

Diamond Williams

100126-WU

From: Diamond Williams
Sent: Tuesday, August 23, 2011 11:16 AM
To: Ruth McHargue
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100126
Attachments: 352 840 0699 , 2 page(s); 352 840 0699 , 1 page(s)

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04706-11		
DISTRIBUTION: _____		

Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100126-WU.

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.

From: Ruth McHargue
Sent: Tuesday, August 23, 2011 10:51 AM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100126

customer correspondence

From: Diane Hood
Sent: Tuesday, August 23, 2011 8:48 AM
To: Ruth McHargue
Subject: To CLK Docket 100126

Copy on file, see 1025540C. The two faxed belong to one person- Ms. Sharon Williams. DH

8/23/2011

Diamond Williams

From: FaxAdmins
Sent: Monday, August 22, 2011 4:45 PM
To: Consumer Contact
Subject: 352 840 0699 , 2 page(s)

Attachments: FAX.TIF



FAX.TIF (44 KB)

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: 8/22/2011 4:43:34 PM
Number of Pages: 2
From (CSID): 352 840 0699
From (ANI):
Sent to DID: 8504136362

Duration of Fax: 0:01:09
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: IPF_PORT_0012

CONSUMER COMMENTS
REGARDING PROPOSED INTERIM RATE
INCREASE IN MARION COUNTY BY

C.F.A.T. H2O, INC.
1410 N.E. 8th Avenue
Ocala, Florida 34470

DOCKET NO. 100126-WU

August 21, 2011

To Whom It May Concern:

I live in the Landfair Homes Community.

My name is Sharon Williams.

My address is 2264 N.E. 78th Street

Ocala, Florida 34479

I am very disappointed with C.F.A.T. that they would consider raising the water rates approximately 110 percent, especially with the pressures of the economy the way they are. How can they do this to their "valued customers" in good conscience? In the "Annual Drinking Water Quality Report for 2010 (This is not for 2011), it states "There is one potential source of contamination identified for our water system

with a low susceptibility level. This tells me that C.F.A.T. cannot guarantee "safe" drinking water for their "valued customers". I have been buying distilled bottled water for years, because with reasonable cause I do not trust the water that comes from the tap as being "safe" to drink. This is another expense for me in addition to paying the outrageous water bills I have been getting since C.F.A.T. decided to suddenly (since 1994) increase our water bills. I submit in conclusion that C.F.A.T. refund the interim rate increase that has been charged to their "valued customers". In the operation of their business C.F.A.T. has shown a lack of good judgment, management, and financial responsibility. Their proposed request for approximately 110 percent increase in our water rates for "a fair rate of return on its investment" is not reasonable.

Thank you for your attention in this matter.

Sincerely,

Sharon Williams

See Attached Annual Water Report For 2010

8/21/2011 8:49 PM

Diamond Williams

From: FaxAdmins
Sent: Monday, August 22, 2011 4:48 PM
To: Consumer Contact
Subject: 352 840 0699 , 1 page(s)

Attachments: FAX.TIF



FAX.TIF (61 KB)

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: 8/22/2011 4:46:34 PM
Number of Pages: 1
From (CSID): 352 840 0699
From (ANI):
Sent to DID: 8504136362

Duration of Fax: 0:01:07
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: IPF_PORT_0012



Annual Drinking Water Quality Report for 2010
CFAT H₂O Utilities, Inc.

Florida Department of Environmental Protection Public Water System ID # 3424690

We're pleased to provide you with this year's Annual Water Quality Report for our utility serving Landfair and Hilltop Manor. The report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a dependable supply of quality drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water. We are pleased to report that our drinking water meets all federal and state requirements.

The source of our water is groundwater from a well located in the community. The well draws from the Floridan aquifer, one of the world's most protected sources. Our water is chlorinated for disinfection purposes. In 2009 the Department of Environmental Protection performed a Source Water Assessment on our system. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. There is one potential source of contamination identified for our water system with a Low susceptibility level. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp.

If you have any questions about this report or concerning your water utility please contact Deborah Dillon, (352) 622-4949, during normal business hours. We encourage our valued customers to be informed about their water utility.

CFAT H₂O Utilities, Inc. routinely monitors for constituents in your drinking water according to Federal and State laws, rules and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1 to December 31, 2010. Data obtained before January 1, 2010, and presented in this report are from the most recent testing performed in accordance with the laws, rules and regulations.

Water Quality Test Results Table for CFAT H₂O Utilities, Inc.

Microbiological Contaminants							
Contaminant and Unit of Measurement	Date of Sampling (mo./yr.)	MCL Violation Yes/No	Highest Monthly Number of Positive Samples	MCLG	MCL	Likely Source of Contamination	
Total Coliform Bacteria	Sep '10	No	1	0	0	Presence of coliform bacteria in 1 sample collected during a month	
Radioactive Contaminants							
Contaminant and Unit of Measurement	Date of Sampling (mo./yr.)	MCL Violation Yes/No	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Alpha Emitters (pCi/L)	Nov '09	No	1.5	N/A	0	15	Erosion of natural deposits
Radium 226 (pCi/L)		No	0.6	N/A	0	5	
Inorganic Contaminants							
Contaminant and Unit of Measurement	Date of Sampling (mo./yr.)	MCL Violation Yes/No	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Antimony (ppb)	Nov '09	No	0.14	N/A	6	6	Discharge from petroleum refineries; fluorochemicals; ceramics; electronics; solder
Arsenic (ppb)	Nov '09	No	0.42	N/A	N/A	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	Nov '09	No	0.0052	N/A	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	Nov '09	No	0.13	N/A	4	4.0	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at optimum levels between 0.7 and 1.2 ppm
Lead (point of entry) (ppb)	Nov '09	No	0.18	N/A	N/A	15	Residue from auto-media pollution such as auto emissions and paint; lead pipe, casing, and solder
Nitrate (as Nitrogen) (ppm)	Apr '10	No	0.75	N/A	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	Nov '09	No	0.83	N/A	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	Nov '09	No	16	N/A	N/A	160	Salt water intrusion; leaching from soil
Thallium (ppb)	Nov '09	No	0.19	N/A	0.5	2	Leaching from ore-producing sites; discharge from chloroalkali, glass, and drug factories
Stage 1 Disinfectants and Disinfection By-Products							
Disinfectant or Contaminant and Unit of Measurement	Date of Sampling (mo./yr.)	MCL or MRDL Violation Yes/No	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chlorine (ppm)	2010	No	1.5 average	0.7 - 2.6	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
Halogenated Acids (five) (HAA ₅) (ppb)	Sep '09	No	12.5	N/A	N/A	MCL = 60	By-product of drinking water disinfection
Total trihalomethanes (TTHM) (ppb)		No	22.1	N/A	N/A	MCL = 80	
Lead and Copper (Tap Water)							
Contaminant and Unit of Measurement	Date of Sampling (mo./yr.)	AL Violation Yes/No	90th Percentile Result	No. of Sampling Sites Exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (ppm)	Sept '08	No	0.013	0	1.3	1.3	Corrosion of household plumbing systems; erosion natural deposits; leaching of wood preservatives

We are committed to ensuring the quality of your water. If you have any questions or concerns about the information provided, please feel free to call the numbers listed. **Same Drinking Water Hotline**

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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11 JUL 27 AM 10:20

COMMISSION
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Public Service Commission

July 26, 2011

Ms. Megan Clinton
7334 NE Jax Rd 260-C
Ocala, FL 34479

FPSC, CLK - CORRESPONDENCE		
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DOCUMENT NO. 041105-11		
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Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Ms. Clinton:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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 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 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.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department

Ms. Megan Clinton
Page 2
July 26, 2011

officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

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. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-7017 or e-mail me at bart.fletcher@psc.state.fl.us.

Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
Office of Public Counsel

COMMISSIONERS:
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COMMISSION
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Public Service Commission

July 26, 2011

Mr. Todd Davis
2428 NE 77th Loop
Ocala, FL 34479

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04765-11		
DISTRIBUTION:		

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Mr. Davis:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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. Todd Davis
Page 2
July 26, 2011

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Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
Office of Public Counsel

COMMISSIONERS:
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LISA POLAK EDGAR
RONALD A. BRISÉ
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STATE OF FLORIDA



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

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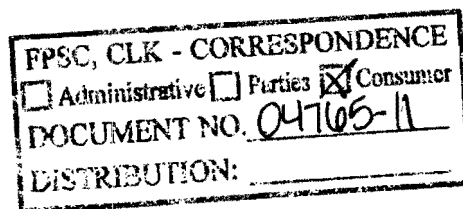
11 JUL 27 AM 10:20

COMMISSION
CLERK

Public Service Commission

July 26, 2011

Ms. Tanqueray Evans
7870 NE 20th Court
Ocala, FL 34479



Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Ms. Evans:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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 bodies.

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Ms. Tanqueray Evans
Page 2
July 26, 2011

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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. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-7017 or e-mail me at bart.fletcher@psc.state.fl.us.

Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
Office of Public Counsel

COMMISSIONERS:
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Public Service Commission

July 26, 2011

Ms. Viterra Faison
7824 NE 20th Court
Ocala, FL 34479

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 104765-11		
DISTRIBUTION: _____		

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Ms. Faison:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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. Viterra Faison

Page 2

July 26, 2011

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Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
Office of Public Counsel

COMMISSIONERS:
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COMMISSION
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Public Service Commission

July 26, 2011

Ms. Maria Franklin
7862 NE 20th Court
Ocala, FL 34479

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DOCUMENT NO. <u>04710511</u>		
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Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

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Ms. Maria Franklin
Page 2
July 26, 2011

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Sincerely,

A handwritten signature in black ink that reads "Bart Fletcher". The signature is written in a cursive, slightly slanted style.

Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
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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11 JUL 27 AM 10:21

Public Service Commission

COMMISSION
CLERK

July 26, 2011

Ms. Calisa Fleminig
2192 NE 78th Lane
Ocala, FL 34479

FPSC, CLK - CORRESPONDENCE		
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DOCUMENT NO. 04705-11		
DISTRIBUTION: _____		

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Ms. Fleminig:

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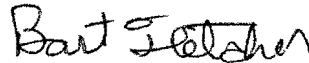
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Ms. Calisa Fleminig
Page 2
July 26, 2011

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Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
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

July 26, 2011

Ms. Jacquelyn Heray
2146 NE 78th Street
Ocala, FL 34479

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04705-11		
DISTRIBUTION:		

Dear Ms. Heray:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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. Jacquelyn Heray

Page 2

July 26, 2011

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Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
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MARSHALL WILLIS, DIRECTOR
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COMMISSION
CLERK

Public Service Commission

July 26, 2011

Ms. Shaunta Jenlans
2432 NE 77th Loop
Ocala, FL 34479

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04765-11		
DISTRIBUTION:		

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Ms. Jenlans:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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. Shaunta Jenlans

Page 2

July 26, 2011

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Sincerely,

A handwritten signature in black ink that reads "Bart Fletcher". The signature is written in a cursive, slightly slanted style.

Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
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DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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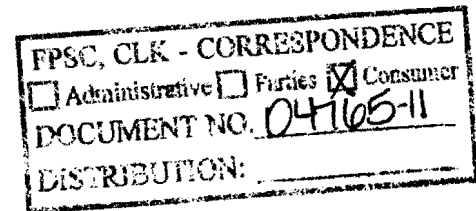
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COMMISSION
CLERK

Public Service Commission

July 26, 2011

Ms. Ashlee Johnson
2416 NE 77th Loop
Ocala, FL 34479



Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Ms. Johnson:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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. Ashlee Johnson
Page 2
July 26, 2011

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Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
Office of Public Counsel

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



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(850) 413-6900

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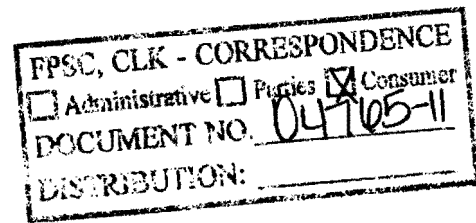
COMMISSION
CLERK

Public Service Commission

July 26, 2011

Ms. Sherry Mosley
2429 NE 77th Loop
Ocala, FL 34479

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU



Dear Ms. Mosley:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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. Sherry Mosley
Page 2
July 26, 2011

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Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
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
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Public Service Commission

July 26, 2011

Ms. Susan E. McCue
7866 NE 21st Ave.
Ocala, FL 34479

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04705-11		
DISTRIBUTION: _____		

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Ms. McCue:

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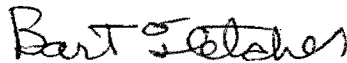
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Ms. Susan E. McCue
Page 2
July 26, 2011

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Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
Office of Public Counsel

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



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

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COMMISSION
CLERK

Public Service Commission

July 26, 2011

Mr. & Mrs. Cleveland Parker
2269 NE 78th Street
Ocala, FL 34479

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 047105-11		
DISTRIBUTION: _____		

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Mr. & Mrs. Parker:

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Mr. & Mrs. Cleveland Parker
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Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
Office of Public Counsel

COMMISSIONERS:
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STATE OF FLORIDA



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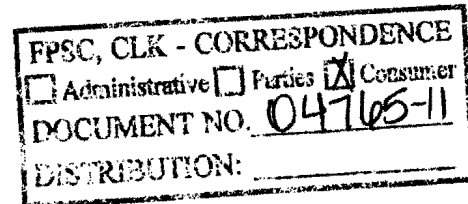
COMMISSION
CLERK

Public Service Commission

July 26, 2011

Ms. Feliceta Peseira
2393 NE 77th Loop
Ocala, FL 34479

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU



Dear Ms. Peseira:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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. Feliceta Peseira
Page 2
July 26, 2011

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Sincerely,

A handwritten signature in black ink that reads "Bart Fletcher". The signature is written in a cursive style with a large initial "B".

Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
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

July 26, 2011

Ms. Katisha L. Rycker
2421 NE 77th Loop
Ocala, FL 34479

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 104705-11		
DISTRIBUTION: _____		

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Ms. Rycker:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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 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 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.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department

Ms. Katisha L. Rycker
Page 2
July 26, 2011

officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

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. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-7017 or e-mail me at bart.fletcher@psc.state.fl.us.

Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
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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11 JUL 27 AM 10: 21

COMMISSION
CLERK

Public Service Commission

July 26, 2011

Ms. Juanita Turner
2140 NE 78th Street
Ocala, FL 34479

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04765-11		
DISTRIBUTION:		

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Ms. Turner:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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 bodies.

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Ms. Juanita Turner
Page 2
July 26, 2011

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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. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-7017 or e-mail me at bart.fletcher@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink that reads "Bart Fletcher". The signature is written in a cursive, slightly slanted style.

Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
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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11 JUL 27 AM 10:21

COMMISSION
CLERK

Public Service Commission

July 26, 2011

Ms. Tabatha Ward
7766 NE 20th Court
Ocala, FL 34479

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04765-11		
DISTRIBUTION:		

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Ms. Ward:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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 bodies.

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Ms. Tabatha Ward
Page 2
July 26, 2011

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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. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-7017 or e-mail me at bart.fletcher@psc.state.fl.us.

Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
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--FPS

11 JUL 27 AM 10: 2

COMMISSION
CLERK

Public Service Commission

July 26, 2011

Ms. Teneka William
2397 NE 77th Loop
Ocala, FL 34479

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04765-11		
DISTRIBUTION:		

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

Dear Ms. William:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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 bodies.

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Ms. Teneka William

Page 2

July 26, 2011

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Sincerely,

A handwritten signature in black ink that reads "Bart Fletcher". The signature is written in a cursive, slightly slanted style.

Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
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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11 JUL 27 AM 10:22

COMMISSION
CLERK

Public Service Commission

July 26, 2011

Ms. Vicki L. Rutkowshi
7765 NE 21st Ave
Ocala, FL 34479

Re: C.F.A.T. H2O, Inc. - Docket No. 100126-WU

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04765-11		
DISTRIBUTION: _____		

Dear Ms. Rutkowshi:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by C.F.A.T. H2O, Inc. (C.F.A.T. 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 bodies.

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Ms. Vicki L. Rutkowshi
Page 2
July 26, 2011

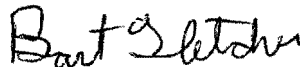
officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As part of its petition, C.F.A.T. 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 C.F.A.T.'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.

With regard to your question for why your bill of \$46 is greater than the average bill of \$15.17 on Question 4 of the Special Report, the difference is attributable to the interim rate increase discussed above and level of usage. Your actual usage is greater than the average usage assumed in the calculation. With regard to your question for why your bill of \$46 is greater than the average bill of \$33.01 on Question 5 of the Special Report, the difference is attributable to the use of the Utility's requested final rates and difference in customer usage. However, as discussed above, the Utility's requested final rates are subject to Commission review and vote. Staff notes that the Commissioners can either approve, deny or modify staff's recommendation.

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. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-7017 or e-mail me at bart.fletcher@psc.state.fl.us.

Sincerely,



Bart Fletcher
Public Utilities Supervisor

cc: Division of Economic Regulation (Simpson)
Office of Commission Clerk (Docket No. 100126-WU)
Office of Public Counsel

DISTRIBUTION CENTER

Application for increase in water rates in Marion County by ^{11 JUL 11} AM 7:20

C.F.A.T. H2O, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04105-11
DISTRIBUTION:

RECEIVED-FPSC
11 JUL 14 PM 12:01
COMMISSION
CLERK

Name Tanqueray Evans
Address 7870 NE 20th Court
* Occola FL 34479 *

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
When I first moved into my apartment 2yrs. ago my water bill was no more than \$30-35 a month. Now since the ratings have changed my water bill range from \$80-85 a month which is totally ridiculous and outrageous due to the fact that its only me and my daughter in my apartment. I use water for my daily essential use nothing more, nothing less. And whats so sad about the situation is I rarely be home. something has got to give because I refuse to keep paying water bills for that amount when I know I dont use that much water on a monthly basis! I dont even have a washer and dryer in my apartment so you tell me where these high water bills are coming from? Im started to think im paying my half plus my neighbor half too. All im saying is these new ratings are so not right and this needs to stop. because my new bills are out of control and ridiculous. you would think I have about 5 people living in my house hold instead of 2 people the way these bills are looking or have been looking. please take into consideration what I

Fold and tape -- see back for address

am saying and look into this matter.

~ Thank you ~

STAMP

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

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Application for increase in water rates in Marion County by

C.F.A.T. H2O, Inc.

DOCKET NO. 100126-WU

PFSC, CLK - 001
 Administrative
DOCUMENT NO 04765
DISTRIBUTION: _____

Teneka William
Address 2307 NE 7th loop
Ocala, FL 34479

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

I do not use this water for drinking due to the large amount of Chlorine it contains. It has changed the color of my uniforms for work therefore I have to pay xtra already to go to the laundry facility. I have to purchase gallons of water to cook therefore I am still pay xtra money. I feel that the increase in the water is terrible because I spend twice as much now for water to cook and wash clothes (cooked) at other laundry facilities when I already have it in my home but can't drink it. With the increase already made on water rate was a bad idea now they are trying to raise the rate even higher. Please consider reducing the

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rate because I along with others believe the water we use is ~~awful~~ terrible.

Teneha Williams
2307 NE 7th Loop
Deerfield, FL
34479

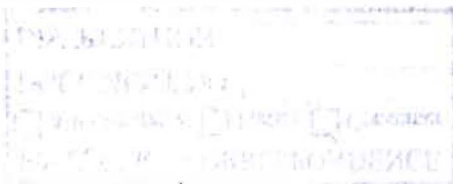
STAMP

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

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Application for increase in water rates in Marion County by

C.F.A.T. H2O, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04705-11
DISTRIBUTION: _____

Name Cleveland and Linda Parker

Address 2269 NE 78th St Ocala FL 34479

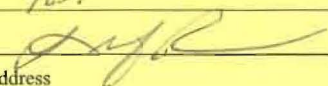
If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We/I have watched our water bill go from average of \$50 to \$98 now \$106 within a year. We have not increased our use of water, but have tried to limit use. We are not satisfied with the quality of our water. Our water is not drinkable which creates another expense for my family (We have to buy drinkably, cooking water) Reported cloudiness of water 2 months/11 ago and nothing has been done. My account twice has reflect past due balance which I know nothing of, My account is not behind yet you are reflecting. I ask that you take in to consideration that we are working people with family to provided for. The continue increase of rate is putting alot of pressure on households. Please look into the quality of our water that it become drinkable, what we are paying for.

Thank You.



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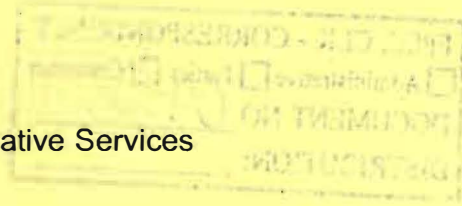
Claudard and Linda Parker

2209 NE 78th St

Ocala, FL 34479

STAMP

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



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Application for increase in water rates in Marion County by

C.F.A.T. H2O, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04705-11
DISTRIBUTION: _____

Name Ms Juanita Turner

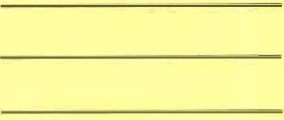
Address 2140. N.E. 78th ST
OCA/A FLA. 34479

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

How I feel is that the water company should not increase the water cost anymore this is ridiculous the water is horrible and cloudy and it leaves hard stains. The water is nasty I had to buy a "Brita water Filter" to start drinking the water.

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

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Tape

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Application for increase in water rates in Marion County by

C.F.A.T. H20, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04705-11
DISTRIBUTION: _____

Name Reginald Gray
Address 246 N. E. 7th St
Ocala, Fl. 34479

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

What sense does it make for C.F. AT to be allowed to increase rates, the water isn't consumable for drinking, bathing let a lone brush your teeth with.

Keep looking with it your food has an odor. If you bathe it is so milky. If you brush your teeth with it the cavities come. So what sense does it make to increase rates. Do something about the purification of the water, that the residents will be able to utilize the service that they're paying for under the circumstances.

Please allow the next meeting to be close to our area so that more residents will be more apt to attend the hearing and speak up.

What were paying for and getting is not what should be when water intake is being supplied by a company asking/getting an increase

Fold and tape -- see back for address

Jacqueline C Gray
2146 N. E. 78th St
Deerfield, IL 60015
(Grand Fair Homes)

STAMP

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



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Application for increase in water rates in Marion County by

C.F.A.T. H20, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04765-11
DISTRIBUTION: _____

Name Tabatha Ward

Address 7700 NE. 20th Ct.
Ocala FL 34479

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.

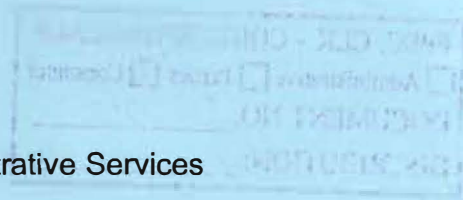
CONSUMER COMMENTS

I am writing this regarding the rates that have recently increased. I am just one person in my house, and my bill is now \$55.00 This seems too high for one person! I don't know if its the water quality or my dish washer but every time I use it, there are water residue on all the dishes. Plus the look of the water does not appear very clean or sanitary. There should also be another meeting conducted b/c many were unaware of the first one. These rates are too high for the quality of this water. Always buying bottled water to drink & cook with is expensive, in addition to the rate of water that has now increased.

Thankyou,
Tabatha Ward
(Signature)

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

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Tape


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Application for increase in water rates in Marion County by

C.F.A.T. H2O, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04705-11
DISTRIBUTION: _____

Name _____  Susan E McCue
Address _____ 7866 NE 21st Ave.
Ocala, FL 34479
home-352-236-6306

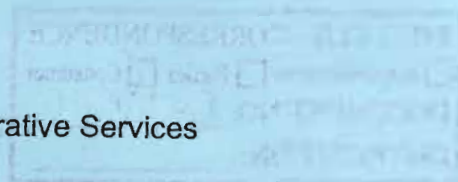
If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
The clarity of this water is unacceptable. I have never seen tap water w/ a milky type film on the top. It is also unusually hard & has stained several of my glasses, containers, etc.
The proposal increase is totally unwarranted. C.F.A.T. claims the "average" monthly water residential bill is \$15.17. This is UNTRUE!! (see attached). In a household of one adult, the <u>LOWEST</u> the monthly bill has ever been is in the low 30's.

Fold and tape -- see back for address

STAMP

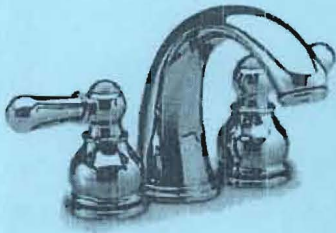
Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



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Florida Public Service Commission

SPECIAL REPORT

APRIL 2011

Application for increase in water rates in Marion County by

C.F.A.T. H2O, Inc.

DOCKET NO. 100126-WU

On February 25, 2011, C.F.A.T. H2O, Inc. (CFAT) filed an application with the Florida Public Service Commission (PSC or Commission) for an increase to its water rates. CFAT is a Class C utility providing service to approximately 221 water customers in Marion County.

QUESTIONS & ANSWERS

1 Is there an opportunity for public input on this rate case?

Yes. As part of the evaluation process for CFAT's rate request, the Commission staff will conduct a customer meeting to allow customer feedback about CFAT and the rate-setting process. Customer comments, written and oral, will be taken into consideration when the Commission reaches a decision. One or more Commissioners may attend and participate during the meeting.

2 Why is CFAT requesting a rate increase?

CFAT is requesting a rate increase to cover increasing operating costs and to earn a fair rate of return on its investment.

3 When was CFAT's last approved rate increase?

CFAT's water rate base was established in 1994.

4 Presently, how much is the average monthly water bill for a residential service customer?

Currently, the average monthly water bill for a residential service customer is \$15.17.

CUSTOMER MEETING

Thursday, April 28, 2011

6:00 p.m.

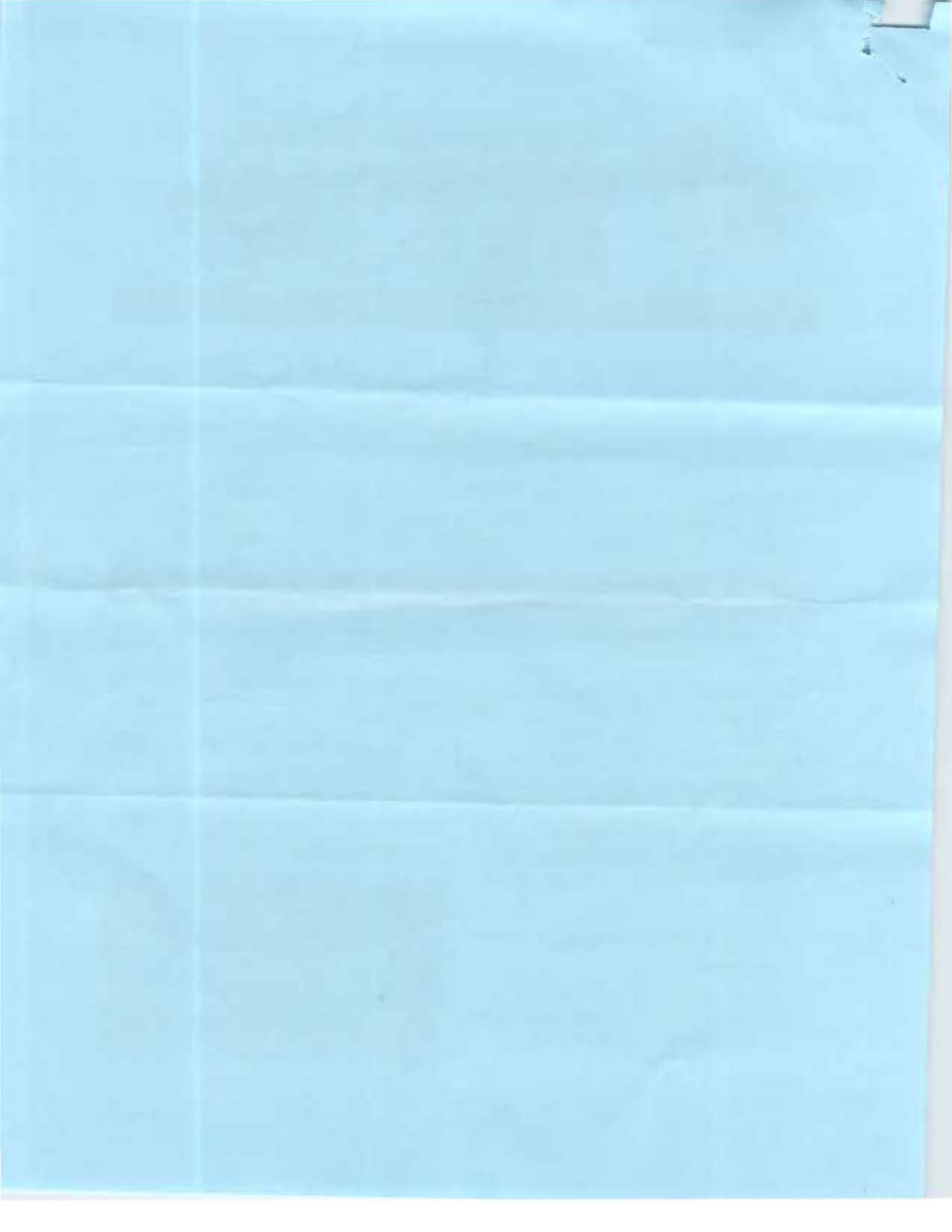
Ocala Police Department

The Community Room

402 South Pine Avenue

Ocala, FL 34471

Continued on back



Application for increase in water rates in Marion County by

C.F.A.T. H20, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04765-11
DISTRIBUTION: _____

Name Maria Franklin

Address 7862 NE 20th Court
Ocala Fl 34479

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.

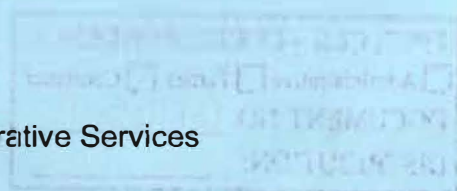
CONSUMER COMMENTS
I am on a fixed income from SSI, I can not afford an increase in the cost of my water bill. I do not even use this water for drinking or cooking purposes. This water does not taste well does not taste well. I am afraid to drink the water.
The price is too high, I am only one person and I live in a 2 bedroom apt, and my bill is \$40.00 every month. I am an old edlery person, how come water so much? And now you want to increase my bill more?
Note: The staff at CFAT is very nice & very helpful. I can not say enough nice things about the staff at CFA T.

Fold and tape - - see back for address

Maria Franklin

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



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Application for increase in water rates in Marion County by
C.F.A.T. H2O, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 047105-11
DISTRIBUTION: _____

Name Vicki L. Rutkowski
Address 7765 NE 21st Ave
Ocala, FL 34479

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CONSUMER COMMENTS

- ① According to Question 4 - The monthly average for residential customers is \$15.17, why is my bill \$46.00?
- ② Question #5 states the residential customer would increase to \$33.01. Still lower than what I'm paying.

I realize there has to be an increase, but what you're proposing a jump nearly doubled! Being on a fixed income, I have to parcel out my income to cover all my bills and a huge jump in the C.F.A.T. H2O, Inc. will really put a strain on my budget.

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

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Application for increase in water rates in Marion County by

C.F.A.T. H2O, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04765-11</u>		
DISTRIBUTION: _____		

Name Sherry Mosley
Address 2429 NE 47th Ave
Delia Fla 34479

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 whom it may concern:
The H2O is very cloudy, I do not cook with it or drink it. I buy all my water (Bottle) to drink and cook with.

Sherry Mosley

Fold and tape - - see back for address

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C.F.A.T. H20, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 04765-11

DISTRIBUTION: _____

Name Todd Davis

Address 2428 NE 77th loop

occala FL 34479

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~~ To whom this may concern: I do not agree with the increase regarding our water. I do not bathe in this water, nor do I cook or wash my face with this water.

Todd Davis

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

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Application for increase in water rates in Marion County by

C.F.A.T. H2O, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04765-11</u>		
DISTRIBUTION: _____		

Name Katisha L. Bucker
Address 2401 NE 77TH LOOP
Ocala, FL 34479

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

my concerns are the high rates, its really hard to keep bills paid up when you have something as small as a water bill as high as a cable bill or for some your light bill. where I'm from water & electric are together so to get here and have to pay what extra necessity is hard especially when its sky rocketing. please take in to consideration that some families aren't as blessed to pay bills, I don't mind paying me bills and I always do but we need a break. Thank you!

Katisha Bucker
Single mother of 4.

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Tallahassee, FL 32399-0850

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Application for increase in water rates in Marion County by

C.F.A.T. H20, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04765-11
DISTRIBUTION: _____

Name Ashlee Johnson

Address 2416 NE 77th LP
Orlando, Fla 34479

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

The water doesn't taste great. Do not
cook with it!

Ashlee Johnson

Fold and tape - - see back for address

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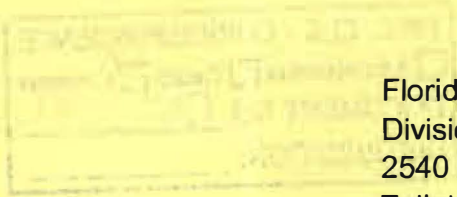
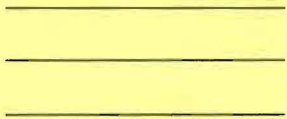
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Division of the Commission Clerk and Administrative Services
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Tallahassee, FL 32399-0850

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Application for increase in water rates in Marion County by

C.F.A.T. H20, Inc.

DOCKET NO. 100126-WU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 047105-11
DISTRIBUTION: _____

Name Felicita Pereira
Address 2393 NE 77th Loop
Ocala FL 34479

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) The quality of the water is not the Best, To much Bleach
2) I don't use the water for Drink or Cook. I buy water for that use. my Monthly Check is not ~~Low~~ ^{use} Enough for Paid more or Top off what I have now.

Fold and tape - - see back for address

Receipt
2393 NE 77th Loop
Ocala FL 34479

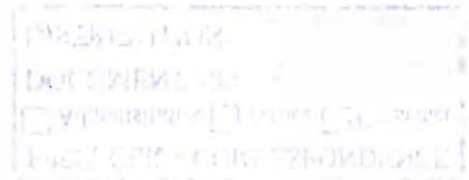
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Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
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Tallahassee, FL 32399-0850

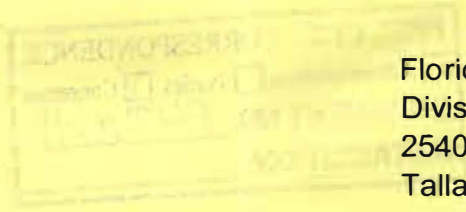
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Tallahassee, FL 32399-0850

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RECEIVED-FPSC

Application for increase in water rates in Marion County by 11 JUL 12 AM 11:14

C.F.A.T. H2O, Inc.

DOCKET NO. 100126-WU

COMMISSION
CLERK

CONSUMER

Name Viterria Faison
Address 7824 N.E. 20th CT
Ocala, FL 34479

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 whom it may concern, I am very unhappy and dissatisfied with the increase in my monthly bill and the quality of the water. The water is suitable for bathing only. Drinking and cooking with this water is not an option due to the taste and unpleasant smell. I would greatly appreciate a change in overall quality of the water. My hope is that this issue be addressed in an appropriate manner.

Thank you in advance!
Viterria Faison
VITERRIA FAISON

Fold and tape --- see back for address

DOCUMENT NUMBER-DATE

04765 JUL 12 =

FPSC-COMMISSION CLERK

Vivella Faison
7824 NE 204th
Ocala, FL 34479
(Land Fair Homes)

GAINESVILLE/GHV
FL 32637
05 JUL 2011 PM



DISTRIBUTION CENTER

JUL 12 AM 6:59

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

FPSC CLERK - CORRESPONDENCE
 Administrative
 Public
DOCUMENT NO.
DISTRIBUTION

32399+0850



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FPSC-COMMISSION CLERK
04282 JUL 15 =