



# Cypress Lakes



## Homeowners Association of Lakeland, Inc.

9678 Cypress Lakes Drive  
Lakeland, FL 33810

April 27, 2017

Chairman Julie I. Brown  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Associate Public Counsel Erik L. Saylor  
Office of Public Counsel  
111 West Madison Street, Room 812  
Tallahassee, FL 32399

RECEIVED-PPSC  
2017 MAY -1 AM 8:28  
COMMISSION  
CLERK

**Cypress Lakes Input to Docket No. 160101-WS**

Dear Chairman Brown and Associate Counsel Saylor,

We received notice that the Customer portion of the Hearing scheduled for May 8, 2017 will be limited to two hours. In anticipation that each facility would be limited to a single representative with comment length limited to two to three minutes (depending on the number of facilities that request to present information), we have instructed our representative, Dr. Robert Halleen, to consider this in developing his remarks. Further, as we indicated in our previous correspondence we have been studying the filing and have developed additional issues that we would like the Commissioners and Staff to consider in developing your recommendations for the July 12, 2017 meeting. The additional issues documentation is attached to this letter. Copies will be forwarded to all Commissioners and the Clerk's office. The clerk's office will also receive the final group of survey forms

Sincerely,

Gwen Snook, President

Cypress Lakes Homeowners Association

Winitchee Krahn, General Manager

Cypress Lakes Community

Cc: PSC Commissioners, Office of the PSC Clerk

Attachment: CYPRESS LAKES ADDITIONAL ISSUES FOR PUBLIC SERVICE COMMISSIONERS AND STAFF

**ADDITIONAL CYPRESS LAKES ISSUES FOR PUBLIC SERVICE COMMISSION AND  
STAFF: DOCKET NO. 160101-WS**

**Continued study of the UIF filing clearly indicates the lack of transparency.**

There are too many examples where customer impact is merely forgotten in the development of issues. The **“Flat Rate versus Metered Rate”** for wastewater has already been mentioned. **The Base Rates adjustments for office structure, equipment, furniture and other plant items from water to wastewater are significant (10 % in Cypress Lakes case) but presented as facts without explanation.** There is obvious impact on the revenue stream requests in the filing based on these respective base rates. **Cypress Lakes water base rate is lowered by more than 50 % but the revenue request was only diminished by less than \$ 6,000.** Without appropriate customer oversight, these examples will continue to occur in future filings. **What is the PSC Staff position on these adjustments?**

To further emphasize the dilemma that wastewater rates cause, consider Mid County wastewater customers with about 2000 connections where 50 % are metered and will reach the cap and be charged \$ 122.00 bimonthly while the other 50 % will only pay the flat rate of \$71.00 bimonthly. **Thus, one half is paying \$ 300.00 more each year for just waste water. I’m sure any federal judge would concur with our position: “meter all or no meters”.**

The Cypress Lakes filing included for the Test year of 2015 shows that the tank removal was treated accounting wise in that year; however, Mr. Flynn’s presentation shows the project to be completed in 2017 – which is was according to our March 2017 “Boil Order”. **Does this imply that completed projects listed in 2016 are already considered in the development of the consolidated 2017 filing?** Has the PSC Staff reviewed how the completed projects were treated?

**Without specific customer oversight and only partial filings at each filing location,** it is impossible for any facility to determine the appropriate impact of any changes on their rate structure. **Do any of the library locations listed for the filings have a complete filing other than Tallahassee? We would recommend that complete filings be placed at strategic location around central Florida.**

**I’m sure that groups would be better able to discuss the appropriateness of any future filings if specific advisory capacity is provided in the upcoming recommendations by the PSC Staff.**

SURVEY RESULTS  
 UTILITIES INC. CONSOLIDATION..

COMMENTS

JRVEY SHEET	HISTORICAL IMPACT	PRODUCT QUALITY	RATE STRUCTURE	COMMENTS			
				RATE	QUALITY	EQUIPM.	CHEMICAL
1	17	38	46	13	10	3	1
2	37	41	44	11	9	7	0
3	41	43	42	11	10	4	0
4	28	29	49	9	10	3	0
5	0	0	50	1	3	1	0
6	25	25	47	7	3	2	0
7	25	25	47	8	9	3	3
8	35	33	46	9	7	2	1
9	40	40	41	16	6	3	0
10	40	40	41	6	9	4	0
11	32	29	46	10	10	2	1
12	0	0	50	8	6	0	0
13	7	9	48	12	1	0	0
14	47	42	42	3	4	1	0
15	37	36	40	7	8	3	0
16	14	15	21	4	3	1	0
TOTAL	425	445	700	124	108	39	6

DOCKET NO. 160101-WS

RESULTS OF RESIDENT SURVEY CONCERNING CONSOLIDATION EFFORTS OF UTILITIES, INC.

NAME	HISTORY	QUALITY	RATE STRUCTURE	RATES	COMMENTS			
					QUALITY	EQUIPMENTS	CHEMICAL	FORM
SAUTER	Y	Y	Y					
CURRY			Y		Y			SNOWBIRD
CURRY	Y					Y		"
LEE			Y					CANADIAN
LUSK	Y	Y	Y					
SAUTER	Y	Y	Y					
ROWZEE	Y	Y	Y					
AHRENBURG	Y		Y					
BENVISSUTO		Y						
MILLS			Y	Y				
WILSON	Y	Y	Y					
WILSON			Y		Y			SNOWBIRD
UTTERMORE		Y						
WELD	Y	Y						
STEEVES	Y	Y	Y	Y				
PARKINSON		Y						
PARKINSON	Y	Y	Y					
O'DAY	Y	Y	Y		Y			
MAVRIKUS	Y	Y	Y					
AMBROSIO	Y	Y	Y					
MOEHRING			Y					SNOWBIRD
MOEHRING			Y					
HEILMAN			Y	Y				SNOWBIRD
DERKATCH			Y					"
BALTOS			Y	Y				"
DONADONI	Y	Y	Y					

# CYPRESS LAKES RESIDENTS

Oppose application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name DAVID Sauter

Address 2226 Firestone Way

Lakeland FL

Date 3/26/17 Signature David Sauter

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

History has proven that Utilities Inc. has continually filed for rate increases with little improvement to palatable water quality.

Water Quality of our water does not justify this rate increase.

Eliminate consolidated rate structure; we are severely penalized by it.

Other Comments:

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### DIRECTIONS FOR RETURNING COMMENT FORMS:

Drop completed Comment Form at CLHA Office at Clubhouse

Return Date: by March 1st

All collected correspondence will be forward by our CLHA to the Florida Public Service Commission.

# SNOWBIRDS

Oppose Application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## Utilities, Inc. of Florida

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name MARV CURRY

Address 2143 FIRESTONE WAY

Date 03-28-17 Signature 

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

I oppose Docket No. 160101-WS Utilities, Inc. of Florida consolidated rate case due to its overwhelming impact on my utility rates as a Snowbird as the base rates are skewed badly for the many months I am away.

Other Comments:

THE AFTERTASTE IN THE WATER LEAVES ME NO CHOICE BUT TO BUY BOTTLED WATER FOR DRINKING

#### DIRECTIONS FOR RETURNING COMMENT FORMS:

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# SNOWBIRDS

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name MARV CURRY

Address 2143 FIRESSTONE WAY

Date 03-27-17 Signature 

### **CONSUMER COMMENTS**

Please check off your concerns and add any other comments at bottom of the form.

I oppose Docket No. 160101-WS Utilities, Inc. of Florida consolidated rate case due to its overwhelming impact on my utility rates as a Snowbird as the base rates are skewed badly for the many months I am away.

**Other Comments:**

THE INTERRUPTION AND BOIL WATER ADVISORY LAST WEEK WAS UNACCEPTABLE

#### **DIRECTIONS FOR RETURNING COMMENT FORMS:**

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# CANADIANS

Oppose Application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## Utilities, Inc. of Florida

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name ELIZABETH LEE  
Address 2014 RED CEDAR DR  
LAKELAND  
Date Apr. 5/2017 Signature Elizabeth Lee

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

I oppose Docket No. 160101-WS Utilities, Inc. of Florida consolidated rate case due to its overwhelming impact on my utility rates as a Canadian citizen as the base rates are skewed badly for any six months citizen.

Other Comments:

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#### DIRECTIONS FOR RETURNING COMMENT FORMS:

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# CYPRESS LAKES RESIDENTS

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name Cheryl Lusk

Address 2421 Big Cypress Blvd

Date 3-28-2017 Signature Cheryl Lusk

### CONSUMER COMMENTS

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Water Quality of our water does not justify this rate increase.

Eliminate consolidated rate structure; we are severely penalized by it.

Other Comments:

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name Rebecca Sauter

Address 2226 Firestone Way  
Lakeland FL

Date 3/27/17 Signature Rebecca Sauter

### CONSUMER COMMENTS

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Other Comments:

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# CYPRESS LAKES RESIDENTS

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name Penny Rowzee

Address 9852 Moorhen Dr.

Lakeland, FL 33810

Date 3/31/17 Signature Penny Rowzee

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

- History has proven that Utilities Inc. has continually filed for rate increases with little improvement to palatable water quality.
- Water Quality of our water does not justify this rate increase.
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- Other Comments:

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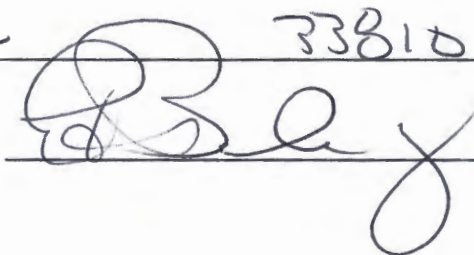
# CYPRESS LAKES RESIDENTS

Oppose application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## Utilities, Inc. of Florida

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name Ed Behrenburg  
Address 2448 Snowy Plover Dr  
Lakeland FL 33810  
Date 3-10-2017 Signature 

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

History has proven that Utilities Inc. has continually filed for rate increases with little improvement to palatable water quality.

Water Quality of our water does not justify this rate increase.

Eliminate consolidated rate structure; we are severely penalized by it.

Other Comments:

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# CYPRESS LAKES RESIDENTS

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name Alice C. Benvenuto

Address 1773 019 CYPRESS BLVD

LAKELAND, FL, 33810

Date 4/11/17 Signature Alice C. Benvenuto

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

History has proven that Utilities Inc. has continually filed for rate increases with little improvement to palatable water quality.

Water Quality of our water does not justify this rate increase.

Eliminate consolidated rate structure; we are severely penalized by it.

Other Comments:

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# SNOWBIRDS

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## Utilities, Inc. of Florida

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name Elizabeth Mills  
Address 9356 Top Flight Drive Lakeland  
Cypress Lakes Fla 33810  
Date Mar 10, 2017 Signature Elizabeth Mills

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

I oppose Docket No. 160101-WS Utilities, Inc. of Florida consolidated rate case due to its overwhelming impact on my utility rates as a Snowbird as the base rates are skewed badly for the many months I am away.

Other Comments:

I'll be away 8-9 months

#### DIRECTIONS FOR RETURNING COMMENT FORMS:

Drop completed Comment Form at CLHA Office in Clubhouse

Return Date: by March 15TH

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# CYPRESS LAKES RESIDENTS

Oppose application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name GERALD A. WILSON

Address 2347 Prairie Circle  
Lakeland, FL 33810

Date 3/23/17 Signature Gerald Wilson

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

- History has proven that Utilities Inc. has continually filed for rate increases with little improvement to palatable water quality.
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- Eliminate consolidated rate structure; we are severely penalized by it.

Other Comments:

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Oppose Application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## Utilities, Inc. of Florida

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name GERALD A. WILSON  
Address 2348 PEAVINE CIRCLE  
LAKELAND, FL 33810  
Date 3/23/17 Signature Gerald Wilson

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

I oppose Docket No. 160101-WS Utilities, Inc. of Florida consolidated rate case due to its overwhelming impact on my utility rates as a Snowbird as the base rates are skewed badly for the many months I am away.

Other Comments:

The Quality of the water doesn't  
warrant an increase in rates.

#### DIRECTIONS FOR RETURNING COMMENT FORMS:

Drop completed Comment Form at CLHA Office in Clubhouse

Return Date: by March 15TH

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# CYPRESS LAKES RESIDENTS

Oppose application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name Linda Buttermore

Address 2504 Putter Court Cypress Lakes

Date 4/6/17 Signature Linda Buttermore

### CONSUMER COMMENTS

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Other Comments:

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name

Richard Weld

Address

9256 Woodstock Dr.

Date

4/5/17

Signature

Richard Weld

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

History has proven that Utilities Inc. has continually filed for rate increases with little improvement to palatable water quality.

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name

Peggy Steeves

Address

2126 Cypress Cross Dr  
Lakeland, FL 33810

Date

8 Apr. 2017

Signature

Peggy Steeves

### **CONSUMER COMMENTS**

Please check off your concerns and add any other comments at bottom of the form.

- History has proven that Utilities Inc. has continually filed for rate increases with little improvement to palatable water quality.
- Water Quality of our water does not justify this rate increase.
- Eliminate consolidated rate structure; we are severely penalized by it.

**Other Comments:**

Water & sewer rates are getting out of hand.  
My electricity & water are practically the  
same water.

### **DIRECTIONS FOR RETURNING COMMENT FORMS:**

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# CYPRESS LAKES RESIDENTS

Oppose application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name JOHNNIE R. PARKINSON

Address 9735 CYPRESS LAKES DR.  
LAKELAND, FLA, 33810

Date 4-4-2017 Signature Johnnie R. Parkinson

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

- History has proven that Utilities Inc. has continually filed for rate increases with little improvement to palatable water quality.
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Other Comments:

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name Jean M. Parkinson

Address 9735 Cypress Lakes Dr.  
Lakeland, FL 33810

Date 4-4-2017 Signature Jean M. Parkinson

### CONSUMER COMMENTS

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name KEVIN O'DAY

Address 2412 BIG CYPRESS BLVD.  
LAKELAND, FL. 33810

Date APRIL 8, 2017 Signature KEVIN O'DAY

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

- History has proven that Utilities Inc. has continually filed for rate increases with little improvement to palatable water quality.
- Water Quality of our water does not justify this rate increase.
- Eliminate consolidated rate structure; we are severely penalized by it.

Other Comments:  
UNABLE TO DRINK WATER, WE HAVE  
TO BUY 10 GAL/WK.

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# CYPRESS LAKES RESIDENTS

Oppose application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name James MAURIKUS

Address 2841 Peavine Trail

Lakeland, FL

Date 4/8/17 Signature 

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name PHYLLIS D'AMBROSIO

Address 9964 JAY BIRD Dr.

LAKELAND FL

Date 4/7/17 Signature Phyllis Ambrosio

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

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# SNOWBIRDS

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name Charles T. + Jean I Maehring

Address 9506 Cypress Tree Lane  
Lakeland, FL 33810

Date 4/11/17 Signature Charles T. Maehring

Jean I. Maehring

### **CONSUMER COMMENTS**

Please check off your concerns and add any other comments at bottom of the form.

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Other Comments:

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## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name Charles T & Jean I. Moehring

Address 9506 Cypress Tree Lane  
Lakeland, FL 33810

Date 4/11/17 Signature Charles T. Moehring  
Jean I. Moehring

### CONSUMER COMMENTS

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## Utilities, Inc. of Florida

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name JAMES L. HEILMAN

Address 9452 BIG APPLE LAKE

LAKELAND, FL 33810

Date 4-10-17 Signature James L. Heilman

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

I oppose Docket No. 160101-WS Utilities, Inc. of Florida consolidated rate case due to its overwhelming impact on my utility rates as a Snowbird as the base rates are skewed badly for the many months I am away.

Other Comments:

~~BE~~ SINCE WE ARE NOT USING IT FOR SIX MONTHS  
ALONG WITH NOT USING WASTE WATER AND  
NO PICKUP OF TRASH IT SEEMS UNFAIR BURDEN  
ON A LOT OF PEOPLE.

#### DIRECTIONS FOR RETURNING COMMENT FORMS:

Drop completed Comment Form at CLHA Office in Clubhouse

Return Date: by March 15TH

All collected correspondence will be forward by our CLHA to the Florida Public Service Commission.

# SNOWBIRDS

Oppose Application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## Utilities, Inc. of Florida

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name DAVID BERKATCH  
Address 9602 CYPRESS LAKES DRIVE  
LAKELAND FLORIDA 33810  
Date APRIL 12/17 Signature *Berkatch*

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

- I oppose Docket No. 160101-WS Utilities, Inc. of Florida consolidated rate case due to its overwhelming impact on my utility rates as a Snowbird as the base rates are skewed badly for the many months I am away.
- Other Comments:

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# SNOWBIRDS

Oppose Application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## Utilities, Inc. of Florida

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name LINDA & ROBERT BALTOS

Address 2452 SNOWY PLOVER DRIVE  
LAKELAND FLORIDA 33810

Date \_\_\_\_\_ Signature Linda L Baltos

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

I oppose Docket No. 160101-WS Utilities, Inc. of Florida consolidated rate case due to its overwhelming impact on my utility rates as a Snowbird as the base rates are skewed badly for the many months I am away.

Other Comments:

Getting tired of paying for everyone else, every-  
where. Our income as most here is limited & we had  
to save & prepare for many years to get here - Don't  
price us out of our deserved Retirements.

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# CYPRESS LAKES RESIDENTS

Oppose application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole counties by

## **Utilities, Inc. of Florida**

DOCKET NO. 160101-WS

CYPRESS LAKES DEVELOPMENT- POLK COUNTY, FLORIDA

Print Name

ALEX DONADONI

Address

2356 SNOWY PLOVER DR

LAKELAND, FL 33810

Date

4/25/17

Signature

Alex Donadoni

### CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

- History has proven that Utilities Inc. has continually filed for rate increases with little improvement to palatable water quality.
- Water Quality of our water does not justify this rate increase.
- Eliminate consolidated rate structure; we are severely penalized by it.

Other Comments:

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