest

Please file as a protest to docket 100426, PR68, and company code WS641.

Thanks,

Angie

**Diamond Williams**

---

**From:** Didi Bushey [xpowerwalk@hotmail.com]

**Sent:** Sunday, July 31, 2011 1:04 PM

**To:** Consumer Contact

**Subject:** water rate increase

To Whom It May Concern:

I am writing concerning another proposed water & sewer rate increase. (Docket # 100426-WS). As customers of Utilities, Inc., we have experienced several water and sewer rate increases over the last 2 to 3 years. These increases are getting way out of hand. When will it end??? My mother, also a customer, may have to move out of her home if the rates continue to rise. Where is the money going?? It certainly hasn't gone to finding a way to end the terrible smell from the plant between Greater Groves and Weston Hills!!

Dolores Bushey-Adams  
Weston Hills  
Clermont, Fl.

**Diamond Williams**

100426-WS

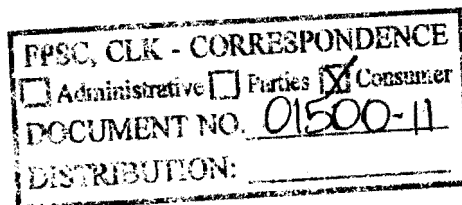
**From:** Diamond Williams  
**Sent:** Thursday, July 28, 2011 10:36 AM  
**To:** Randy Roland  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket 100426 to Clerk, no response requested

**Attachments:** Water rate increase; FW: Water rate increase; water rate increase DOCKET # 100-426-WS

Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
Phone: 850-413-6094



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---

**From:** Randy Roland  
**Sent:** Thursday, July 28, 2011 10:21 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket 100426 to Clerk, no response requested

Please add the attached correspondence to the correspondence side of Docket 100426.

---

**From:** Lynette Tenace  
**Sent:** Thursday, July 28, 2011 8:24 AM  
**To:** Randy Roland  
**Subject:** Docket 100426 to Clerk, no response requested

Filed in CATS, please see 1020961C and 1020963C.

*Lynette Tenace*  
*OPS Senior Clerk*  
*SSC-Public Service Commission*  
*P: 850-413-6131*  
*F: 850-413-6132*

---

**From:** Angie Calhoun

7/28/2011

**Sent:** Thursday, July 28, 2011 8:03 AM  
**To:** Lynette Tenace  
**Subject:** Lake Utilities Rate Increase protest

Please enter as a protest PR68 for docket 100426, company code WS641

Thanks,

Angie



## Diamond Williams

---

**From:** Kenneth Wilde [Kenneth.Wilde@mclaneco.com]

**Sent:** Tuesday, July 26, 2011 4:32 PM

**To:** Consumer Contact

**Subject:** Water rate increase

Florida Public Service Commission:

To grant Utilities Inc. thru Lake Utilities Services, Inc. another water rate increase is ridiculous. They already have the highest water rates of any water company in the area. No one I know in Osceola, Orange, or Polk Counties pay anywhere near the rates we pay in Lake County for just water and sewer services alone. They have received numerous increases over the last few years. Bad management on their part should not result in another increase for the customer. Water and sewer for me is my highest utility bill. It is more than my electric bill on a yearly total. We already conserve as much as possible. The fact we HAVE to use water should not give them the right to keep raising their rates on the consumer.

Ken Wilde

15850 Bay Vista Dr.

Clermont, Fl. 34714

**Diamond Williams**

---

**From:** Kenneth Wilde [Kenneth.Wilde@mclaneco.com]  
**Sent:** Tuesday, July 26, 2011 4:36 PM  
**To:** Consumer Contact  
**Subject:** FW: Water rate increase  
Docket#100426-WS

---

**From:** Kenneth Wilde  
**Sent:** Tuesday, July 26, 2011 4:32 PM  
**To:** 'contact@psc.state.fl.us'  
**Subject:** Water rate increase

Florida Public Service Commission:

To grant Utilities Inc. thru Lake Utilities Services, Inc. another water rate increase is ridiculous. They already have the highest water rates of any water company in the area. No one I know in Osceola, Orange, or Polk Counties pay anywhere near the rates we pay in Lake County for just water and sewer services alone. They have received numerous increases over the last few years. Bad management on their part should not result in another increase for the customer. Water and sewer for me is my highest utility bill. It is more than my electric bill on a yearly total. We already conserve as much as possible. The fact we HAVE to use water should not give them the right to keep raising their rates on the consumer.

Ken Wilde  
15850 Bay Vista Dr.  
Clermont, Fl. 34714

**Diamond Williams**

---

**From:** Allpamperedpetz@aol.com  
**Sent:** Wednesday, July 27, 2011 1:31 PM  
**To:** Consumer Contact  
**Subject:** water rate increase DOCKET # 100-426-WS

MICHAEL AND PATRICIA IRWIN  
13743 VISTA DEL LAGO BLVD  
CLERMONT FLORIDA 34711

DOCKET # 100-426-WS

To whom it may concern,

I am writing to voice my concern at the possible increase in the already to high water rates.

I am aware that LUSI would like a return on their investment, I as well as any neighbor I have spoken too think our rates are already too high. My brother and his family live in Minneola his bill is one third of mine. People in lake county are trying to hold onto their homes and **ANOTHER INCREASE at this time in this economy will seriously hurt the people of lake county.**

Thank you for your time and consideration in this matter.

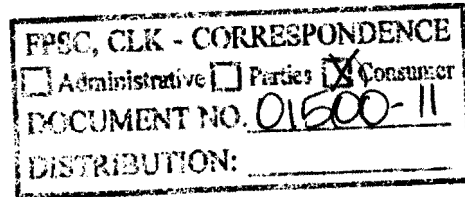
Sincerely,

P Irwin

100426-WS

**Diamond Williams**

**From:** Diamond Williams  
**Sent:** Monday, July 25, 2011 11:08 AM  
**To:** Randy Roland  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket 100426  
**Attachments:** #100426-WS; DOCKET #100426-WS



Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Randy Roland  
**Sent:** Monday, July 25, 2011 10:55 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket 100426

Please add the attached customer correspondence to the correspondence side of the Docket 100426-WS

Randy

---

**Diamond Williams**

---

**From:** trish [trish34711@earthlink.net]  
**Sent:** Saturday, July 23, 2011 3:19 PM  
**To:** Consumer Contact  
**Subject:** DOCKET #100426-WS  
Water Rates being raised in the "Vistas"

As a resident of the Vistas for over 10 years I am voicing my strong objection to ANY rate increaes of our water rate which are already over priced. There has been no valid basis for this rate increase and if it takes a law suit, youv've got it coming

Dr. D.D. Schafer  
13502 Palo Court  
Clermont, FL 34711

## Diamond Williams

---

**From:** Len [Ftleonardale@gmx.com]  
**Sent:** Sunday, July 24, 2011 1:11 PM  
**To:** Consumer Contact  
**Subject:** #100426-WS

how could the LUSI consider raising water rates with the economy in such a mess! there is nothing more basic to sustain life than water.

right now my pension check is supporting 3 families and i have not received a cola adjustment in 2 years. the us government says i don't need it. so i think this huge rate increase is an outrage. how about a 5% increase i never got a pay raise over 5% in my life! the psc is suppose to be a watch dog to make sure the public does not get ripped

off do your job!!!!   leonard carr 13805 vista del lago blvd  
clermont fl. 34711   352-4325559

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Monday, July 25, 2011 8:34 AM  
**To:** Ruth McHargue  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 100426

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION:		

**Attachments:** Docket #100426-WS ; water; docket #10426ws; DOCKET NO 110019 (-WS) Harbor Hills Utilities to Aqua Utility Florida

Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Friday, July 22, 2011 4:32 PM  
**To:** Diamond Williams  
**Subject:** FW: To CLK Docket 100426

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Friday, July 22, 2011 4:14 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 100426

These have been filed as info requests with WS641 (company code), Docket number 100426 and PR-68 (as close out code). DH

## Diamond Williams

---

**From:** THEEXEC@aol.com  
**Sent:** Thursday, July 21, 2011 5:33 PM  
**To:** Consumer Contact  
**Subject:** Docket #100426-WS  
**Follow Up Flag:** Follow up  
**Flag Status:** Green

Good day,

I encourage you to oppose the requested water increase by Lake Utilities Services, Inc

Please assist us by denying this increase that will have a negative affect to my home and my community.

Regards,

Edward L. Rios (R)  
2733 Brook Hollow Rd.  
Clermont, Fl. 34714

7/25/2011



## Diamond Williams

---

**From:** pokandf@aol.com  
**Sent:** Thursday, July 21, 2011 7:06 PM  
**To:** Consumer Contact  
**Subject:** water  
**Follow Up Flag:** Follow up  
**Flag Status:** Green

hello.

we don't need a water increase for docket # 100426 . since you keep adding people on you have enuff money where you don't need to increase are rates.. so please leave them alone... we shouldn't be paying what we are they are way to high know , we should have them lower than being raised  
thank you

---

7/25/2011

**Diamond Williams**

---

**From:** nalmike1@aol.com  
**Sent:** Thursday, July 21, 2011 10:18 PM  
**To:** Consumer Contact  
**Subject:** docket #10426ws  
**Follow Up Flag:** Follow up  
**Flag Status:** Green

DEAR COMMISSIONES"

AS A SENIOR CITIZEN ON SOCIAL SECURITY ASKING THEY NOT AGREE TO THIS INCREASE  
IN WATER RATES ON UTILITIES COMPANY.

DOCKET #100426WS

MIKE SMARGIASSI

## Diamond Williams

---

**From:** Karen Setz [setzk@embarqmail.com]  
**Sent:** Friday, July 22, 2011 1:32 PM  
**To:** Consumer Contact  
**Subject:** DOCKET NO 110019 (-WS) Harbor Hills Utilities to Aqua Utility Florida  
**Follow Up Flag:** Follow up  
**Flag Status:** Green

Ms. Ann Cole Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 110019-WS -Aqua Utilities Florida, Inc.'s Application for Approval of Transfer of Harbor Hills Utilities, L.P.'s Water System to Aqua Utilities Florida, Inc. and Amendment of Certificate in Lake County, FL, and Aqua Utilities Florida, Inc.'s Application for Original Certificate for an Existing Wastewater System, Request for Initial Rates and Charges, and Amendment of Certificate in Lake County, FL.

Dear Ms. Cole,

I disagree that it is in the public interest to transfer the certificate for water (and wastewater) systems of the Harbor Hills Utilities, LP to Aqua Utilities Florida, Inc (AUF).

While these negotiations were underway for the better part of nearly two years, we were unaware of this proposed sale, and only learned of it in January 2011 (and again on June 22 when we were subsequently re-advised because of errors in Aqua's original notifications; even this notification is with errors).

Not only because water is vital to our health, but also to our quality of life here in Harbor Hills, we oppose this transfer for the following reasons:

- The transfer of the water system to AUF is not in the public interest.- I question whether the proposed wastewater service documentation is accurate.
- The Notice which was provided to the residents was inaccurate and unclear.
- I believe the reputation and performance record of AUF is highly questionable based on the facts of past experience in Florida and other States. We respectfully request that the Public Service Commission deny the transfer of the Harbor Hills water utilities operating certificates to AUF, and conduct a thorough investigation on their past and present operations in the State of Florida.

Sincerely, Ulrich and Karen Setz  
39659 Grove Heights, Lady Lake, FL 32159

7/25/2011

---

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Friday, July 22, 2011 11:31 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: To CLK Docket 100426

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION:		

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Friday, July 22, 2011 9:09 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket 100426

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Thursday, July 21, 2011 4:30 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 100426

Copy on file, see 1019776C. DH

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

**From:** John [mailto:apache7544@mac.com]  
**Sent:** Thursday, July 21, 2011 12:21 PM  
**To:** Consumer Contact  
**Subject:** Water Increases

It is unfortunate that the city of Clermont has divested itself of responsibilities of water supply and management to the people of South Lake by using a 3rd party named Utilities Inc. Since this divestiture we have seen rate

increases coming in one after another. As a member of this community I would petition you to refuse this latest water increase on us. Thank you, John Dominski 15207 GrGr Blvd. Clermont Fl.

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Thursday, July 21, 2011 2:19 PM  
**To:** Ruth McHargue  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 100426

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION:		

**Attachments:** Re:Docket #100426-WS; water increase; Docket #100426-WS; docket #100426-WS ; Protest against Increase in Water rates LUSI Docket # 100426-WS

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

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---

**From:** Ruth McHargue  
**Sent:** Thursday, July 21, 2011 1:10 PM  
**To:** Diamond Williams  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 100426

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Thursday, July 21, 2011 9:04 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 100426

These have been put into information requests with company code WS641, Docket 100426 and close out code pr68. DH

7/21/2011

**Diamond Williams**

---

**From:** mcooper999@netzero.net  
**Sent:** Thursday, July 21, 2011 7:37 AM  
**To:** Consumer Contact  
**Subject:** Re:Docket #100426-WS

**Follow Up Flag:** Follow up

**Flag Status:** Green

To whom this may concern,

Lake County Residence cannot afford another water rate increase.  
There are too many families, who can barely afford food and shelter.  
This increase will put a hardship on the Lake County people.  
We urge you NOT to pass this proposed Increase.

Kind regards  
A.C.

---

**57 Year Old Mom Looks 27!**

Mom Reveals \$5 Wrinkle Trick That Has Angered Doctors!

[ConsumerLifestyles.org](http://ConsumerLifestyles.org)

**Diamond Williams**

---

**From:** Howard Clark [howard14012@yahoo.com]

**Sent:** Wednesday, July 20, 2011 8:48 PM

**To:** Consumer Contact

**Subject:** water increase

**Follow Up Flag:** Follow up

**Flag Status:** Green

To Whom It May Concern,

Say it isnt so. I was just informed today that Lake Utilities is asking for another increase in the water rates. How is this possible? They were just granted a hefty increase and now are asking for another one. Is this the way utilities get what they want . Because they did not get what they asked for the first time , they just turn around and ask for another increase. Please, give this some thought. Those of us who are on fixed incomes havent had an increase in three years , yet everything else has increased.Please, we are drowning in debt now! The foreclosure rate is at epidemic levels in this area and now people are walking away from their homes because they cannot afford to pay the utilities.

The biggest portion of communities in this area who are serviced by Lake Utilities have HOA's and MUST maintain a lawn. Just affording to water twice a week and showering on a daily basis is costing the average person 200.00 a month. This is ridiculous. The PSC should take over all the HOA's and grant us the ability to not water our lawns.

Lake Utilities has granted Niagara Bottling the ability to draw thousands of gallons of water on a daily basis and yet would have us believe that they need another increase.

Once again, I beg you to research this carefully as the end result will be catastrophic to most of us.

Kind regards,

Pamela Clark

2543 Meadow Oaks Loop

Clermont, Fl

7/21/2011



**Diamond Williams**

---

**From:** Deborah & Collin Bishop-Karney [bishopkarney2@gmail.com]  
**Sent:** Wednesday, July 20, 2011 11:16 PM  
**To:** Consumer Contact  
**Subject:** Docket #100426-WS  
**Follow Up Flag:** Follow up  
**Flag Status:** Green

To the PSC Commissioners:

It has recently come to my attention my water company, Utilities Inc. (through their parent company Lake Utilities Services, Inc.) has submitted an application to you for another INCREASE in water rates.

As a single parent and full time charter school teacher, I do not have the funds to support this request. I've been in my single family home since 2004 and at that time my water bill averaged \$60. Here it is 2011 and my water bill is \$100+ every month; my water consumption is less than it was in 2004. Currently I am considering relocation as I've been struggling to make ends meet in my modest home in my modest neighborhood. It pains me to think my decision may be made for me because I can no longer afford to live in Weston Hills, which is serviced by this water company.

I ask that you PLEASE take into consideration my situation, along with many others for whom I believe you will hear from, when making your decision to approve of this rate increase.

I'd also like to add, it is my understanding the water company has asked for its fairly recent rate hike due to their increased costs of having to purify the odor emanating from their plant right next to my neighborhood. If this is the correct situation, I must say I am highly disappointed... as frequently my neighborhood reeks of a foul odor from their plant next door.

7/21/2011

Thank you for taking the time to consider what I've shared with you.

Respectfully,

Deborah Bishop-Karney  
Weston Hills resident  
Clermont, FL

--

*Deborah & Collin Bishop-Karney*

## Diamond Williams

---

**From:** Amy Howe [amyhowe76@yahoo.com]

**Sent:** Thursday, July 21, 2011 7:08 AM

**To:** Consumer Contact

**Subject:** docket #100426-WS

**Follow Up Flag:** Follow up

**Flag Status:** Green

I am just emaling about another rate increase for water. We just had one in April and my bill is ridiculous already. How do you think people on fixed incomes can afford you? Shame on you!

7/21/2011

## Diamond Williams

---

**From:** James McFarlane [james@gringerhill.freeseve.co.uk]  
**Sent:** Thursday, July 21, 2011 7:12 AM  
**To:** Consumer Contact  
**Subject:** Protest against Increase in Water rates LUSI Docket # 100426-WS

**Follow Up Flag:** Follow up

**Flag Status:** Green

As a homeowner in Lake County I am protesting against a further increase in the water rates for residents in the county. At a time when everyone has to exercise restraint in their expenditure, it should be expected that the utility companies should observe the same constraints and pursue all avenues in house in order to reduce their costs.

James McFarlane  
15702 Bay Vista Dr  
Clermont FL 34714

7/21/2011

100426-WS

**Diamond Williams**

**From:** Diamond Williams  
**Sent:** Thursday, July 21, 2011 1:03 PM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: To CLK Docket#100426-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		01500-11
DISTRIBUTION:		

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

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---

**From:** Ruth McHargue  
**Sent:** Thursday, July 21, 2011 12:55 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket#100426-WS

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Thursday, July 21, 2011 12:40 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket#100426-WS

Copy on file, see 1019773C. DH

---

**From:** shannon berry [mailto:pssberry@hotmail.com]  
**Sent:** Thursday, July 21, 2011 9:55 AM  
**To:** Consumer Contact  
**Subject:** Docket#100426-WS

To Whom it may concern:

I am a Lake County water consumer and would like to oppose the application for an increase in water fees. Please note that I am against Docket#100426-WS.

Thank you,  
 Mrs. Berry

7/21/2011

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Wednesday, July 20, 2011 9:51 AM  
**To:** Ruth McHargue  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** RE: To CLK Docket 100426 - WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

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---

**From:** Ruth McHargue  
**Sent:** Wednesday, July 20, 2011 9:26 AM  
**To:** Diamond Williams  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 100426 - WS

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Wednesday, July 20, 2011 8:12 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 100426 - WS

Copy on file, see 1019485C. DH

---

**From:** [grhodes13@cfl.rr.com](mailto:grhodes13@cfl.rr.com) [mailto:[grhodes13@cfl.rr.com](mailto:grhodes13@cfl.rr.com)]  
**Sent:** Tuesday, July 19, 2011 11:01 PM  
**To:** Consumer Contact  
**Subject:** Docket # 100426 - WS

7/20/2011

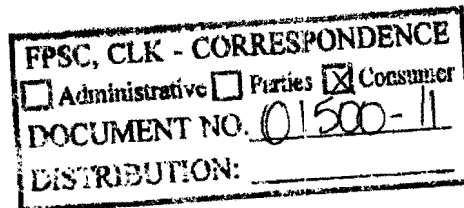
**NO** water rate increase, please.

GK Rhodes  
10308 Calle de Flores Drive  
Vistas at Lake Louisa  
Clermont FL 347117670

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Wednesday, July 20, 2011 8:34 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: Docket 100426 to CLK



Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
Phone: 850-413-6094

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---

**From:** Ruth McHargue  
**Sent:** Tuesday, July 19, 2011 10:32 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket 100426 to CLK

Customer correspondence

---

**From:** Lynette Tenace  
**Sent:** Tuesday, July 19, 2011 8:10 AM  
**To:** Ruth McHargue  
**Subject:** Docket 100426 to CLK

Filed in CATS, please see 1019233.

*Lynette Tenace*  
*OPS Senior Clerk*  
*SSC-Public Service Commission*  
*P: 850-413-6131*  
*F: 850-413-6132*

---

**From:** Consumer Contact  
**Sent:** Tuesday, July 19, 2011 8:04 AM  
**To:** Lynette Tenace  
**Subject:** FW: Docket Number 100426-WS

7/20/2011



---

**From:** Bob Ruley [mailto:ubbabob@hotmail.com]  
**Sent:** Monday, July 18, 2011 9:29 PM  
**To:** Consumer Contact  
**Subject:** Docket Number 100426-WS

I am writing to you today as a customer of Utilities Inc. to urge you to deny their request to raise our water rates. During these fairly tough times, an increase in water rates would be a burdensome addition to our monthly budget. There are very few areas that we can decrease our water usage to offset any increase in the rates.

Please do not make it any tougher on my young family to make it through these current economic times.

Robert Ruley  
13743 Calle De Ora Ct  
Clermont, FL

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Tuesday, July 19, 2011 10:08 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: To CLK Docket 100426-WS

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

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

**From:** Ruth McHargue  
**Sent:** Monday, July 18, 2011 12:54 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket 100426-WS

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Monday, July 18, 2011 8:47 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 100426-WS

Copy on file, see 1018938C. DH

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

**From:** Bob Pittman [mailto:bob\_pittman@sil.org]  
**Sent:** Sunday, July 17, 2011 6:12 PM  
**To:** Consumer Contact  
**Subject:** Docket Number 100426-WS

Dear Commissioners,

I understand that Utilities, Inc. wants to raise the water rates again at the Vistas at Lake Louisa. I would like to encourage you to not approve this rate increase. The rates have continued to go up and in these difficult economic times, this places a hardship on the homeowners. We don't need more homeowners having to go through foreclosures at this time. It isn't good for any of us. I am sure I don't need to document the economic difficulties facing us at this time. So please do not approve this increase. Thank you for considering the homeowners in this matter.

Sincerely,  
Robert & Linda Pittman  
13820 Sierra Ct.  
Clermont, FL 34711

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Tuesday, July 12, 2011 11:28 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket 100426

<b>FPSC, CLK - CORRESPONDENCE</b>		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
<b>DOCUMENT NO.</b> 01500-11		
<b>DISTRIBUTION:</b> _____		

**Attachments:** Public Service Commission.wpd

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Tuesday, July 12, 2011 9:12 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket 100426

Customer correspondence

---

**From:** Lynette Tenace  
**Sent:** Monday, July 11, 2011 4:38 PM  
**To:** Ruth McHargue  
**Subject:** Docket 100426 to CLK

Filed in CATS, please see 1017974C.

*Lynette Tenace*  
*OPS Senior Clerk*  
*SSC-Public Service Commission*  
*P: 850-413-6131*  
*F: 850-413-6132*

---

**From:** Consumer Contact

7/12/2011

**Sent:** Monday, July 11, 2011 2:11 PM  
**To:** Lynette Tenace  
**Subject:** FW: Utilities Inc. rate hike.

---

**From:** dalemrex@aol.com [mailto:dalemrex@aol.com]  
**Sent:** Monday, July 11, 2011 2:09 PM  
**To:** Consumer Contact  
**Subject:** Utilities Inc. rate hike.

Application for increase in water and wastewater rates in Lake County by

LAKE UTILITY SERVICES, INC.

Docket No. 100426-WS

To whom it may concern:

We would like you to deny Lake Utilities request for an increase in water and wastewater rates. They have already more than doubled in the past two years. Isn't it your responsibility to keep utility companies in check??? I run a small company and wouldn't stay in business very long if I continually increased my rates. The general public would simply seek more competitive companies elsewhere. We however don't have that option. As a result, it's your responsibility to make sure Lake Utilities rates are in line with other utility providers.

If they are so be it. But if not, deny their request. Also, let it be known that Lake Utilities have failed miserably when it comes to informing their utility consumers of up-coming meetings like the one we just had April 27<sup>th</sup> in Clermont. We received NO notification by mail. Further more, our phone calls to their office had no return response whatsoever. Your assistance in regards to these matters would be greatly appreciated.

Regards,

Dale & Barbara Rex  
10525 Vista Del Sol Circle  
Clermont, Fl. 34711  
[Dalemrex@aol.com](mailto:Dalemrex@aol.com)

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Tuesday, July 12, 2011 11:31 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: Docket 100426

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>01500-11</u>		
DISTRIBUTION: _____		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Monday, July 11, 2011 4:07 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Docket 100426

Customer correspondence

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

**From:** Lynette Tenace  
**Sent:** Monday, July 11, 2011 2:08 PM  
**To:** Ruth McHargue  
**Subject:** Docket 100426

Filed in CATS, please see 1017900C.

Lynette Tenace  
OPS Senior Clerk  
SSC-Public Service Commission  
P: 850-413-6131  
F: 850-413-6132

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

From: Consumer Contact  
Sent: Monday, July 11, 2011 1:28 PM  
To: Lynette Tenace  
Subject: FW: Docket Number: 100426-WS

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

From: dbrandt3@cfl.rr.com [mailto:dbrandt3@cfl.rr.com]  
Sent: Monday, July 11, 2011 1:27 PM  
To: Consumer Contact  
Subject: Docket Number: 100426-WS

Please don't increase our water rates. They already have had several increases and we don't see any improvement in services. Docket Number: 100426-WS

Del Brandt  
14109 Vista Del Lago Blvd  
Clermont



100426-WS

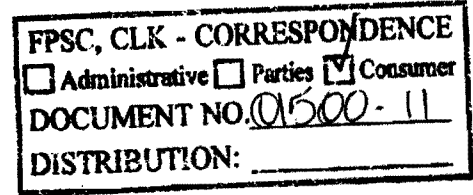
**Diamond Williams**

**From:** Diamond Williams  
**Sent:** Tuesday, July 12, 2011 11:32 AM  
**To:** Ruth McHargue  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** RE: Docket 100426

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
Phone: 850-413-6094



Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Monday, July 11, 2011 2:04 PM  
**To:** Diamond Williams  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: Docket 100426

Customer correspondence

---

**From:** Lynette Tenace  
**Sent:** Monday, July 11, 2011 8:44 AM  
**To:** Ruth McHargue  
**Subject:** Docket 100426  
Filed in CATS, please see 1017700C.

*Lynette Tenace  
OPS Senior Clerk  
SSC-Public Service Commission  
P: 850-413-6131  
F: 850-413-6132*

---

**From:** [dhm12458@aol.com](mailto:dhm12458@aol.com) [mailto:[dhm12458@aol.com](mailto:dhm12458@aol.com)]

7/12/2011

**Sent:** Sunday, July 10, 2011 8:23 PM  
**To:** Consumer Contact  
**Subject:** Re: Docket Number 100426-WS

To Whom It May Concern:

We have heard that our water bills are going to be increased again. We are voting against this.

Michael and Diana Miller  
10305 Calle de Flores Drive  
Clermont, FL 34711

**Diamond Williams**

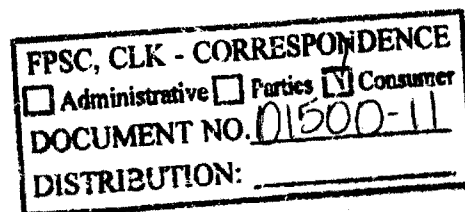
100426-WS

**From:** Diamond Williams  
**Sent:** Tuesday, July 12, 2011 11:32 AM  
**To:** Ruth McHargue  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** RE: Docket 100426

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094



Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Monday, July 11, 2011 2:03 PM  
**To:** Diamond Williams  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: Docket 100426

Customer correspondence

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

**From:** Lynette Tenace  
**Sent:** Monday, July 11, 2011 8:40 AM  
**To:** Ruth McHargue  
**Subject:** Docket 100426

File in CATS, please see 1017697C

Lynette Tenace  
OPS Senior Clerk  
SSC-Public Service Commission  
P: 850-413-6131  
F: 850-413-6132

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

From: Consumer Contact  
Sent: Monday, July 11, 2011 8:08 AM  
To: Lynette Tenace  
Subject: FW: 100426-WS

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

From: Rafael OTERO [mailto:rafaelopr62@yahoo.com]  
Sent: Sunday, July 10, 2011 10:11 PM  
To: Consumer Contact  
Subject: 100426-WS

I don't want this increase

Rafael Otero

The Vistas resident

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Thursday, June 23, 2011 2:09 PM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: To CLK Docket 100426

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 101500-11		
DISTRIBUTION: _____		

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Thursday, June 23, 2011 9:57 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket 100426  
**Importance:** Low

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Thursday, June 23, 2011 9:54 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 100426  
**Importance:** Low

Copy on file, see 1015204C. DH

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

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Wednesday, June 22, 2011 4:01 PM  
**To:** Consumer Contact  
**Subject:** {BULK} E-Form Other Complaint TRACKING NUMBER: 29224  
**Importance:** Low

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: LaMar Hill  
Telephone: 352-394-3375  
Email: laflarpink36@aol.com  
Address: 11631 Pineloch Loop Clermont 34711

BUSINESS INFORMATION

Business Account Name: LaMar Hill  
Account Number: 9606300000  
Address: 11631 Pineloch Loop Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I have had an ongoing problem with my water utility company drastically increasing my bill without notice. My bill in March was \$30.00. My bill jumped to a \$100.31 in May and for the month of June there was a huge increase to \$251.27. I called the utility company @1-800-272-1919 to find out why there was an increase without notification. The rate was originally at 1.72 per 1,000 gallons. The rate is now at 2.24 for the first 1,000-5,000 gallons to 3.37 per 5,000 gallons and up. The customer service person told me that it is normal to do an increase without notice due to the shortage of water and the power utility increases. I feel that this was a lie. The increase is ridiculous. My electric bill had a small increase that bill is @ \$143.00. We run our electricity alot more then we do our sprinklers. I want to file a complaint against this rate increase. I was not given any written notice about an increase. This is unfair and I feel it has been a fraud against the consumers.

PSC was contacted previously

Ellen Plendl

100426-WS

RECEIVED FPSC

From: Mary & Carey Goldin [CGoldin@cfl.rr.com]  
Sent: Sunday, June 19, 2011 9:11 PM  
To: Consumer Contact  
Subject: Docket Number 100426-WS

11 JUN 22 AM 10:16

COMMISSION  
CLERK

Importance: High

Dear Chairman Graham, Commissioner Balbis, Commissioner Edgar, Commissioner Brise and Commissioner Brown,

My name is Mary Goldin and I represent the 234 property owner's of the Vistas @ Lake Louisa. We are a small community located off highway 27 and Lake Louisa Road in South Lake County. Utilities Inc. (associated with Docket 100426-WS) is our water supplier. I felt compelled to write to you asking for your help as it relates to this requested rate increase.

My community is made up of many retired folks living on fixed incomes. Many others have fallen on hard times due to job cut-backs, job loss, etc. and are hanging on to their homes in these desperate times. We have survived previous rate increases and are just shocked that Utilities Inc. is now, through her parent company asking for yet another increase.

I would ask you, please do not allow this increase. I moved here from Orlando where water rates were high, but these in South Lake County are quickly surpassing anything that I have seen. Please, please, please think of all the residents who will be affected by this increase. Not now....

I understand LUSI is specifying this increase to cover increasing operating costs? My area of Lake County has grown and Utilities Inc. is receiving more funds because they supply the water to the communities here. And they want to earn a fair rate on their investment??? I know folks who are juggling to pay their utility bills and put food on their table.

This is just not the time and completely unnecessary my Friends. Please, please vote NO.

Most Sincerely,

Mary E Goldin, President  
Vistas @ Lake Louisa HOA  
13501 Vista Del Lago Blvd.  
Clermont, FL 34711  
352-242-0374

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF SAFETY, RELIABILITY &  
CONSUMER ASSISTANCE  
DANIEL M. HOPPE, DIRECTOR  
(850) 413-6480

## Public Service Commission

June 21, 2011

Ms. Mary E. Goldin  
Vistas at Lake Louisa HOA  
13501 Vista Del Lago Blvd.  
Clermont, FL 34711

RE: PSC Inquiry 1014716C

Dear Ms. Goldin:

This is in response to your E-mail regarding Lake Utility Services, Incorporated (Lake Utility Services) to the Florida Public Service Commission (PSC).

You expressed a concern about Lake Utility Services' application for an increase in water and wastewater rates. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 100426-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in cursive script, appearing to read "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Division of Safety, Reliability &  
Consumer Assistance

RR:mep



**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Tuesday, May 31, 2011 8:31 AM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** RE: To CLK Docket 100462

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100462-GU.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Friday, May 27, 2011 2:23 PM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: To CLK Docket 100462

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Friday, May 27, 2011 11:23 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 100462

Copy on file, see 1011188C. DHood

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

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Thursday, May 26, 2011 3:47 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 28953

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: Gordon Jackson  
Telephone: 352-243-3637  
Email: mompopjack@cfl.rr.com  
Address: 10813 Vineyard Court Clermont 34711

BUSINESS INFORMATION

Business Account Name: Gordon Jackson  
Account Number: 2320210000  
Address: 10813 Vineyard Court Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

You have allowed this company to raise their rates more than 400% over the past 3 years. they have received a " cost of living " increase and now are increasing charges for meters and associated by 50%. This equipment is already in service and in my case for over 11 years.

Their billing practices are deceptive. They extend the cycle during heavy watering periods to take advantage of the sliding rate scale you approve,thereby charging the highest rate possible for consumption.

RECEIVED-FPSC

Application for increase in water and wastewater rates in Lake County, Illinois  
MAY 20 AM 9:30

**Lake Utility Services, Inc.**

DOCKET NO. 100426-WS

COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE

Administrative  Parties  Consumer

DOCUMENT NO. 01500-11

DISTRIBUTION: \_\_\_\_\_

Name Barbara Buck

Address 13732 Coll De Ara Ct  
Channahon, Illinois 34711

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

Please do not increase our water bills. I paid 275.00 last month & 225.00 the month before & 12.00 the month before that. I can not figure out my bill but as I can see from 12.00 to 275.00 a month. Please explain this to me or contact me at 3522418288

Sincerely  
Barbara Buck

Fold and tape - - see back for address

STAMP

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

Fold Here

Tape

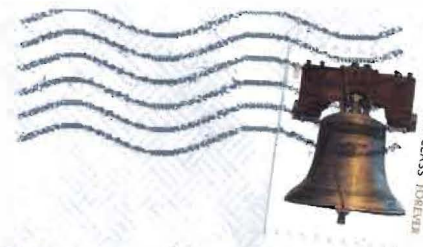
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**B**

Barbara A. Buck  
13732 Calle De Ora Ct.  
Clermont, Florida 34711

ORLANDO FL 328

18 MAY 11 PM 4 L



Florida Public Service Commission  
Division of the Commission Clerk  
& Administration Services  
2540 Sherman Oak Blvd  
Tallahassee, Fla

32399+0850

32399-0850

April 30, 2011  
10818 Via Capri Lane  
Clermont, Florida 34711

Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Subject: Docket # 100426-WS  
Water Rate Increase For Lake Utility Services, Inc.

RECEIVED-FPSC

11 MAY 11 AM 9:18

COMMISSION  
CLERK

STATE REPRESENTATIVE  
11 MAY 11 AM 7:22

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Dear Sir:

I am writing to strongly object to the rate increase that you have approved for Lake Utility Services. When in the midst of a two year economic recession that we are struggling to come out of, it is difficult – if not impossible – for me to grasp why you would approve a 30% plus increase in water rates. With inflation at 0%, (excluding gasoline and food), it is absurd, if not criminal, to increase rates 30-33%. When we purchased this home in 2010, my neighbors were up in arms over a recent increase that they said “doubled” their water bills.

I would be remiss for not reminding you, that your task as a regulatory agency, is to protect the consumer, not the PROVIDER.

I hope you will reconsider this increase, and if they have to have more, how about two to three percent?

Sincerely,

  
Michael J. Perham

CC Lake Utility Services, Inc.  
State Representative File

Enclosure: Petition/Lake Louisa Highlands Residents Against Water Rate  
Hike

LAKE LOUISA HIGHLANDS NEIGHBORHOOD PETITION AGAINST WATER RATE HIKE

RESIDENT ADDRESS DATE

FREDERICK GALLARDO 10812 VIA CAPRI LANE 4-30-2011

PAUL WINNELL 10806 VIA CAPRI LN 4-30-2011

Becky Pedersen 13514 Via Roma Cir 4/30/2011

Ronely Pedro 13514 Via Roma Cir 4/30/2011

Robert Chavilla 13526 Via Roma Cir 4/30/11

Edna & Cindy 13523 Via Roma Cr. 4/30/11

Lorna Bennett 13529 Via Roma Circle 4/30/11

Mike Casanova 10725 Via Capri Lane 4/30/11

GARY MERTLING 10743 VIA CAPRI LANE 4/30/11

Don Stahl 10755 VIA CAPRI LN 4/30/11

M. Sanders 10813 Via Capri La 4/30/11

Joe Stevens 10819 Via Capri Ln. 4/30/11

Paula 10824 Via Capri Lane 5/3/11

Melanie 10818 Via Capri Ln 5/1/11

James M. Perham 10818 Via Capri Ln 5/3/11

Jim Schm 13416 VIA ROMA CIR 5/3/11

13410 VIA ROMA CIR 5/3/11

ER Flynn 13238 VIA ROMA CIR 5/3/11

1332 VIA ROMA CIR 5/3/11

13326 VIA ROMA CIR 5/3/11

13314 VIA ROMA CIR 5/3/11

13817 Via Roma Cr 5/3/11

James Cole 13302 Via Roma Circle 5/3/11

13248 Via Roma Circle 5/3/11

13227 Via Roma C. 3477 5-3-11

100

10

LAKE LOUISA HIGHLANDS NEIGHBORHOOD PETITION AGAINST WATER RATE HIKE

RESIDENT ADDRESS DATE

Michael Smith 13720 Via Lupin Circle 5/3/11  
Paul Brothers 13230 Via Roma Cir 5/3/11

Blank lined area for additional signatures and dates.



Michael J. Perham  
10818 Via Capri Lane  
Clermont, Florida 34711

ORLANDO FL 328

09 MAY 11 PM 4 T



OFFICE OF COMMISSION CLERK  
FLORIDA PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FLORIDA 32399-0850

32399+0850



RECEIVED-FPSC

Application for increase in water and wastewater rates in Lake County, Florida by LAKE UTILITY SERVICES, INC. MAY 9 AM 8:49

**Lake Utility Services, Inc.**

DOCKET NO. 100426-WS

COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 01500-11  
DISTRIBUTION: \_\_\_\_\_

Name ERNEST L. HELMS

Address 13338 VIA ROMA CIRCLE  
CLERMONT FL 34711

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
①	UTILITY CUSTOMERS WERE NOT NOTIFIED BY LAKE UTILITIES OF FPS COMMISSIONS LOCAL MEETINGS AS REQUIRED BY THE COMMISSION.
②	THERE IS NO SAFE AND RATIONAL EXPLANATION FOR RATES TO INCREASE FROM .76 / THOUSAND GALLONS FROM SEPT 2008 TO \$3.37 / THOUSAND * GALLONS TO MAY 2011. THAT IS MORE THAN 4 TIMES THE RATE IN ABOUT 32 MONTHS. OPEC COULD TAKE LESSONS FROM THIS.
③	THE FLORIDA PUBLIC SERVICE COMMISSION SHOULD FULFILL THEIR RESPONSIBILITY TO PROTECT FLORIDA CONSUMERS FROM ABUSE BY MONOPOLIES. THE FLORIDA PUBLIC SERVICE COMMISSION SHOULD NOT BE A TOOL OF LAKE UTILITY SERVICES, INC.
④	THE ONLY EXPLANATION FOR THESE RATE INCREASES APPEARS TO BE HIGH PROFITS. *\$3.37 / THOUSAND IS INTERIM RATE INCREASE

Fold and tape -- see back for address

\*\$3.57 / THOUSAND IS LAKE UTILITIES TOP LEVEL RATE INCREASE REQUEST

\* IF A CONSUMER USED 10000 GALLONS UNDER LAKE (FINAL) UTILITY'S RATE REQUEST HE WOULD PAY \$38.54 OR 3.854 / THOUSAND GALLONS USED. THE FIRST 10000 GALLONS USED ARE THE MOST EXPENSIVE!

ERNEST L HELMS  
13338 VIA ROMA CIRCLE  
CLERMONT FL 34711

ORLANDO FL 328

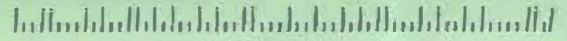
05 MAY 11 PM 4 T



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

FPSC CLK - CORRESPONDENCE  
 Administrative  Public  Customer  
DOCUMENT NO. \_\_\_\_\_  
DISTRIBUTION \_\_\_\_\_

32399-0850



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Tape

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RECEIVED-FPSC

Application for increase in water and wastewater rates in Lake County, FL MAY -6 AM 8:36

**Lake Utility Services, Inc.**

DOCKET NO. 100426-WS

COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 01500-11  
DISTRIBUTION:

Name John & Michele Horn  
Address 13748 Calle de Ora Ct  
Clermont, FL 34711

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

Rates have already been raised by Lake Utility by 100% in the last year. To add another rate hike is Highway robbery & price gouging. Please do not allow this to happen. Let the PSC be a voice of reason rather than a rubber stamp to exorbitant fast rate increases. Thank you

Fold and tape - - see back for address



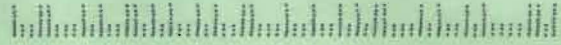
John Horn  
13748 Calle De Ora Ct.  
Clermont, FL 34711-7276

ORLANDO FL 328  
04 MAY 11 PM 4 T



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

32399+0850



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Tape

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Application for increase in water and wastewater rates in Lake County by

## Lake Utility Services, Inc.

FPSC, CLK - CORRESPONDENCE

DOCKET NO. 100426-WS

Administrative  Parties  Consumer

DOCUMENT NO. 01500-11

DISTRIBUTION: \_\_\_\_\_

RECEIVED--FPSC  
11 MAY - 5 AM 9:36  
COMMISSION  
CLERK

Name Orrin Glenn McKinney

Address 16418 Citrus Parkway

Clermont FL 34714

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

### CONSUMER COMMENTS

To: PSC Panel

From: ORRIN "GLENN" MCKINNEY

Utilities Inc. has been granted several increases in their Water/sewer fees over the past ten years, its time to make them step up and run their business more efficiently. No competitive company is guaranteed a bottom line profit. If this company can't make it, let them go into bankruptcy, then a more efficiently operated company can buy them out.

I can almost guarantee you they won't turn loose of this goose that lays their golden egg, but you can tell them that the keepers of the goose are not going to be able to keep up with his voracious appetite for ever. We may have to wring his neck in order to have Christmas dinner.

Please deny this request, thank you.

Fold and tape -- see back for address

O. Glenn McKinney  
16418 Citrus Parkway  
Clermont, FL 34714

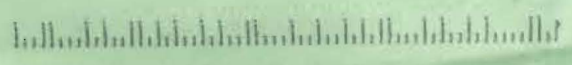
O.B. McKinney  
16418 Citrus Hwy  
Clermont FL 34714



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

PREPAID - CORRESPONDENCE  
Administrative Parties Correspondence  
DOCUMENT MAIL  
POSTAGE WILL BE PAID BY ADDRESSEE

32399980850 0001



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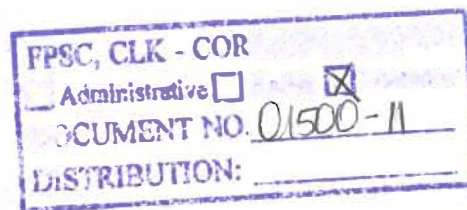
Tape

Fold Here

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Wednesday, May 04, 2011 4:00 PM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: FW: Docket 100426 to CLK  
**Attachments:** FAX.TIF



Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

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

From: Ruth McHargue  
 Sent: Monday, May 02, 2011 3:35:18 PM  
 To: Diamond Williams  
 Subject: FW: Docket 100426 to CLK

Customer correspondence

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

From: Lynette Tenace  
 Sent: Monday, May 02, 2011 10:45:11 AM  
 To: Ruth McHargue  
 Subject: Docket 100426 to CLK

File in CATS, please see 1006498C.

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

From: Consumer Contact  
 Sent: Monday, May 02, 2011 10:31:03 AM  
 To: Lynette Tenace  
 Subject: FW: , 1 page(s)

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

From: Fax Server [<mailto:FaxAdmins@psc.state.fl.us>]  
 Sent: Monday, May 02, 2011 9:30 AM  
 To: Consumer Contact  
 Subject: , 1 page(s)

You have received a new fax. This fax was received by Fax Server. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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5/4/2011



Received On: 5/2/2011 9:29:58 AM  
Number of Pages: 1  
From (CSID):  
From (ANI):  
Sent to DID: 8504136362

Duration of Fax: 0:00:29  
Transfer Speed: 14400

Received Status: Success  
Number of Errors: 0  
Port Received On: IPF\_PORT\_0012

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RECEIVED-FPSC

Application for increase in water and wastewater rates in Lake County **MAY -3 AM 11:29**

LAKE UTILITY SERVICES, INC.

COMMISSION  
CLERK

Docket No. 100426-WS

FPSC, CLK - CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO 0150011  
DISTRIBUTION:

To whom it may concern:

We would like you to deny Lake Utilities request for an ~~increase in water and wastewater~~ rates. They have already more than doubled in the past two years. Isn't it your responsibility to keep utility companies in check??? I run a small company and wouldn't stay in business very long if I continually increased my rates. The general public would simply seek more competitive companies elsewhere. We however don't have that option. As a result, it's your responsibility to make sure Lake Utilities rates are in line with other utility providers.

If they are so be it. But if not, deny their request. Also, let it be known that Lake Utilities have failed miserably when it comes to informing their utility consumers of up-coming meetings like the one we just had April 27<sup>th</sup> in Clermont. We received NO notification by mail. Further more, our phone calls to their office had no return response whatsoever. Your assistance in regards to these matters would be greatly appreciated.

Regards,

Dale & Barbara Rex  
10525 Vista Del Sol Circle  
Clermont, Fl. 34711  
Dalemrex@aol.com

RECEIVED

MAY 02 2011

Florida Public Service Commission  
Division of RCA

Application for increase in water and wastewater rates in Lake County by

LAKE UTILITY SERVICES, INC.

Docket No. 100426-WS

To whom it may concern:

We would like you to deny Lake Utilities request for an increase in water and wastewater rates. They have already more than doubled in the past two years. Isn't it your responsibility to keep utility companies in check??? I run a small company and wouldn't stay in business very long if I continually increased my rates. The general public would simply seek more competitive companies elsewhere. We however don't have that option. As a result, it's your responsibility to make sure Lake Utilities rates are in line with other utility providers.

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Regards,

Dale & Barbara Rex  
10525 Vista Del Sol Circle  
Clermont, Fl. 34711  
[Dalemrex@aol.com](mailto:Dalemrex@aol.com)

**Diane Hood**

---

**From:** Fax Server [FaxAdmins@psc.state.fl.us]  
**Sent:** Monday, May 02, 2011 9:30 AM  
**To:** Consumer Contact  
**Subject:** , 1 page(s)  
**Attachments:** FAX.TIF



FAX.TIF (27  
KB)

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From (CSID):  
From (ANI):  
Sent to DID: 8504136362  
  
Duration of Fax: 0:00:29  
Transfer Speed: 14400  
  
Received Status: Success  
Number of Errors: 0  
Port Received On: IPF\_PORT\_0012  
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RECEIVED

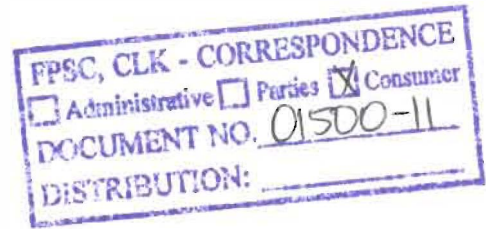
MAY 02 2011

Florida Public Service Commission  
Division of RCA

100426-WS

**Diamond Williams**

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**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: Docket 100426 to CLK  
**Attachments:** FAX.TIF  
Customer correspondence



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**Subject:** Docket 100426 to CLK

File in CATS, please see 1006498C.

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Application for increase in water and wastewater rates in Lake County by

LAKE UTILITY SERVICES, INC.

Docket No. 100426-WS

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[Dalemrex@aol.com](mailto:Dalemrex@aol.com)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

RECEIVED-FPSC

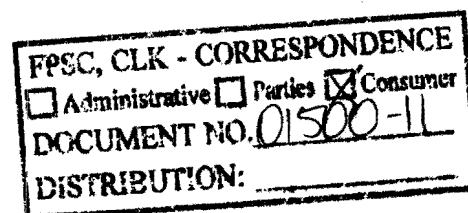
11 APR 19 PM 3:14

COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. Howard C. Clark  
2543 Meadow Oaks Loop  
Clermont, FL 34714



**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Mr. Clark:

Thank you for your correspondence submitted through our Online Consumer Complaint Form in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, a copy of your comments has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required 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 agencies.

There are many factors that affect the cost of providing service which is recovered through the rates charged to customers. Some of these factors 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. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

As part of its petition, LUSI requested an interim rate increase in its water rates. In accordance with Section 367.082, F.S., the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the Utility to earn the minimum of its approved range of rate of return. Due to the 60-day time frame to process the interim request, the statute dictates that the company need only make a prima facie showing that it is earning outside the allowed range of return established in LUSI's previous rate case. The interim rate increase is subject to refund, plus interest based on the commercial paper rate, if the Commission finds that it is not warranted.

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Howard C. Clark

Page 2

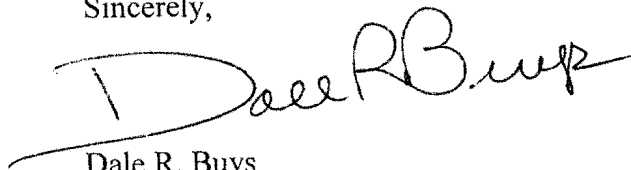
April 19, 2011

If you wish, you may take advantage of an additional opportunity to voice your concerns at the customer meeting to be held at Jenkins Auditorium on Wednesday, April 27, 2011, at 6:00 p.m. You should receive a notice from LUSI that provides more information regarding the customer meeting.

The purpose of the customer meeting is to provide customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the Utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to respond to the customers' questions and provide assistance if necessary.

We understand your concerns regarding LUSI's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be difficult to afford. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6536 or e-mail me at [dale.buys@psc.state.fl.us](mailto:dale.buys@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys". The signature is written in a cursive style with a large, sweeping initial "D".

Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
**Office of Commission Clerk (Docket No. 100426-WS)**  
Office of Public Counsel



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



RECEIVED-FPSC  
MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

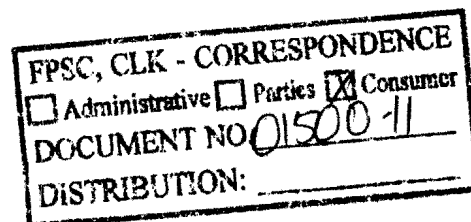
11 APR 19 PM 3:14

COMMISSION  
CLERK

## Public Service Commission

April 19, 2011

Mr. Frank Zeuner  
3235 Callerton Road  
Clermont, FL 34714



Re: **Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Mr. Zeuner:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required 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 agencies.

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Mr. Frank Zeuner

Page 2

April 19, 2011

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We understand your concerns regarding LUSI's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be difficult to afford. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6536 or e-mail me at [dale.buys@psc.state.fl.us](mailto:dale.buys@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys". The signature is written in a cursive style with a long horizontal line extending to the left.

Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

RECEIVED-FPSC  
11 APR 19 PM 3:14

COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. Ernest L. Helms  
13338 Via Roma Circle  
Clermont, FL 34711

Re: Lake Utility Services, Inc. - Docket No. 100426-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Dear Mr. Helms:

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Mr. Ernest L. Helms

Page 2

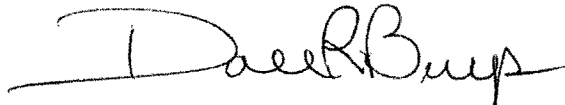
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Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
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STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

RECEIVED-FPSC  
11 APR 19 PM 3:14

COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. David Smith  
2246 Kiwi Trail  
Clermont, FL 34714

FPSC, CLK - CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 01500-11  
DISTRIBUTION: \_\_\_\_\_

**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

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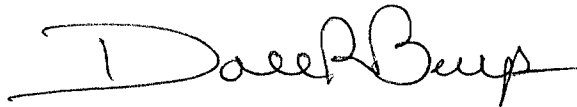
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We understand your concerns regarding LUSI's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be difficult to afford. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6536 or e-mail me at [dale.buys@psc.state.fl.us](mailto:dale.buys@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys". The signature is written in a cursive style with a long horizontal line extending from the end of the name.

Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

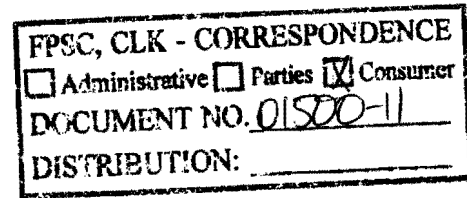
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COMMISSION  
CLERK

## Public Service Commission

April 19, 2011

Mr. Dennis R. Crawford  
2631 Caithness Way  
Clermont, FL 34714



**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Mr. Crawford:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required 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 agencies.

There are many factors that affect the cost of providing service which is recovered through the rates charged to customers. Some of these factors 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. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed. You may review all the information and data used in this rate case in the electronic docket file on the Commission's website.

As part of its petition, LUSI requested an interim rate increase in its water rates. In accordance with Section 367.082, F.S., the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the Utility to earn the minimum of its approved range of rate of return. Due to the 60-day time frame to process the interim request, the statute dictates that the company need only make a prima facie showing that it is earning outside the allowed range of return established in LUSI's previous rate case. The interim rate increase is subject to refund, plus interest based on the commercial paper rate, if the Commission finds that it is not warranted.

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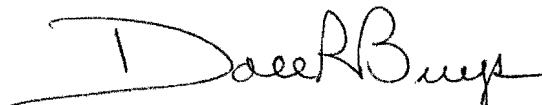
Mr. Dennis R. Crawford  
Page 2  
April 19, 2011

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We understand your concerns regarding LUSI's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be difficult to afford. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6536 or e-mail me at [dale.buys@psc.state.fl.us](mailto:dale.buys@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys". The signature is written in a cursive style with a large, sweeping initial "D" and a long horizontal line extending to the left.

Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. Dennis Margaris  
15327 Ponce De Leon Ln.  
Clermont, FL 34714

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Mr. Margaris

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Mr. Dennis Margaris  
Page 2  
April 19, 2011

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Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Ms. Linda Michel  
15820 Autumn Glen Ave.  
Clermont, FL 34714

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
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**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Ms. Michel:

Thank you for your correspondence submitted through our Online Consumer Complaint Form in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, a copy of your comments has been placed in the correspondence section of the docket file for all to review.

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Ms. Linda Michel  
Page 2  
April 19, 2011

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Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
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LISA POLAK EDGAR  
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COMMISSION  
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Public Service Commission

April 19, 2011

Ms. Margaret Grooms  
2552 Meadow Oaks Loop  
Clermont, FL 34714

FPSC, CLK - CORRESPONDENCE		
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DOCUMENT NO. 01500-11		
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**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Ms. Grooms:

Thank you for your correspondence submitted through our Online Consumer Complaint Form in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, a copy of your comments has been placed in the correspondence section of the docket file for all to review.

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Ms. Margaret Grooms  
Page 2  
April 19, 2011

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Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys". The signature is fluid and cursive, with a long horizontal stroke extending to the left from the start of the name.

Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

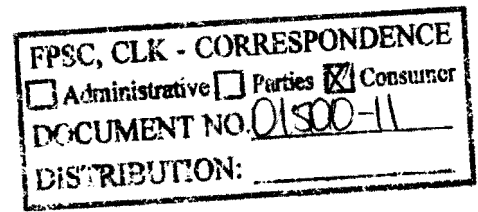
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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Ms. Mary Warren  
c/o Residents of the Vista's at Lake Louisa  
13716 Calle De Ora Ct.  
Clermont, FL 34711



**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Ms. Warren:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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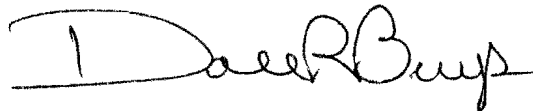
Ms. Mary Warren  
Page 2  
April 19, 2011

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Sincerely,

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Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. Orrin G. McKinney  
16418 Citrus Parkway  
Clermont, FL 34714

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Mr. McKinney:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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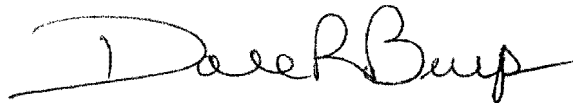
Mr. Orrin G. McKinney  
Page 2  
April 19, 2011

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Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. Richard Madero  
12850 Anderson Hill Road  
Clermont, FL 34711

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>01500-11</u>		
DISTRIBUTION: _____		

**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Mr. Madero:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Mr. Richard Madero  
Page 2  
April 19, 2011

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We understand your concerns regarding LUSI's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be difficult to afford. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6536 or e-mail me at [dale.buys@psc.state.fl.us](mailto:dale.buys@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys". The signature is written in a cursive style with a horizontal line underneath the name.

Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

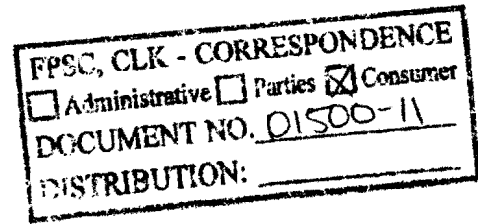
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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. Robert Pierce  
15821 Bay Vista Dr.  
Clermont, FL 34714



**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Mr. Pierce:

Thank you for your correspondence submitted through our Online Consumer Complaint Form in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, a copy of your comments has been placed in the correspondence section of the docket file for all to review.

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Mr. Robert Pierce  
Page 2  
April 19, 2011

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Sincerely,

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Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
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STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
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(850) 413-6900

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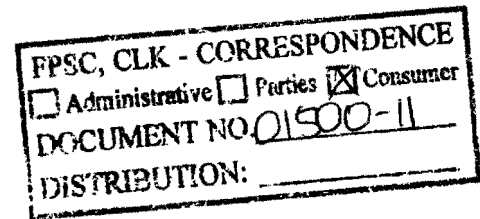
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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. Waldemar Rivera  
12006 Goldenstar Ln.  
Clermont, FL 34711



**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Mr. Rivera:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Mr. Waldemar Rivera  
Page 2  
April 19, 2011

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Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Ms. Cindy Desso  
2736 Wilshire Road  
Clermont, FL 34714

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>01500-11</u>		
DISTRIBUTION: _____		

**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Ms. Desso:

Thank you for your correspondence submitted through our Online Consumer Complaint Form in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, a copy of your comments has been placed in the correspondence section of the docket file for all to review.

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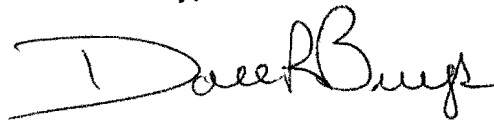
Ms. Cindy Desso  
Page 2  
April 19, 2011

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Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
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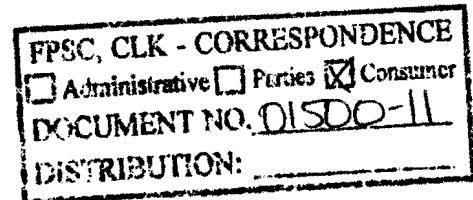
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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mrs. Joyce A. Barrett  
10728 Versailles Blvd.  
Clermont, FL 34711



**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Mrs. Barrett:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Mrs. Joyce A. Barrett  
Page 2  
April 19, 2011

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Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. Jamey Goldberg  
15723 Bay Vista Drive  
Clermont, FL 34714

FPSC, CLK - CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11	
DISTRIBUTION: _____	

**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Mr. Goldberg:

Thank you for your correspondence submitted through our Online Consumer Complaint Form in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, a copy of your comments has been placed in the correspondence section of the docket file for all to review.

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Mr. Jamey Goldberg  
Page 2  
April 19, 2011

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Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
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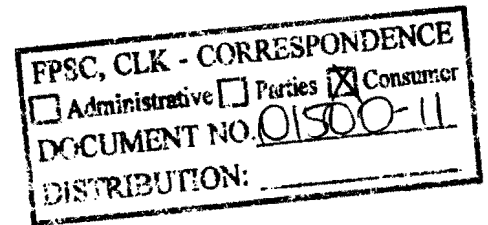
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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. James E. Hassett  
10340 Northglen Drive  
Clermont, FL 34711



**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Mr. Hassett:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Mr. James E. Hassett  
Page 2  
April 19, 2011

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Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. Jimmy Williams  
13031 Colonnade Circle  
Clermont, FL 34711

**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Dear Mr. Williams:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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There are many factors that affect the cost of providing service which is recovered through the rates charged to customers. Some of these factors 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. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

As part of its petition, LUSI requested an interim rate increase in its water rates. In accordance with Section 367.082, F.S., the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the Utility to earn the minimum of its approved range of rate of return. Due to the 60-day time frame to process the interim request, the statute dictates that the company need only make a prima facie showing that it is earning outside the allowed range of return established in LUSI's previous rate case. The interim rate increase is subject to refund, plus interest based on the commercial paper rate, if the Commission finds that it is not warranted.

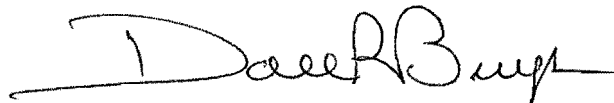
Mr. Jimmy Williams  
Page 2  
April 19, 2011

If you wish, you may take advantage of an additional opportunity to voice your concerns at the customer meeting to be held at Jenkins Auditorium on Wednesday, April 27, 2011, at 6:00 p.m. You should receive a notice from LUSI that provides more information regarding the customer meeting.

The purpose of the customer meeting is to provide customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the Utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to respond to the customers' questions and provide assistance if necessary.

We understand your concerns regarding LUSI's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be difficult to afford. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6536 or e-mail me at [dale.buys@psc.state.fl.us](mailto:dale.buys@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys". The signature is written in a cursive style with a long horizontal line extending to the left from the start of the name.

Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

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COMMISSION  
CLERK

# Public Service Commission

April 19, 2011

Mr. Keith Harris  
11341 Preston Cove Road  
Clermont, FL 34711

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Re: Lake Utility Services, Inc. - Docket No. 100426-WS

Dear Mr. Harris:

Thank you for your correspondence submitted through our Online Consumer Complaint Form in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, a copy of your comments has been placed in the correspondence section of the docket file for all to review.

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Mr. Keith Harris  
Page 2  
April 19, 2011

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Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys". The signature is written in a cursive style with a large, stylized "D" and "B".

Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

Jeffrey L Sweet  
16231 Citrus Parkway  
Clermont, FL 34714  
fultonville@yahoo.com  
352-432-3633

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COMMISSION  
CLERK

11 APR 18 AM 7:55  
STATE CENTER

100426-WS

April 13, 2011

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

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 01500-11  
DISTRIBUTION: \_\_\_\_\_

Dear Sirs:

I am writing to you in regards to Docket 100426-WS; Application for increase in water and wastewater rates in Lake County by Lake Utility Services.

I am totally against your office approving the rate increase for several reasons.

1. They are currently profiting \$1, 144, 140.00 per year on \$6,330,723.00 revenue. That means that they are making just under 23% profit. Just how greedy are they.
2. They are already screwing us on the Sewer Charge. They refuse to let us install a 2<sup>nd</sup> water meter for irrigation because they say we will have a reclaimed system soon. This is what they have been saying for years, and we have been forced to pay sewer usage for watering our lawns. They have a 10,000 gallon per month cap on sewer usage. A more reasonable cap would be 5,000 gallons. They know that a single family home without an irrigation system only uses 3000 to 4000 gallons a month. The current charge per single family household with the 10,000 gallon cap is \$69.37
3. They are clearly **LYING** to you and us about there current water rates. I have enclosed what they mailed us. Please look at page 5, I have hi-lighted what they say there current water rates are. Here is what they are actually charging. This is from my 03/22/2011 water bill.

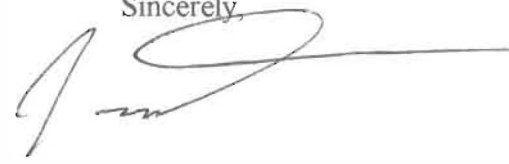
**WATER SERVICE**

WATER BASE CHARGE		9.46
FIRST 3,103 GALLONS	1.72 PER 1000	5.34
NEXT 3,104	2.15 PER 1000	6.67
NEXT 2,725	2.58 PER 1000	7.03
NEXT 1,897	2.24 PER 1000	4.25
NEXT 1,896	2.81 PER 1000	5.33
NEXT 1,665	3.37 PER 1000	5.61
FOR A TOTAL OF		43.69

This is for 14,390 gallons. If you use there chart from page 5, the cost would be \$30.68 and with the base charge added \$40.14 I'm not a math teacher, but these numbers don't agree, or add up.

I would be at the April 27 meeting except I have to be in NY for a wedding. I sincerely hope that you look over there books to see just what is going on. I hope you agree that in these hard times that they are already making enough money. Our water bills are currently over \$100 a month and we can not afford anymore. If they were losing money, or even coming close to losing, I would be in favor, but not when they are making 23% profit.

Sincerely,

A handwritten signature in black ink, appearing to be 'J. G.', with a long horizontal line extending to the right.

BEFORE THE PUBLIC SERVICE COMMISSION

COMBINED NOTICE:

INITIAL CUSTOMER NOTICE  
AND  
NOTICE OF CUSTOMER MEETING

TO THE CUSTOMERS OF  
LAKE UTILITY SERVICES, INC.  
AND  
ALL OTHER INTERESTED PERSONS

RE: DOCKET NO. 100426-WS; APPLICATION FOR INCREASE IN WATER AND  
WASTEWATER RATES IN LAKE COUNTY BY LAKE UTILITY SERVICES, INC.

April 6, 2011

**NOTICE** is hereby given that the Staff of the Public Service Commission (the "Commission") will conduct a customer meeting to discuss the Application for an increase in water and wastewater rates of Lake Utility Services, Inc. (the "Utility"). The meeting will be held at the following time and place:

Wednesday, April 27, 2011  
6:00 p.m.  
Jenkins Auditorium  
691 W. Montrose Street  
Clermont, Florida 34711

All persons who wish to comment 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. The meeting will begin as scheduled and will continue until all of the customers have been heard.

The purpose of this meeting is to give customers and other interested persons an opportunity to offer comments to Commission Staff regarding the quality of service the Utility provides and to ask questions, and comment on the rates proposed in this docket as well as other issues. Commission Staff will be available to address and coordinate customers' comments and to assist members of the public. A representative from the Utility may also be in attendance. At the beginning of the meeting, procedures will be established for the order of comments. Commission Staff will have sign-up sheets, and customers will be called in the order that they sign up to speak.

Pursuant to provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting because of a physical impairment

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COMMISSION  
CLERK

should call the Office of Commission Clerk at (850) 413-6770 at least 48 hours prior to the meeting. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD) or 1-800-955-8770 (Voice).

### **Emergency Cancellation of Customer Meeting**

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation of the meeting will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found at the bottom of the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

### **How To Contact The Commission**

Any person who wishes to comment or provide information to Commission Staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

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

### **CASE BACKGROUND**

Lake Utility Services, Inc. (the "Utility") is a water and wastewater utility whose regional offices are located at 200 Weathersfield Avenue, Altamonte Springs, Florida 32714. The Utility's water and wastewater facilities are located in Lake County, Florida.

The Utility filed an application with the Florida Public Service Commission (the "Commission") for increase water and wastewater rates for its customers on December 27, 2010. The application was assigned Docket No. 100426-WS, and February 18, 2011, was established as the official date of filing.

The Utility is requesting a rate increase because the existing rates do not provide sufficient revenues to cover the required expenses of operations on a going-forward basis and a fair return on the Utility's investment in used and useful property for the public use. The Utility's rates were last reviewed in Docket No. 070693-WS, which culminated in Order No. PSC-09-0101-PAA-WS, issued February 16, 2009. The Utility has incurred substantial additional operating costs and capital investment.

As reported in its Minimum Filing Requirements ("MFRs") filed with its application to the Commission, the Utility's revenues are \$4,233,759, with operating expenses of \$3,580,981, for its water system, and revenues of \$2,096,964, with operating expenses of



\$1,605,602, for its wastewater system, resulting in a net operating income of \$652,778 for its water system, and net operating income of \$491,362 for its wastewater system. The rate increase application has been filed by the Utility because of inadequate earnings.

Copies of the MFRs will be available for inspection at the following locations:

Cooper Memorial Library  
821 W. Minneola Avenue  
Clermont, FL 34711

Lake Utility Services, Inc.  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

Hours of Operation:  
Monday to Thursday 10:00 a.m. to 7:00 p.m.  
Friday 10:00 a.m. to 5:00 p.m.  
Saturday 10:00 a.m. to 2:00 p.m.

Office Hours:  
Monday through Friday 8:00 a.m. to 4:30 p.m.

A "Rate Case Synopsis" will also be available, along with the application and MFRs. The test period for setting rates is the year ended June 30, 2010.

The following tentative schedule was established by the Commission for the remaining major events in the Utility's rate case:

<u>Schedule Item</u>	<u>Due Date</u>
Staff Audit Report	March 21, 2011
Customer Meeting	April 27, 2011
Staff's Proposed Agency Action ("PAA") Recommendation	June 29, 2011
Commission Conference on PAA Rates	July 12, 2011
PAA Order	August 1, 2011
Protest Period Expires	August 22, 2011

**CURRENT AND PROPOSED CHARGES**

The current and proposed rates and charges follow. These rates are subject to change based on information gathered at the customer meeting, further Staff review, and the final decision by the Commissioners.

**Water Service**

<u>Residential, Multi-Residential and General Service</u> <i>MONTHLY</i>	<u>Rates Prior to Filing</u>	<u>Utility's Requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Interim Rates</u> <i>(In effect as of March 6, 2011)</i>
Base Facility Charge: <u>Meter Size</u>				
5/8"	\$8.48	\$11.31	\$ 11.74	\$11.08
1"	\$21.21	\$28.29	\$ 29.36	\$27.71
1-1/2"	\$42.41	\$56.56	\$ 58.71	\$55.40
2"	\$67.85	\$90.49	\$ 93.93	\$88.63
3"	\$135.71	\$180.99	\$187.88	\$177.27
4"	\$212.03	\$282.78	\$293.53	\$276.97
6"	\$424.06	\$565.55	\$587.07	\$553.95
8"	\$763.32	\$1,018.00	\$1,056.74	\$997.12
10"	\$1,229.79	\$1,640.10	\$1,702.52	\$1,606.45

THEY ARE ALSO LYING ABOUT THERE BASE CHARGE.

**Water Service (continued)**

<b>Residential and Multi-Residential – Consumption Charge (per 1,000 gallons)</b>	<b><u>Rates Prior to Filing</u></b>	<b><u>Utility's Requested Interim Rates</u></b>	<b><u>Utility's Requested Final Rates</u></b>	<b><u>Commission Approved Interim Rates</u></b>
0 to 5,000 gallons	\$1.72	\$2.29	\$2.38	\$2.24
5,001 to 10,000 gallons	\$2.15	\$2.86	\$2.98	\$2.81
Over 10,000 gallons	\$2.58	\$3.44	\$3.57	\$3.37
General Service – Consumption Charge (per 1,000 gallons)	\$2.32	\$3.10	\$3.21	\$3.04

**Wastewater Service**

<b><u>Residential</u> <i>MONTHLY</i></b>	<b><u>Rates Prior to Filing</u></b>	<b><u>Utility's Requested Final Rates</u></b>
Base Facility Charge: <u>Meter Size</u>		
All Sizes Residential	\$24.57	\$27.48
Gallage Charge (per 1,000 gallons) (Maximum 10,000 gallons per month)	\$4.48	\$5.01
<b><u>Multi-Residential and General Service</u> <i>MONTHLY</i></b>	<b><u>Rates Prior to Filing</u></b>	<b><u>Utility's Requested Final Rates</u></b>
Base Facility Charge: <u>Meter Size</u>		
5/8" x 3/4"	\$ 24.57	\$ 27.48
1"	\$ 61.44	\$ 68.71

**Wastewater Service (continued)**

<u>Multi-Residential and General Service</u> Base Facility Charge: <u>Meter Size</u>	<u>Rates Prior to Filing</u>	<u>Utility's Requested Final Rates</u>
1-1/2"	\$ 122.87	\$ 137.41
2"	\$ 196.60	\$ 219.86
3"	\$ 393.21	\$ 439.73
4"	\$ 614.38	\$ 687.06
6"	\$1,228.78	\$1,374.14
8"	\$2,211.79	\$2,473.44
10"	\$3,563.46	\$3,985.02
Gallage Charge (per 1,000 gallons)	\$5.39	\$6.02
<u>Irrigation Quality Reuse Service</u> <i>MONTHLY</i> All Meter Sizes:	<u>Rates Prior to Filing</u>	<u>Utility's Requested Final Rates</u>
Residential Base Facility Charge	\$7.36	\$8.23
Multi-Residential and General Service Base Facility Charge	\$7.36	\$8.23
Residential, Multi- Residential and General Service – Consumption Charge (per 1,000 gallons)	\$1.10	\$1.23

**SERVICE AVAILABILITY CHARGES**

The Utility is requesting a change to its service availability charges. A schedule of the Utility's service availability charges prior to filing and the Utility's proposed service availability charges follows.

### Service Availability Charges – Water Service

Type Charge	Charges Prior To Filing	Proposed Charges
Plant Capacity Charge (Lake Groves) Residential-per ERC (350 GPD) All others-per Gallon/Day	\$707.00 \$ 2.02	\$1,783.00 \$ 5.09
Plant Capacity Charge (All Systems) Residential-per ERC (350 GPD) All others-per Gallon/Day	\$270.00	\$1,783.00 \$ 5.09
Main Extension Charge (Lake Groves) Residential-per ERC (350 GPD) others-per Gallon/Day	Negotiable Negotiable	\$ 800.00 \$ 2.29
<del>Plant Capacity Charge (All Systems) All others-per Gallon/Day</del>	<del>\$ 558.00 \$ 1.99</del>	<del>\$ 558.00 \$ 1.99</del>
Main Extension Charge (All Systems) Residential-per ERC (350 GPD) or per lot (___ Front Footage) Multi-Family – per unit All others-per Gallon/Day or per front foot	\$ 270.00	\$ 800.00 \$ 2.29
Meter Installation Charge (Lake Groves)** 5/8" x 3/4" 1" Over 1" 1-1/2" 2" Over 2"	\$ 67.00 \$ 114.00 Actual Cost* \$ 450.00 \$ 650.00 Actual Cost*	\$ 150.00 \$ 250.00 N/A \$ 450.00 \$ 650.00 Actual Cost*
Backflow Prevention Installation Charge All meter sizes	Actual Cost*	Actual Cost*
Customer Connection (Tap-In) Charge All meter sizes	Actual Cost*	Actual Cost*
Plan Review Charge	Actual Cost*	Actual Cost*
Inspection Charge	Actual Cost*	Actual Cost*
* Actual cost is equal to the total cost incurred for services rendered.		
** The proposed charges will update the Lake Groves Charges to mirror the present Meter Installation Charges currently approved for the other systems comprising LUSI.		

**Service Availability Charges – Wastewater Service**

Type of Charge	Charges Prior To Filing	Proposed Charges
Meter Installation Charge (Lake Groves)**		
5/8" x 3/4"	\$ 67.00	\$ 150.00
1"	\$ 114.00	\$ 250.00
Over 1"	Actual Cost*	N/A
1-1/2"		\$ 450.00
2"		\$ 650.00
Over 2"		Actual Cost*
Customer Connection (Tap-In) Charge		
All meter sizes	Actual Cost*	Actual Cost*
<del>Plan Review Charge</del>		
Inspection Charge	Actual Cost*	Actual Cost*
* Actual cost is equal to the total cost incurred for services rendered.		
** The proposed charges will update the Lake Groves Charges to mirror the present Meter Installation Charges currently approved for the other systems comprising LUSI.		

**MISCELLANEOUS SERVICE CHARGES**

The Utility is not requesting any changes to its miscellaneous service charges at this time. Even though not requested to do so, the Commission may review and adjust miscellaneous service charges.

Written comments regarding the Utility’s service or the requested final rate increases may be sent to the Commission at the following address:

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

All comments should refer to Docket No. 100426-WS, which is the docket number that has been assigned to this case. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 1-800-342-3552.

If you have any questions, please call the Utility’s office at (800) 272-1919.

Lake Utility Services, Inc.

Robert Pedreira  
15842 Green Cove Blvd  
Clermont, FL 34714

April 14, 2011

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

100426-WS

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CLERK

**Docket Number: 100426-WS**

Gentlemen:

As a resident of Lake County, I wish to express my strong opposition to both the interim and proposed water and waste water rate increases pending for Lake Utility Services, Inc.

Both Lake and Sumter counties are heavily populated by both senior retired residents living on fixed incomes and low to middle income families. The economy over the past 4 years has seen the escalating depreciated values of primary homes reducing net worth, increasing food prices, sky rocketing medical costs and gasoline prices approaching \$4.00 per gallon. During this same time due to the stock market and other investment vehicles these same citizens have had their investment portfolio value drop substantially, encountered wage increases of only 1% to 2% per year and their Social Security pensions have been frozen for 3 years. It is unimaginable to even consider the rates that have been proposed by Lake Utility Services at this time.

Lake Utility Services, Inc under it's present rate structure is enjoying a 15.4% profit margin in its water rates, a 23% profit margin in its waste water rates and an 18% profit margin overall. There are many companies both nationally and internationally that would love to have these operating profit margins.

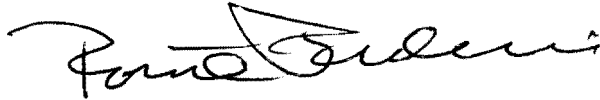
Under the proposed rate increases, a home using **5,000 gallons** would see an **increase of 18.9% in their bill** (excluding taxes), a home using **10,000 gallons** would see an **increase of 19.5% in their bill** (excluding taxes), a home using **20,000 gallons** would see an **increase of 23.4% in their bill** (excluding taxes) and a home using **30,000 gallons** would see an **increase of 26% in their bill** (excluding taxes). **I would also like to point out to the commission that if you water your lawn once a week, in order to at least maintain the home's value and keep it from deteriorating any further, the water usage is most likely to reach the 25,000 to 30,000 gallon mark or approximately a \$190.00 bill per month (excluding taxes).**

I realize that the utility has probably encountered increases in chemicals and other areas. But as we have seen in other industries the major increases come in executive packages and bonuses and overall greed.

**I strongly request that the commission rescind the interim rate increase that is being charged to the customers of Lake Utility Services, Inc. and that a refund of those extra charges is made immediately. I further urge the commission to grant an increase of no more than 5% on the prior rates effective August 1, 2011 with the stipulation that the utility cannot request any further increase in rates for a minimum period of 18 months. This is the only fair resolution to the struggling residents of Lake County who are trying to maintain their minimal standard of living.**

Thank you for your time and I hope that the commission will again think of the people who are impacted by your decisions and not to the special interest groups and lobbyists that are involved.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Pedreira", written in a cursive style.

Robert Pedreira



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

# Public Service Commission

April 12, 2011

Ms. Arlene Nowakowski  
2610 Meadow Oaks Loop  
Clermont, FL 34714

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

**Re: Lake Utility Services, Inc. - Docket No. 100426-WS**

Dear Ms. Nowakowski:

Thank you for your letter in which you expressed your concerns regarding the application for a rate increase filed by Lake Utility Services, Inc. (LUSI or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required 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 agencies.

There are many factors that affect the cost of providing service which is recovered through the rates charged to customers. Some of these factors 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. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

As part of its petition, LUSI requested an interim rate increase in its water rates. In accordance with Section 367.082, F.S., the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the Utility to earn the minimum of its approved range of rate of return. Due to the 60-day time frame to process the interim request, the statute dictates that the company need only make a prima facie showing that it is earning outside the allowed range of return established in LUSI's previous rate case. The interim rate increase is subject to refund, plus interest based on the commercial paper rate, if the Commission finds that it is not warranted.

Ms. Arlene Nowakowski

Page 2

April 12, 2011

If you wish, you may take advantage of an additional opportunity to voice your concerns at the customer meeting to be held at Jenkins Auditorium on Wednesday, April 27, 2011, at 6:00 p.m. You should receive a notice from LUSI that provides more information regarding the customer meeting.

The purpose of the customer meeting is to provide customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the Utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to respond to the customers' questions and provide assistance if necessary.

We understand your concerns regarding LUSI's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be difficult to afford. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6536 or e-mail me at [dale.buys@psc.state.fl.us](mailto:dale.buys@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys". The signature is written in a cursive style with a long horizontal stroke under the first name.

Dale R. Buys  
Regulatory Analyst

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)  
Office of Commission Clerk (Docket No. 100426-WS)  
Office of Public Counsel

**Diamond Williams**

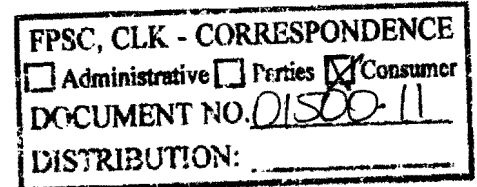
100426-WS

**From:** Diamond Williams  
**Sent:** Wednesday, April 06, 2011 11:26 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Dorothy Menasco; Diane Hood  
**Subject:** RE: Docket 100426

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094



Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Tuesday, April 05, 2011 2:51 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Dorothy Menasco; Diane Hood  
**Subject:** Docket 100426

Customer correspondence

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

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Monday, March 28, 2011 9:51 AM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 28387

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: Robert Pierce  
Telephone: 352-432-5872  
Email: rhinep@juno.com  
Address: 15821 Bay Vista Dr Clermont 34714

BUSINESS INFORMATION

Business Account Name: Robert Pierce  
Account Number:  
Address: 15821 Bay Vista Dr Clermont Florida 34714

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Litterally from the time I moved into my home in Weston Hills three years ago our water rates have gone up 1 to 2 times a year. I have a family and am on a tight budget as it is we cannot afford to pay constantly increasing rates on water and wastewater (which I don't believe we even use in our community) just Utilities Inc can maintain or increase it's profit margin in a tight economy. Rather than raising rates on it's customers who have no viable alternatives to water Utilites Inc should do what the rest of us do and find efficiencies in their business or simply show a loss. This rate hike is unfair and unjustified.

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Monday, April 04, 2011 3:08 PM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** RE: To CLK Docket 090462

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 090462-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

<b>FPSC, CLK - CORRESPONDENCE</b>		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Thursday, March 31, 2011 3:22 PM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: To CLK Docket 090462

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Wednesday, March 30, 2011 4:44 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 090462

Copy on file, see 100886C. DH

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

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Monday, March 28, 2011 9:51 AM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 28387

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: Robert Pierce  
Telephone: 352-432-5872  
Email: rhinep@juno.com  
Address: 15821 Bay Vista Dr Clermont 34714

BUSINESS INFORMATION

Business Account Name: Robert Pierce  
Account Number:  
Address: 15821 Bay Vista Dr Clermont Florida 34714

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida  
Details:

Litterally from the time I moved into my home in Weston Hills three years ago our water rates have gone up 1 to 2 times a year. I have a family and am on a tight budget as it is we cannot afford to pay constantly increasing rates on water and wastewater (which I don't believe we even use in our community) just Utilities Inc can maintain or increase it's profit margin in a tight economy. Rather than raising rates on it's customers who have no viable alternatives to water Utilities Inc should do what the rest of us do and find efficiencies in their business or simply show a loss. This rate hike is unfair and unjustified.

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Tuesday, March 22, 2011 8:11 AM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** RE: Docket 090462 to CLK

<b>FPSC, CLK - CORRESPONDENCE</b>		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION:		

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 090462-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

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

**From:** Ruth McHargue  
**Sent:** Monday, March 21, 2011 2:49 PM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: Docket 090462 to CLK

Customer correspondence

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

**From:** Lynette Tenace  
**Sent:** Monday, March 21, 2011 11:05 AM  
**To:** Ruth McHargue  
**Subject:** Docket 090462 to CLK

Complaint in CATS. Please see 999803C.

Lynette Tenace  
OPS Senior Clerk  
SSC-Public Service Commission  
P: 850-413-6131  
F: 850-413-6132

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

From: Consumer Contact  
Sent: Monday, March 21, 2011 10:55 AM  
To: Lynette Tenace  
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 28311

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Sunday, March 20, 2011 8:48 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 28311

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: Jamey Goldberg  
Telephone: 407-694-5488  
Email: jameygoldberg@gmail.com  
Address: 15723 Bay Vista Dr Clermont 34714

BUSINESS INFORMATION

Business Account Name: Jamey Goldberg  
Account Number:  
Address: 15723 Bay Vista Dr Clermont Florida 34714

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Hello,

I am writing this complaint because I got another notice that Utilities Inc, wishes to raise my water rates yet again. This is the 3rd or 4th time in the last 4 years that they have raised the rates, and I fail to see why they keep going up at the rate they do. This time they wish to increase the rate 33%!!! My water/sewer bill is now routinely around \$100/month and that is with me watering my lawn twice a month. I am forced to do this by my homeowners's association so my yard doesn't die, otherwise I wouldn't even do that. My water/sewer bill is now more than my electricity bill and I have never heard of that before. To rub salt in the wounds, none of the houses in my neighborhood have 2 meters (one for reclaimed water) so watering your lawn also counts as water used for the more expensive "sewer" charge. Please help us and do not allow this rate increase. My water bill has more than doubled since 2005 with these rate increases from this company and there appears to be no end in site.

Sincerely,  
Jamey Goldberg



**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Wednesday, March 09, 2011 4:51 PM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** RE: To CLK Docket 090462

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 090462-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

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

**From:** Ruth McHargue  
**Sent:** Wednesday, March 09, 2011 2:43 PM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: To CLK Docket 090462

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Wednesday, March 09, 2011 1:50 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 090462

Copy on file, see 998387C. DH

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

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Wednesday, March 09, 2011 5:59 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 28211

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: Howard Clark  
Telephone: 352 223 4831  
Email: howard14012@yahoo.com  
Address: 2543 Meadow Oaks Loop Clermont 34714

BUSINESS INFORMATION

Business Account Name: Howard C Clark  
Account Number: 7929510000  
Address: 2543 Meadow Oaks Loop Clermont Fl 34714

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I received a letter in the mail that they are asking for another rate increase. We have had several increases in the past that we were informed they did not need permission for .Now this. It is impossible to conserve as the St. Johns Water Mgmt. is encouraging us to do as we are now charged for wastewater whether we use it or not. I am on a fixed income and have not had an increase in two years , yet still my water bill continues to climb. In this economic climate I cannot believe that this is the right thing to do.

My water bill , \$101.00 this month , with no outside watering , is now running more then my electric. How can this be appropriate? I live in a community that requires me to have St. Augustine grass which we all know requires twice a week watering. If I let it die I will be charged a fine. Please tell me what my recourse is.

I ask that you give consideration to these facts before you allow this company to continue to rape its customers.Maybe it would be more appropriate to tax the Niagara Bottling company that the powers that be approved.

**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Tuesday, March 08, 2011 3:55 PM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders; Diane Hood; Lynette Tenace  
**Subject:** RE: To CLK Docket 090462

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 090462-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. (01500-11)		
DISTRIBUTION: _____		

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

**From:** Ruth McHargue  
**Sent:** Tuesday, March 08, 2011 11:39 AM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders; Diane Hood; Lynette Tenace  
**Subject:** FW: To CLK Docket 090462

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Tuesday, March 08, 2011 11:29 AM  
**To:** Ruth McHargue  
**Subject:**

Copy on file, see 998133C. DH

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

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Monday, March 07, 2011 2:52 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 28189

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: Cindy Desso  
Telephone: 352-243-3037  
Email:  
Address: 2736 Wilshire Road Clermont 34714

BUSINESS INFORMATION

Business Account Name: Leonard Desso  
Account Number:  
Address: 2736 Wilshire Road Clermont FL 34714

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I think that our Government at City, State, County, and Nationwide need to start doing something about all of the utilities raising their rates. Utilities Inc. has increased our water at least 3 times in the past year. They are notifying us again that they are going to increase it again. Also our waste water portion is extremely high. It is based on water usage, but only a small percentage of that water is actually going into the sewage. Most of the water is used for outside watering, washing, etc. I am paying for water a base charge of 8.48, plus 1.72/1000 gallons for 1st 5000, plus 2.15/1000 gallons for the remaining gallons. Then they charge a base fee for sewage which is 24.57, plus 4.48/1000 gallons of water usage. With the economy the way it is how come all the utilities, insurance companies, gas, and everything else can raise all there fees but most people aren't getting any increases, ie: Social Security, etc. Something needs to be done.

**Diamond Williams**

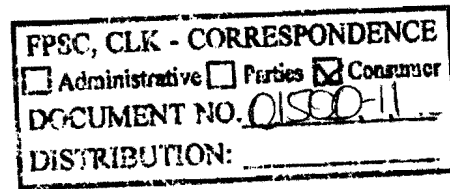
100426-WS

**From:** Diamond Williams  
**Sent:** Tuesday, March 08, 2011 3:54 PM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: To CLK Docket 090462  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 28187; E-Form Other Complaint TRACKING NUMBER: 28192

Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 090462-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094



Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Tuesday, March 08, 2011 10:05 AM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: To CLK Docket 090462

docket correspondence

---

**From:** Diane Hood  
**Sent:** Tuesday, March 08, 2011 9:59 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 090462

These have been filed with docket info. DH

## **Diamond Williams**

---

**From:** Consumer Contact  
**Sent:** Monday, March 07, 2011 2:11 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 28187

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: Margaret Grooms  
Telephone: 352-459-5255  
Email: handsnotfull@gmail.com  
Address: 2552 Meadow Oaks Loop Clermont 34714

### BUSINESS INFORMATION

Business Account Name: Margaret Grooms  
Account Number:  
Address: 2552 Meadow Oaks Loop Clermont Florida 34714

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

Our water rate has increased again, consequently my water bills have gone from approx. \$50/m in 2008 to \$70/mo in 2009, to \$90/mo in 2010 to well over \$150 currently. I am confused as to how this is allowed, especially when so many people protest the rate raise. We complain when we're invited to complain but the rate increases are approved anyhow. My income hasn't increased in two years due to the economy yet our utility costs keep rising. Humans need clean, safe water to survive, it needs to be made affordable.

## Diamond Williams

---

**From:** Consumer Contact  
**Sent:** Monday, March 07, 2011 7:09 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 28192

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: Linda Michel  
Telephone: 352-874-3192  
Email: lmfl0820@aol.com  
Address: 15820 Autumn Glen Ave Clermont 34714

### BUSINESS INFORMATION

Business Account Name: Linda Michel  
Account Number: 5314600000  
Address: 15820 Autumn Glen Ave Clermont Florida 34714

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I just received a notice that Utilities Inc wants to raise their rates again. Just last year they raised their water rates by approximately 125%. When will it stop?. Please don't let this happen.

FPSC, CLK - CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 01500-11  
DISTRIBUTION: \_\_\_\_\_

100426-WS

RECEIVED-FPSC

DISTRIBUTION CENTER  
3/31/2011

11 APR - 4 PM 1:52

13 APR - 4 AM 7:48

Office of Commissioner Clerk  
Florida Public Service Commission

Regarding Docket # 100426-WS

Before the first drop comes out of the faucet or goes down the shower pan  
& base rate is \$33.05.

This month my electric bill was  
\$34.12 and my water bill was \$4.85.  
While they lifted the watering restriction to  
twice a week we cannot afford to do so.

I cannot understand how you can  
justify approving another rate increase.

Adina Tombari  
260 Windsor Oaks Loop  
Clemson, SC 29634



ORLANDO FL 328

01 APR 11 PM 7 T



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

32399-0850



100426-WS



**Utilities, Inc.**

RECEIVED-PPSC

11 MAR 18 AM 9:07

COMMISSION  
CLERK

Joyce Barrett

10728 Versailles Blvd.

Clermont FL 34711.

352-394-4808

DISTRIBUTION CENTER

11 MAR 18 AM 7:12

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION:		

# Important Notice Enclosed Docket No 100426-WS

To Whom it may concern.

I think that it is a check showing

a rate increase. When I first moved here, the water cost less for 2 months than 1 month now.

I can't see that it costs more for pumping, 5,000 gallons or 10,000.

In our small community there are 13 homes in foreclosure your making us pay for the money your not getting.

Sincerely  
Joyce Barrett.



PO BOX 160609  
Altamonte Springs, FL 32716

UTN0228D  
2000001645 823/1



JOYCE BARRETT  
10728 VERSAILLES BLVD  
CLERMONT FL 34711-7342

Mrs. Joyce A. Barrett  
10728 Versailles Blvd  
Clermont, FL 34711

ORLANDO FL 328

16 MAR 11 PM 3 L



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

32399+0850



RECEIVED-FPSC

11 MAR 16 AM 8:28

COMMISSION  
CLERK

100426-WS

March 14, 2011

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Subject: Rate Increase, Utilities Inc, Docket No. 100426-WS

I must protest your continued granting of increases in water and sewer rates to Utilities Inc. Since spring of 2009 the commission has granted two increases. My monthly charge from Utilities Inc has increased on average 60%. Far more than we were told. My average bill used to be 60 to 75 Dollars and is now between 120 and 180. This is not acceptable in today's economic climate. It's hard to believe Utilities Inc. has had major expense increases to warrant this type of an increase, again.

I've attached two bills which show the dramatic increases especially in the residential wastewater service.

I urge you to deny any further increases to Utilities, Inc and to hold hearings here in Lake county and invite the residences to the hearings so they may give you further information concerning the rates and the effects on their monthly bills.

Frank Zeuner  
3235 Callerton Road  
Clermont, Florida 34714



Lake Utility Services, Inc  
 Phone: (407) 869-1919  
 Collections: (800) 272-1919  
 Customer Service: (800) 272-1919  
 www.ulwater.com

Bill Date	Account Number	Due Date	Please Pay
03/23/2009	8489410000	4/14/2009	\$ 73.58

Name **FRANK C ZEUNER** Primary Telephone # (321) 206-8148  
 Service Address **3235 CALLERTON RD, CLERMONT, FL, 34711**

**Activity Since Last Bill**

Previous Balance *Previous month* \$66.81  
 Payments received as of 03/23/2009 \$-66.81  
 Balance as of 03/23/2009 \$0.00

**Residential Water Service**

Water Base Charge \$13.33  
 16,360 gallons at \$1.33 per 1,000 gallons \$21.76  
 Total Residential Water Service \$35.09

**Residential Wastewater Service**

Wastewater Base Charge \$22.79  
 Wastewater Maximum Usage up to 10,000 gallons \$15.70  
 Total Residential Wastewater Service \$38.49

**Total Amount Due** **\$73.58**

*Prior to Rate Increase*

**Summary of Service**

Meter Reading Meter # 18808332  
 Current 1597280 03/17/2009  
 Previous 1580920 02/18/2009  
 Usage 16,360 Gallons  
 Number of Days: 29  
 Average Daily Use: 564 Gallons  
 Average Daily Cost: \$ 2.54

**Billing History**  
 in dollars

**Consumption History**  
 in gallons

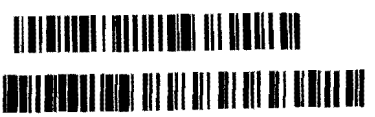
The payment for this bill is due upon receipt.  
 Make check payable to: Lake Utility Services, Inc

Messages



PO BOX 160609  
 Altamonte Springs FL 32716-0609

FRANK C ZEUNER  
 3235 CALLERTON RD  
 CLERMONT FL 34711



Account Number: 8489410000  
 Due Date: 4/14/2009  
 Please Pay \$ 73.58

Amount Paid

Lake Utility Services, Inc  
 PO BOX 160609  
 Altamonte Springs FL 32716-0609

*5A024384*



Lake Utility Services, Inc  
 Phone: (407) 869-1919  
 Collections: (800) 272-1919  
 Customer Service: (800) 272-1919  
 www.uwater.com

Bill Date	Account Number	Due Date	Amount Due
12/28/2009	8489410000	1/19/2010	\$ 117.14

Name **FRANK C ZEUNER** Primary Telephone # **(321) 206-8148**  
 Service Address **3235 CALLERTON RD, CLERMONT, FL, 34711**

**Activity Since Last Bill**

Previous Balance *Previous month* **\$121.43**  
 Payments received as of 12/28/2009 **\$-121.43**  
 Balance as of 12/28/2009 **\$0.00**

**Residential Water Service**

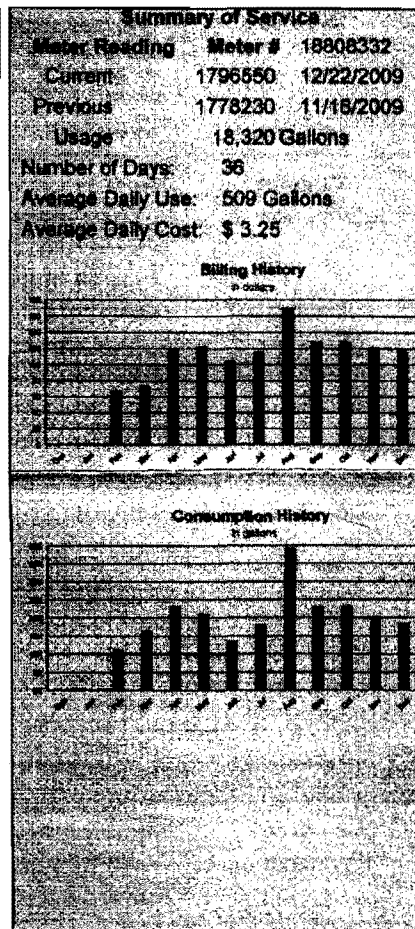
Water Base Charge **\$8.36**  
 First 5,000 gallons at \$1.69 per 1,000 gallons **\$8.45**  
 Next 5,000 gallons at \$2.12 per 1,000 gallons **\$10.60**  
 Remaining 8,320 gallons at \$2.54 per 1,000 gallons **\$21.13**  
 Total Residential Water Service **\$48.54**

**Residential Wastewater Service**

Wastewater Base Charge **\$24.30**  
 Wastewater Maximum Usage up to 10,000 gallons **\$44.30**  
 Total Residential Wastewater Service **\$68.60**

**Total Amount Due \$117.14**

*AFTER increase*



The payment for this bill is due upon receipt.  
 Make check payable to: Lake Utility Services, Inc

**Messages**



PO BOX 160609  
 Altamonte Springs FL 32716-0609

#BWBCGPK  
 FRANK C ZEUNER  
 3235 CALLERTON RD  
 CLERMONT FL 34711



Account Number: 8489410000

Due Date: 1/19/2010

Please Pay **\$ 117.14**

Amount Paid

Lake Utility Services, Inc  
 PO BOX 160609  
 Altamonte Springs FL 32716-0609



Received  
32350 All of the  
Clermont FL  
34714

DISTRIBUTION CENTER

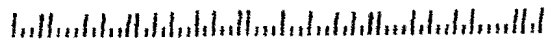
11 MAR 16 AM 7:05

Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard, OAK Blvd  
Tallahassee, FL. 32399-0550

POSTAGE WILL BE PAID BY ADDRESSEE  
11 MAR 16 PM 1 1



32399+0550



**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Tuesday, March 15, 2011 11:51 AM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** RE: To CLK docket no. 100426-ws

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION:		

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

---

**From:** Ruth McHargue  
**Sent:** Tuesday, March 15, 2011 11:23 AM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: To CLK docket no. 100426-ws

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Tuesday, March 15, 2011 11:09 AM  
**To:** Ruth McHargue  
**Subject:** To CLK docket no. 100426-ws

Copy on file, see 999074C. DH

---

**From:** Anne Harris [mailto:[dottiegray@aol.com](mailto:dottiegray@aol.com)]  
**Sent:** Tuesday, March 15, 2011 10:51 AM  
**To:** Consumer Contact  
**Subject:** docket no. 100426-ws

I would like to express my opposition to the proposed rate increase by Lake Utility Services Inc. This the latest in a series of rate increases in a relatively short period of time. My monthly water bill has skyrocketed.

What could be the possible justification?

3/15/2011



Keith Harris  
11341 Preston cove Rd.  
Clermont 34711  
407-373751  
har3k@aol.com

James E. Hassett  
10340 Northglen Dr.  
Clermont, FL 34711

Telephone: 352-241-4260  
e-mail: [jameshassett@earthlink.net](mailto:jameshassett@earthlink.net)

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11 MAR 15 AM 8:29

COMMISSION  
CLERK

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>01500-11</u>		
DISTRIBUTION: _____		

RE: Docket No. 100426-WS

To whom it may concern;

Ordinarily, I would not be writing to object to a utility increase, since, for the most part, such requests have been reasonable.

However, the "Requested Interim Rates" by Lake Utility Services, Inc. are outrageous. Furthermore, the "Commission Approved Interim Rates" are nearly as outrageous.

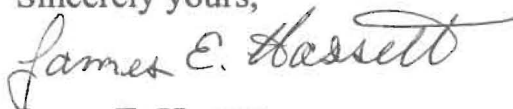
I would think that in this time of economic uncertainty with oil/gasoline prices climbing and food prices soaring, both, in part caused by mandated use of ethanol, along with other ramifications still lingering from the housing market crash, that some restraint should be shown.

---

30+% is not a marker of restraint.

I'm in hopes that a future letter concerning Lake Utility's rate increase request will show that they and the FPSC realize that such a large increase is out of line, not only at this time, but at any time.

Sincerely yours,

  
James E. Hassett



RECEIVED--FPSC

11 MAR 14 AM 9:06

March 10, 2011

TO: The Florida Public Service Commission


RE: Docket No. 100426-WS

COMMISSION  
CLERK

If the Commission finds in favor of Lake Utilities Inc and allows the increase as stated, the water portion of my bill for this month would increase by \$3.84. That's not an exorbitant amount and I don't have an objection if it is necessary to maintain the system and make a reasonable profit. However, a lot of utilities, gasoline producers / refiners and other products-of-necessity companies, who have a monopoly or semi-monopoly, are gouging consumers.

Water and waste water base charges are already obscene, especially when I'm away six months in the summer and I must leave my water on for the sprinklers to water twice per week for 15 minutes and my bill is \$100.00 or more monthly. All of this water goes into the ground and never goes through the pipes to the treatment plant, yet I'm being charged for waste water treatment. If I ran a shunt around my water meter to get free water, I would be stealing and be prosecuted. What's the difference when the utility company takes money from me for a service I did not use?

I hope the Commission vets all of these increase requests to urge some in-house budget reductions before passing costs on to consumers.

  
Orrin G. McKinney  
16418 Citrus Parkway  
Clermont, Florida 34714

352-404-8439

Cc: Lake Utilities Services Inc.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

D.B. McKinney  
16418 Citrus Pkwy  
Clermont FL 34714

POSTAGE WILL BE PAID BY ADDRESSEE



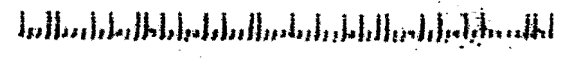
USA FIRST-CLASS PERMIT

DISTRIBUTION CENTER

11 MAR 14 AM 7:06

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

32399+0850



**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Friday, March 11, 2011 8:47 AM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: FW: To CLK Docket 100426  
**Attachments:** FAX.TIF

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100426-WS.

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

From: Ruth McHargue  
 Sent: Thursday, March 10, 2011 2:44:44 PM  
 To: Diamond Williams  
 Subject: FW: To CLK Docket 100426

Customer correspondence

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

From: Consumer Contact  
 Sent: Thursday, March 10, 2011 2:27:36 PM  
 To: Ruth McHargue  
 Subject: To CLK Docket 100426

Copy on file, see 998540C. DH

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

From: Fax Server [<mailto:FaxAdmins@psc.state.fl.us>]  
 Sent: Thursday, March 10, 2011 2:14 PM  
 To: Consumer Contact  
 Subject: , 5 page(s)

You have received a new fax. This fax was received by Fax Server. The fax is attached to the message. Open the attachment to view your fax.

#### Received Fax Details

-----

Received On: 3/10/2011 2:11:36 PM  
 Number of Pages: 5  
 From (CSID):  
 From (ANI):  
 Sent to DID: 8504136362

Duration of Fax: 0:01:58  
 Transfer Speed: 14400

3/11/2011

Received Status: Success  
Number of Errors: 0  
Port Received On: IPF\_PORT\_0012

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March 6, 2011

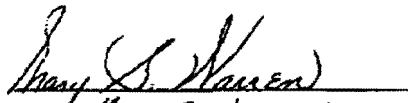
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Docket No. 100426-WS

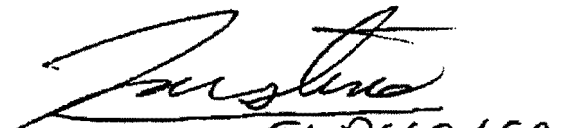
Dear Commissioner:


The undersigned residents of the 'Vista's at Lake Louisa', Clermont, Florida seek your support to study the request for yet another rate increase by Lake Utility Services, Inc. We are watching our cost of living going higher daily and have ended all non essential items. It's not as if we can change companies or live without water! This company could help us all by providing the opportunity to use reusable water for our lawns, our largest expense.

We do not believe the asked-for rates are justified. Thank you for your consideration,


  
Mary S. Warren

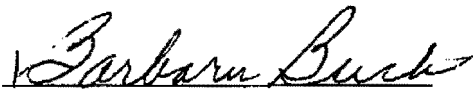
Address: 13716 Calle de Ora Ct.

  
10601 Vista Del Sol Ct

  
Ernie Aguila

Address: 13708 Calle de Ora Ct.

  
10601 Vista Del Sol Ct



Address: Barbara Bueck  
13716 Calle de Ora Ct  
Clermont FL 34711



13807 Sierra Ct  
Chapman FL  
Rick Dambrosio

Vildan Nigro  
Address: 10710 Vista Del Sol Ct.  
Clermont - Vildan Nigro

Linda Alkaren  
10725 Vista Del Sol Ct  
Clermont FL 34711



Address:

John J. M...  
Lenford T. Noble  
10400 Vista Del Sol Cir  
Clermont, FL 34711

Pamela M. Bee  
PAMELA M. BEE  
10514 Vista Del Sol Cir  
Clermont, FL 34711

Brian Kelley  
10524 VISTA DEL SOL CIR.  
CLERMONT, FL 34711

LINDA VARHOL  
10211 Bonita Ct.  
CLERMONT, FL 34711  
Linda S. Varhol

Tina McQuillen  
Tina McQuillen  
10217 Bonita Ct  
Clermont, FL  
34711

Alfred & Fitzgerald Maher #100426  
DEBRA Fitzgerald Maher  
10312 Calle de Flores Dr  
CLERMONT, FL 34711  
W  
V:st

Marjorie L. Fitzgerald  
Marjorie L Fitzgerald  
10318 Calle de Flores Dr  
Clermont, FL 34711

John L. Berger  
John L. Berger  
10328 Calle De Flores Dr  
CLERMONT FLA 34711

Jack & Barb Carstensen  
10410 Calle De Flores  
CLERMONT FLA 34711

Tom & Karen Hesinski  
10324 Castillo Ct.  
Clermont, FL 34711

RANDY & MARGO BOHRES  
10436 Lago LOUISA CT.  
CLERMONT, FL 34711

Randall W. Bohres  
Margo A Bohres

Barbara Rex  
10525 Vista Del Sol Circle  
clermont, FL 34711  
Barbara Rex

Willis J. Maher

Willis J Maher  
10312 Calle de Flores DR  
Clermont, FL 34711

ERNESTRO ANGELESTRO  
10418 LAGO LOUISA CT  
CLERMONT FL. 34711

Carla Augusto

Phyllis Hardee  
10441 LAGO LOUISA CT  
Clermont, FL 34711

Phyllis Hardee

Beverly Boike  
10446 Lago Louisa Crt.  
Clermont, FL 34711

Beverly Boike

Terry Lombard  
10417 Lago Louisa CT  
CLERMONT, FL 34711

Terry Lombard  
10417 Lago Louisa Ct.  
Clermont, FL 34711

Halford Wint  
13750 Vista Del Lago Blvd  
Clermont FL 34711

Halford Wint

Steve Longshore  
10734 Vista del Sol  
Clermont, FL 34711

Nah M. Rex

DALE M. REX  
10525 Vista Del Sol Circle  
Clermont, FL. 34711

page 2  
#100426-W  
Vista

Michele Horn  
13748 Calle De Ora Ct.  
Clermont, FL 34711

Michele Horn

John Horn  
13748 Calle De Ora Ct.  
Clermont, FL 34711

John Horn

RICHARD W. HENNING  
13812 VISTA DEL LAGO  
CLERMONT FL  
34711

Richard W. Henning

Dorrie Kostynska  
13700 Calle De Ora  
Clermont FL  
34711

Caroline Connor  
10742 Vista Del Sol Circle  
Clermont, FL 34711

Mary Robertson  
10734 Vista del Sol  
Clermont FL 34711

Greg Ratter

Address: 13731 Calle de Ora Ct.  
Greg Ratt

Carmen Brook

Fruin Brook  
13628 Vista Del Lago Blvd.

Richard Will

Address: 10852 Vista Del Sol Cir.

Richard L. Will

George Cullen

GEORGE CULLEN  
10304 CALLE DE FLORES DR  
CLERMONT FL 34711

Lisa Caprianni Powell  
10844 Vista Del Sol Cr

Address:

Jack Vail

Address: 10914 Vista Del Sol Cir

Jack Vail

Hoyt W. Gaines

Hoyt W Gaines

Address:

13841 Vista Del Lago Blvd.

Carry Goldkin

CARRY GOLDKIN  
13501 VISTA DEL LAGO BLVD

Address

Out Jans  
13519 PALO Ct

Michael A. Bock

Michael A. Bock  
10445 Vista Del Sol Cr  
Clermont FL 34711

Linda M. Pittman

Linda M. Pittman  
13820 Sierra Ct  
Clermont, FL 34711

Robert M. Pittman

Robert M. Pittman  
13820 Sierra Ct.  
Clermont, FL 34711

Deanne M. Noble

Deanne Noble  
10600 Vista Del Sol Cr  
Clermont, FL 34711

Daniel Monaghan  
13503 Palo Ct.  
Clermont FL 34711  
352-242-4461

Connie Young  
13518 Palo Ct.  
Clermont, FL 34711

Donna E. Cisneros  
13724 Calle De Ora Ct.  
Clermont, FL 34711

James M. Warren  
JAMES M. WARREN  
13716 Calle de Ora Ct.  
Clermont, FL 34711

100426-WS

**Dennis R. Crawford**  
2631 Caithness Way  
Clermont, FL 34714

RECEIVED--FPSC

11 MAR 10 AM 8:44

COMMISSION  
CLERK

March 8, 2011

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Dear Commissioners:

As you know Lake County residents recently received a notice of water rate increases of nearly 33%.

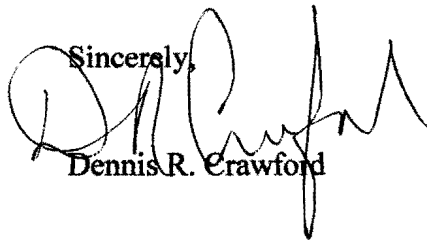
I am not too sure how to write this letter, but the primary question I have for you is why? Florida residents, along with many residents in this country are suffering from these difficult financial times. We have a Federal administration that has decided there is NO inflation, although food, fuel and now water costs are skyrocketing. Why did you allow Utilities, Inc. to receive this increase? Did you decide they are doing everything possible to control costs? Is your intent to force residents not to have drinking water? Do you want even more Florida residents to sell, or worse, abandon their homes because we cannot afford these increases?

Major companies have had to tighten their belt to meet their objectives, but Utilities, Inc. just can march to the FPSC and ask for a rate increase and get it. What are they doing to save money? I live in a neighborhood that has been promised recycled water for my irrigation system for 8 years. We are not in our Florida home for a couple of months in the summer and my water bill is over \$90 per month. That is \$90 and NOT living there.

We just cannot continue to absorb these costs. My wife and I are on fixed incomes from the SSA and are barely making ends meet. A 33% increase in our water bill is objectionable and I am requesting the data you used to make such a decision.

I am copying this letter to my State Representative and Senator in hopes an investigation is warranted.

Sincerely,

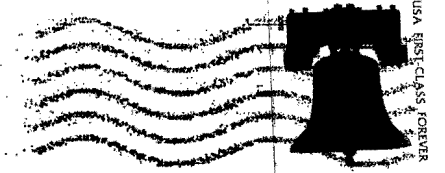


Dennis R. Crawford

Dennis R. Crawford  
2631 Calthness Way  
Clermont, FL 34714

ORLANDO FL 328

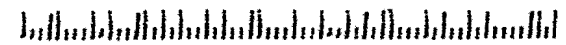
SEP 24 1998



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

32399-0850



**Jimmy Williams**  
13031 Colonnade Circle  
Clermont, Florida 34711

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MAR 10 AM 8:44

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11 MAR 10 AM 7:18

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



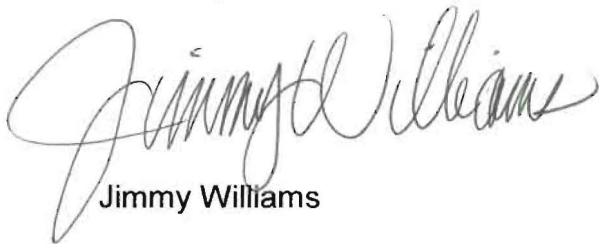
Re: Docket No. 100426-WS

To Whom it May Concern,

The purpose of this correspondence is to complain about the tremendous rate increase that we have experienced from Lake Utility Services, Inc. When my wife and I first moved into our new home on 13031 Colonnade Circle, Clermont, Florida 3 years ago (November 2007), our water bill was around \$30 per month. Now it runs over \$200 per month. This is only for water, we pay an additional bill to the City of Clermont for sewer. Now Lake Utility Services, Inc. have sent me a notice of another rate increase! Due to the present economy, I have lost my job and I am now unemployed. My wife's job is our only source of income. With other bills (gas, food, etc.) rising, it is very difficult paying such an enormous water bill.

If you can look into this matter, it would be most appreciated.

Sincerely,



Jimmy Williams



Jimmy & Tracy Williams  
 13031 Colonnade Cir.  
 Clermont, FL 34711

ORLANDO FL 328

08 MAR 11 PM 4 T



OFFICE OF COMMISSION CLERK  
 FLORIDA PUBLIC SERVICE COMMISSION  
 2540 SHUMARD OAK BLVD.  
 TALLAHASSEE, FL. 32399-0850

323990850





Office of Commission Clerk.

3/7/11

My name is David Smith at Clermont, Fl. and I am sending you this letter in response to a letter we just received in the mail pertaining to Docket # 100426-WS. The letter pertains to our water service rates and the fact that Lake Utility Services is trying to get another increase for the water rates is absolutely ridiculous, our rates were increased not too long ago. With our economy the way it is people out of work, auto gas going up and some of us on a fixed income this increase shouldn't be aloud.

It is not our fault that they over extended themselves figuring the area was going to continue to expand, and basically since most home construction has halted and a lot of homes empty or foreclosed on the existing people here shouldn't have to pick up that portion of all of the ex customers.

I hope this letter has some type of help in the Commissions decision.



Thank - You  
DAVID Smith



2246 Kiwi Tr

Clermont, Fl. 34714

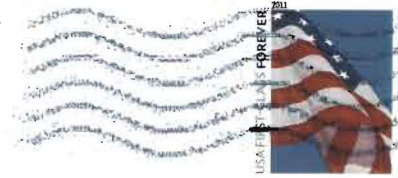
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11 MAR 10 AM 8:43  
COMMISSION  
CLERK



Mr. David Smith  
2246 Kiwi Trl.  
Clermont, FL 34714-8017

ORLANDO FL 3281

210 MAR 11 PM 1 L



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Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl.  
32399-0850

32399-0850



RECEIVED--FPSC

11 MAR 10 AM 8:43

COMMISSION  
CLERK

DISTRIBUTION CENTER  
11 MAR 10 AM 7:16

Richard Madero  
12850 Anderson Hill Road  
Clermont, Fl. 34711-9336

352-242-5137

March 7, 2011

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

FPSC, CLK - CORRESPONDENCE		
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DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

**RE: PSC DOCKET NO. 100426-WS**

To whom it may concern:

On March 3, 2011, I received a notice of increase to my water supply. Upon speaking to neighbors in the area, I have found that not all of them have received any notice of increase. There have been 7 increases since June, 2008. I am 63 years old, retired and disabled and these increases are taking its toll. I hope the commission disapproves the final rate increase. This is the first time that I had to complain. Thank you in advance for your consideration.

Very truly yours,

  
**RICHARD MADERO**



Mrs. Sylvia Oteromadero  
12850 Anderson Hill Rd.  
Clermont, FL 34711-9336

ORLANDO FL 328

US MAIL 51



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

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11 MAR 10 AM 8:43

COMMISSION  
CLERK

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11 MAR 10 AM 7:18

March 6, 2011

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Re: Docket No. 100426-WS

Dear Commissioner:

The undersigned residents of the 'Vista's at Lake Louisa, Clermont, Florida seek your support to study the request for yet another rate increase by Lake Utility Services, Inc. We are watching our cost of living going higher daily and have ended all non essential items. It's not as if we can change companies or live without water! This company could help us all by providing the opportunity to use reusable water for our lawns, our largest expense.

We do not believe the asked-for rates are justified. Thank you for your consideration,

Mary S. Warren  
Mary S. WARREN

Address: 13716 Calle de Ora Ct.

Justina  
10601 VISTA DEL SOL CN

Ernie Aguilera  
Ernie Aguilera

Address: 13708 Calle de Ora Ct.

Charlotta Lamon  
10601 Vista Del Sol Cr.

Barbara Buck

Address: Barbara Buck  
134 Calle de Ora Ct  
Clermont FL 34711

Kick Dombrowski

13807 Sierra Ct  
Clermont FL  
Kick Dombrowski

Vildan Nigro

Address: 10710 Vista Del Sol Cr.  
Clermont - Vildan Nigro

Liorka Molaren  
10725 Vista del Sol Cir  
Clermont FL 34711

Address:

~~John J. M...~~  
Lenford T. Noble  
10600 Vista Del Sol Cir  
Clermont, FL 34711

~~Pamela M. Bee~~  
PAMELA M. BEE  
10514 Vista Del Sol Cir  
Clermont, FL 34711

~~Brian Kelley~~  
10524 VISTA DEL SOL CIR.  
CLERMONT, FL 34711

LINDA VARHOL  
10211 Bonita Ct.  
CLERMONT, FL 34711  
~~Linda S. Varhol~~

Tina McQuillen  
~~Tina McQuillen~~  
10217 Bonita Ct  
Clermont, FL  
34711

~~Debra L. Fitzgerald Maher~~  
DEBRA Fitzgerald Maher  
10312 Calle de Flores Dr  
Clermont, FL 34711

~~Marjorie L. Fitzgerald~~  
Marjorie L Fitzgerald  
10318 Calle de Flores Dr  
Clermont, FL 34711

~~John L. Berger~~  
John L. Berger  
10328 Calle De Flores Dr  
Clermont Fla 34711

~~Jack & Barb Carstensen~~  
10410 Calle De Flores  
Clermont Fla 34711

Tom & Karen Lesinski  
10324 Castillo Ct.  
Clermont, FL 34711

~~Randy & Margu Bohres~~  
10436 Lago Louisa Ct.  
Clermont, FL 34711

Randall W. Bohres  
Margu A Bohres

Barbara Rex  
10525 Vista Del Sol Circle  
clermont, FL 34711  
Barbara Rex

Page 2  
#10042  
Vis

William J. Maher  
William J. Maher  
10312 Calle de Flores DR  
Clermont, FL 34711

Dale M. Rex  
DALE M. REX  
10525 Vista Del Sol Circle  
Clermont, Fl. 34711

ERNESTRO ANGELESTRO  
10418 LAGO LOUISA CT  
CLERMONT FL. 34711

Michele Horn  
13748 Calle De Ora Ct.  
Clermont, FL 34711

Carla Augusto

Michele Horn

Phyllis Hardee  
10441 LAGO LOUISA CT  
Clermont, FL 34711

John Horn  
13748 Calle De Ora Ct.  
Clermont, FL 34711

Phyllis Hardee

John Horn

Beverly Boike  
10446 Lago Louisa Crt.  
Clermont, FL 34711

RICHARD W. HENNING  
13812 VISTA DEL LAGO  
CLERMONT FL  
34711

Beverly Boike

Ronald Lombard  
10417 Lago Louisa CT  
CLERMONT, FL 34711

Richard W. Henning

Terry Lombard  
10445 Lago Louisa Ct.  
Clermont, FL 34711

Dorina Kostogova  
13700 Calle De Ora  
Clermont 3L  
34711

Halford Wint  
13750 Vista Del Lago Blvd  
clermont FL 34711

Carolee Connor  
10747 Vista Del Sol Circle  
Clermont, FL 34711

Halford Wint

Steve Longshore  
10734 Vista del Sol  
Circle, Clermont FL 34711

Mary Robertson  
10734 Vista del Sol  
Clermont FL 34711

Greg Ratter

Address: 13731 Calle de Ora Ct.  
Greg Ratter

Ervin Crook

Ervin Crook  
13628 Vista Del Lago Blvd.

Richard Will

Address: 10852 Vista Del Sol Cir.

Richard L. Will

George Cullen

GEORGE CULLEN  
10304 CALLE DE FLORES PR  
CLERMONT FL 34711

Lisa Caprianni Powell

10844 Vista Del Sol Cr

Address:

Jack Vail

Address: 10914 Vista Del Sol Cir

Jack Vail

Hoyt W. Gaines

Hoyt W. Gaines

Address:

13841 Vista Del Lago Blvd.

Linda M. Pittman

13820 Sierra Ct  
Clermont, FL 34711

Robert M. Pittman

Robert M. Pittman  
13820 Sierra Ct.  
Clermont, FL 34711

Carry Goldwin

13501 VISTA DEL LAGO BLVD

Address

Out James  
13519 PALO Ct

Deanne M. Noble

Deanne Noble  
10600 Vista Del Sol Cir  
Clermont, FL 34711



Daniel Monaghan  
13503 Palo Ct.  
Clermont FL 34711  
352-242-4461

Connie Young  
13518 Palo Ct.  
Clermont, FL 34711

Donna E. Emisanne  
13724 Calle De Oca Ct.  
Clermont, FL 34711

James M. Warren  
JAMES M. WARREN  
13716 Calle de Oca Ct.  
Clermont, FL 34711

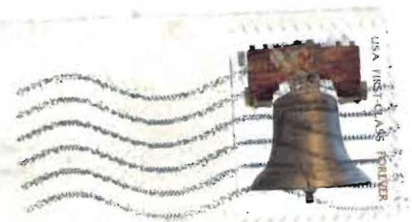


Ms. Mary Warren  
13716 Calle De Ora Ct  
Clermont, FL 34711-7276

Re: Socket # 100426-WS

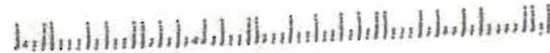
ORLANDO FL 328

08 MAR 11 PM 3 T



Office of Commission Clerk  
Florida Public Service Commission  
2540 Shamard Oak Boulevard  
Tallahassee, Florida 32399-0850

32399-0850



RECEIVED-FPSC Docket No 100426 WS

11 MAR 10 AM 8:42

FPSC, CLK - CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO 01500-11  
DISTRIBUTION: \_\_\_\_\_

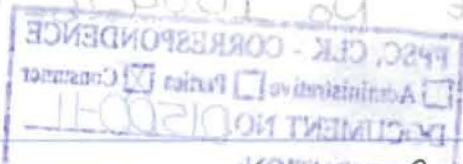
11 MAR 10 AM 7:19

DISTRIBUTION CENTER

COMMISSION  
CLERK

I am writing this letter to the people responsible for increasing the rates. We really asking you to rethink this decision since we are living in a financial disaster. This is the second increase since we move to this house. We can barely make through the day since a family of four that we are we have a lot of expenses. You also know that we have no choice but being with this company and we feel that you are taking advantage of this





situation. Even the letter we receive it <sup>late</sup> on Friday March 5<sup>th</sup> and we can read that the interiu rates will be effective March 6, 2011. Everything goes up except the salary; please don't make us feel like we are in dead end. Our house is the place that we leave all our problems outside and we can relax all together like a family. Please don't add one more problem - stress in our life.

Sincerely

One of our customers

ORLANDO FL 328

08 MAR 11 PM 5 T



OFFICE OF COMMISSION CLERK,  
FLORIDA PUBLIC SERVICE  
COMMISSION  
2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL.

32399 0850

MARCH 7 2011

RECEIVED-FPSC

OFFICE OF COMMISSION CLERK

11 MAR -9 AM 8:39

FL PUBLIC SERVICE COMM.  
2540 SHUMARD BLVD

COMMISSION TALLAHASSEE FL 32399  
CLERK

POSTAL CENTER  
11 MAR '9 AM 7:26

ERNEST L. HELMS  
13338 VIA ROMA CIRCLE  
CLERMONT FL 34711

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

FLORIDA PUBLIC SERVICE COMMISSION

### Important Notice Enclosed CONCERNING PSC DOCKET No. 100426-WS RATE INCREASE OF 33% FOR LAKE UTILITIES SERVICES, INC.

ON OR ABOUT SEPT 2009 LAKE UTILITIES WAS GRANTED A RATE INCREASE THAT BASICALLY TRIPLED THEIR WATER RATES. 2-3 MONTHS AFTERWARD THEY IMPOSED A MINOR RATE INCREASE (PENNY'S/THOUSAND GALLONS). NOW LAKE UTILITY'S IS IMPOSING A 33% INCREASE. IN LESS THAN 2 YEARS LAKE UTILITY'S RATES WILL BE 376% OF WHAT THEY WERE. THIS IS RIDICULOUS. THE FLORIDA PUBLIC SERVICE COMMISSION HAS A RESPONSIBILITY TO CONTROL THIS MONOPOLY. THERE IS NO POSSIBLE EXPLANATION FOR THESE RATE INCREASES. IN THEIR LETTER ANNOUNCING THE RATE INCREASES LAKE UTILITIES SAYS TO DIRECT ALL QUESTIONS TO 407 869-1919 LAKE UT. OFFICE. WHY DONT YOU CALL THEM (AS A CUSTOMER) AND SEE HOW HELPFUL THEY ARE IN STOPPING THIS RATE INCREASE. WHY WOULD THEY NOT PROVIDE THE PSC'S PHONE NO.?

PLEASE DO YOUR JOBS, AND DONT LET THIS PUBLIC MONOPOLY INCREASE RATES AT THEIR OWN WILL. 376%!!

UTN0228D  
2000001727 864/1



E LEE HELMS  
13338 VIA ROMA CIR  
CLERMONT FL 34711-5302



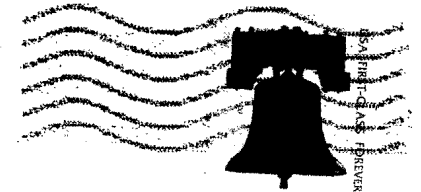
*E. Lee Helms* JUSTIFY IT

cc GOV RICK SCOTT

EL HELMS  
13338 VIA ROMA CIRCLE  
CHERMONT FL 34711

ORLANDO FL 328

07 MAR 11PM 2 T



FLORIDA PUBLIC SERVICE COMMISSION  
OFFICE OF COMMISSION CLERK  
2540 SHUMARD OAK BLVD  
TALLAHASSEE FLORIDA 32399-0850

32399\$0850



**Diamond Williams**

100426-WS

**From:** Diamond Williams  
**Sent:** Tuesday, March 08, 2011 3:53 PM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** RE: To CLK Docket 100426

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100426-WS.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Tuesday, March 08, 2011 10:04 AM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: To CLK Docket 100426

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Tuesday, March 08, 2011 10:02 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 100426

Copy on file, see 998084C. DH

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

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Monday, March 07, 2011 6:58 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 28191

Complaint filed with PSC



Select County: LAKE  
CUSTOMER INFORMATION

Name: John Day  
Telephone: 9145882924  
Email: Jddadof6@hotmail.com  
Address: 18 Harriman rd Carmel ny 34714

BUSINESS INFORMATION

Business Account Name: John day  
Account Number:  
Address: 15616 bay vista drive Clermont Fl 34714

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

They keep raising their rates and the wastewater base is ridiculous I don't live there all year round and I'm paying \$100 a month for the months I'm just watering my lawn. They are going to force me to sell my home!!!! I can't afford any more price increases let alone the fact that I'm paying for wastewater I'm not using. All my water is going into the lawn!

100426-WS

**Diamond Williams**

**From:** Dorothy Menasco  
**Sent:** Tuesday, March 08, 2011 11:23 AM  
**To:** Dale Buys  
**Cc:** Bart Fletcher; Andrew Maurey; Diamond Williams  
**Subject:** RE: Consumer Correspondence

Thank you, Dale. We will place the correspondence in consumer correspondence for Docket 100426 (DN 01500-11).

**From:** Dale Buys  
**Sent:** Tuesday, March 08, 2011 11:18 AM  
**To:** Dorothy Menasco  
**Cc:** Bart Fletcher; Andrew Maurey  
**Subject:** RE: Consumer Correspondence

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01500-11		
DISTRIBUTION: _____		

My guess is that the customer speaks to LUSI; please put it in Docket No. 100426.

**From:** Dorothy Menasco  
**Sent:** Tuesday, March 08, 2011 11:14 AM  
**To:** Dale Buys  
**Subject:** FW: Consumer Correspondence

Oops, forgot the attachment!

**From:** Dorothy Menasco  
**Sent:** Tuesday, March 08, 2011 11:13 AM  
**To:** Dale Buys  
**Subject:** Consumer Correspondence

Good morning, Dale,

We have received the attached correspondence from Waldemar Rivera from Clermont, FL. We know it's consumer correspondence, but we're not sure what utility he's writing in reference to. Clermont is in Lake County and we currently have two dockets open for rate increases in Lake County. One of them is Aqua 100330 and the other is LUSI 100426. We would normally put it in undocketed consumer correspondence. However, since there is a 50/50 chance that this is related to LUSI, I wanted to check with you to see if we should put it in Docket 100426. I spoke with Rhonda Hicks and she said she thought it was LUSI and not Aqua. If you think we should put it in Docket 100426, we will do so. If not, we will be glad to put it in undocketed consumer correspondence.

Thank you for your help!

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

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

3/8/2011

RECEIVED-FPSC  
11 MAR -7 AM 9:51  
COMMISSION  
CLERK



~~407-572-7265~~

DISTRIBUTION CENTER  
11 MAR 03

To: Florida Public Commission  
It is unbelievable that this  
commission allows yet another  
price hike in such a short  
period of time. Who's interest  
are you looking out for?  
LAST time it was doubled, when  
we are now being billed every  
month vs every 2 mo. before.  
People are already struggling  
to MAKE ends meet. It would  
seem that Public Commission  
work for the Utility Company.  
we are sick and tired of you  
-over

people doing nothing in  
behalf of the people, your  
existence supposed to  
represent. Give me a  
response that will support  
you allowing this to happen.  
It doesn't seem that you  
people are in tune with  
the rest of the state. It's  
no wonder this country is  
in such bad shape in our  
economy when we are  
expected to rely on such  
people for our interest.  
Thank you! Awaiting your  
response —



ORLANDO FL 328

05 MAR 11PM 7 T



RECEIVED-FPSC

11 MAR -7 AM 9:50

COMMISSION  
CLERK

TO: Office of Commission Clerk  
Florida Public Service Commission  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FL, 32399-0850



# CONSUMER

March 6, 2011

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

Re: Docket No. 100426-WS  
Rate Hikes  
Lake Utility Services, Inc.

11 MAR -7 AM 7:25  
DISTRIBUTION CENTER

11 MAR -7 AM 9:52  
RECEIVED-FPSC  
COMMISSION CLERK

Dear Sir/Madam:

Today, I received a Notice of Interim Rate Increases, pending approval of final rate increases. The interim rate increases, as approved by the commission, average over 30%. Any Utility, enjoying monopolistic status, that requires a 30% increase in rates, from one year to the next, needs to be thoroughly examined. Rather than approve such an incredible increase in rates — one that would impose significant impact on Lake County residents — the Public Service Commission would better serve the public by questioning the operating efficiency and management

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FPSC-COMMISSION CLERK

skills of Lake Utilities. Further, the rate increase notice received from Lake Utilities offers not the slightest hint for the justification for their outrageous request. Just, here's your notice pal, now pay up. Talk about arrogance.

We, the residents of Lake County, are waiting to see how well the Public Service Commission serves the public in this matter.

Yours truly

D. Morgan

Dennis Morgan's  
15327 Ponce de Leon Lane  
Clermont, FL 34714



Mr. Dennis Margaris  
15327 Ponce De Leon Ln.  
Clermont, FL 34714-6188

Inc.

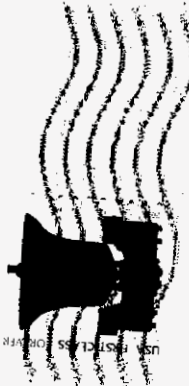
RECEIVED 1980

11 MAR -7 AM 9:52

COMMISSION  
CLERK

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

ORLANDO FL 328  
05 MAR 11 PM 5 L



323990850

