

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 160195-WS

APPLICATION FOR STAFF-ASSISTED  
RATE CASE IN LAKE COUNTY BY  
LAKESIDE WATERWORKS, INC.

\_\_\_\_\_ /

PROCEEDINGS: CUSTOMER MEETING

COMMISSION  
STAFF: ADAM HILL  
CLAYTON LEWIS  
JANEIL JACKSON

DATE: Thursday, June 1, 2017

TIME: Commenced at 6:07 p.m.  
Concluded at 8:05 p.m.

PLACE: Shangri-La By the Lake Clubhouse  
100 Shangri-La Boulevard  
Leesburg, Florida 34788

TRANSCRIBED BY: LINDA BOLES, CRR, RPR  
Official FPSC Reporter  
(850) 413-6734

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## P R O C E E D I N G S

1  
2           **MR. HILL:** All right. So good evening,  
3 everybody. My name is Adam Hill with the Florida  
4 Public Service Commission. We are here for Docket  
5 No. 160195-WS, Lakeside Waterworks, Inc.'s,  
6 staff-assisted rate case customer meeting.

7           The date is June 1st, 2017, and it is 6:07  
8 p.m. Thank you all for settling in, and thank you for  
9 everyone who helped us set up today, got me set up with  
10 a microphone and all that. I really appreciate it.  
11 You guys have an excellent little setup here. So I  
12 really appreciate the hospitality. Thank y'all.

13           I'm going to start off just with a quick  
14 introduction. My name is Adam Hill. With me is  
15 Mr. Clayton Lewis. We're both from the Division of  
16 Engineering. Clayton is working on this particular  
17 case. I'm here just to present and kind of run the  
18 show tonight.

19           Also with us is Mr. Janeil Jackson on the  
20 camera. He's from the Office of Consumer Assistance  
21 and Outreach, so he's, he's here to help explain some  
22 of those pamphlets and information that y'all might  
23 would like at the end of this.

24           The contact information for people  
25 particularly involved in your case is on page 2 of the

1 rate case overview handout; so the green handout,  
2 page 2. If you have questions after today or if you  
3 know someone who is a snowbird and not here right now,  
4 you can give them those numbers and they can, you know,  
5 kind of get their voice in and ask their questions. So  
6 please make use of that.

7 Obviously we're not -- we don't want to carry  
8 any of those green sheets home, if we can help it. So  
9 if you want to grab some for your friends, please feel  
10 free on your way out, take them all.

11 So we're from the Florida Public Service  
12 Commission, and I want to briefly explain what we do  
13 just to give you a little bit of context.

14 So the entities involved in a rate case,  
15 obviously we have the utility serving you, the  
16 customers, but this -- they act in a virtual monopoly  
17 because, of course, you can't go out and pick your  
18 water utility. So in order to regulate that, the  
19 legislature created the Public Service Commission. We  
20 help regulate the utilities to make sure that their,  
21 their rates are fair and compensatory.

22 I want to make one quick sort of point of  
23 detail about the Public Service Commission. It's  
24 broken up into Commissioners and staff, and you can  
25 guess which one has to drive out here to see y'all.

1 I'm not making Commissioner money. Let me just say  
2 that. Okay? I enjoy this, but I, I might make the  
3 switch if they gave me the opportunity. That  
4 distinction will become important later. I'll bring  
5 that back up.

6 So for tonight's meeting, first I want to  
7 explain the staff-assisted rate case process. And I  
8 know y'all just had one a couple of years ago, so some  
9 of you might already be familiar with this. I'll try  
10 and make it clear for those of you who are not familiar  
11 with it. Then we're going to talk about their  
12 preliminary rates, and we're going to talk about your  
13 involvement in this case.

14 So, first off, Lakeside's current rates were  
15 established by the Commission in 2015, and I believe  
16 before then there was a long period of time where there  
17 were no rate cases. They applied for this current rate  
18 increase on August 26th, 2016. And I know -- I'm  
19 sorry -- there were delays in this customer meeting for  
20 reasons outside our control. I'm sorry about that. We  
21 want to make sure we're getting all this -- the  
22 preliminary rates as close to the real thing as we can,  
23 so that's why it was delayed.

24 We select a test year to make sure that we  
25 base the rates on an entire year so we catch when the

1 snowbirds are in and when they're gone. So the entire  
2 12-month period was the one ending June 30th for this  
3 particular case.

4 So what is a staff-assisted rate case? This  
5 is where we, the Commission staff, they assist a small  
6 water and wastewater utility with its rate relief  
7 request. It's only for small utilities. And the point  
8 is that the utility does not need to go to outside  
9 consultants to save on costs to you guys. The larger  
10 utilities, they want to make sure that when they're  
11 filing something, you know, every I is dotted, every T  
12 is crossed, and really the onus is on them to do a lot  
13 of the calculations.

14 In a SARC, the Public Service Commission helps  
15 them do those calculation so that, you know, we're doing  
16 the work that normally engineers and accountants that  
17 get paid way more than we do, they would normally do  
18 that work. We do it to lower the cost for you guys.

19 This is going to go through what's called a  
20 proposed agency action process. And basically all you  
21 need to know about that is that it's -- when we go to  
22 the Commission, that is not the final end of the step.  
23 Let me explain sort of how it might go past that.

24 So first the Commission has its staff  
25 investigation where we, we look into all their filings,

1 their books and records and all that. Then we have a  
2 customer meeting. That's tonight. We take that, we  
3 make a recommendation, and then we go to a Commission  
4 Conference. Okay?

5           What, what that means for y'all -- first let's  
6 talk about the staff investigation. There's a lot of  
7 different types of Commission staff. There's the audit  
8 staff. We look at their books and records, make sure  
9 that they're, you know, keeping good records.  
10 Engineering staff, that's Mr. Lewis and I, we review the  
11 quality of service, the prudence of the utility  
12 operations, and we calculate the used and useful plant.  
13 If you have any questions about any of these at the end,  
14 I can definitely go over it with you. This is just a  
15 very brief overview.

16           The accounting staff, they'll make sure that  
17 they're keeping account of everything and not trying to  
18 double count anything. The economic staff will make  
19 sure that their billing practices are proper, and  
20 they'll design the rate structures to, you know, try and  
21 make it so that it's balanced between your base facility  
22 charge and how much you are charged per gallon. And  
23 then the staff will prepare the rate case overview,  
24 which is what was handed out today, the green sheet.  
25 And please note that the rates on there are preliminary,

1 and they may change by the time we get to our  
2 recommendation.

3 Now the proposed agency action process, we  
4 got -- tonight I'll go over it a little bit more once we  
5 get to the end and it'll be your turn, but basically  
6 we're going to talk about -- you guys are going to give  
7 us feedback on the quality of service. So that's how  
8 good is your water and how smelly is the plant, how they  
9 are interacting with you, what the proposed rate  
10 increase is, and any other concerns or questions you  
11 have.

12 I spoke with some of you before, and I'm  
13 really glad that you guys are very active. That's  
14 really the only way that we can really make sure -- you  
15 know, we visited once. Y'all are here the whole time,  
16 so you're our eyes and ears here. All right?

17 Today is the customer's meeting, not the  
18 utility. So they're not going to get up here and do  
19 their presentation. This is for you guys to give us  
20 information. Okay?

21 The utility and the Office of Public Counsel  
22 may attend. Representatives from the utility, could you  
23 raise your hands real quick just so you've got a face to  
24 them. And the Office of Public Counsel will be then a  
25 little bit later.



1           So for this proposed agency action process,  
2 the customer meeting. After that, we prepare our  
3 recommendation. We go to the Commission Conference.  
4 Let me explain that a little bit. What we'll do --  
5 again, the Commissioners make the final decision. Staff  
6 is preparing a recommendation. And what happens is  
7 staff makes the recommendation based on, a lot of the  
8 time, just the math of it. Okay? They have to make  
9 these repairs. This is how much the repairs cost, so  
10 this is how it's going to be divided among all of the  
11 residents.

12           However, the Commissioners have a little bit  
13 more flexibility. Okay? They can say, "Well, they've  
14 got bad practices here, we're going to ding them down a  
15 little bit" or "We think staff could have used this  
16 other alternative, so we're going to change the way you  
17 calculated that a little bit."

18           So the point tonight is that you guys are  
19 voicing to the Commissioners, "Well, look, there's these  
20 extenuating circumstances that might not appear in the  
21 math of it. Please take this into consideration."  
22 Okay? So that's, that's how we're going to create our  
23 recommendation.

24           We're going to file that -- for this case  
25 it'll be on July 21st. I'll show you how you can find

1 our recommendation. It's going to be reviewed at the  
2 Commission Conference. That's on August 3rd. And you,  
3 if you would like, can come and speak at the Commission  
4 Conference. So if you would like to come, please take  
5 note of the contact information and let us know  
6 beforehand so we can say, "Okay, there's going to be  
7 this many people that are going to be attending," so we  
8 can chuck -- chunk off, chunk off the amount of time for  
9 you guys to speak. So please just let us know, give us  
10 a heads-up, "Hey, we've got eight Greyhound buses  
11 coming," something like that.

12 So after the Commissioners vote on our  
13 recommendation, a PAA order is issued within 20 days.  
14 At that point there's a protest period that opens up.  
15 It's a 21-day protest period where any substantially  
16 affected party, which includes you all, may protest the  
17 order and request a hearing.

18 Now please note that a hearing is a much  
19 lengthier and more expensive process, and during that  
20 process -- whereas, in a SARC the staff takes a lot of  
21 those consulting and legal burden off the utility,  
22 during a hearing they're going to have to hire some  
23 expert witnesses, they're going to have to hire some  
24 more attorney work, and that is going to be expensive.  
25 And they can pass that on to you because they're

1 defending their livelihood. So they -- during that  
2 process, it's a more expensive process. However, some  
3 customers do protest because it's worth it for their  
4 particular situation. They say, "Well, the utility is  
5 really getting, getting away with murder here. We  
6 really need to make it right. And even though there's  
7 going to be these additional expenses, it's going to be  
8 worth it." Please, if you have any questions about this  
9 process, talk to me afterwards because it's a little  
10 complex, and we want to make sure we're going into it  
11 knowing all the facts.

12 If there is a protest, the new rates will be  
13 put into effect, but if later those rates are lowered,  
14 you will get a refund for that. So, right, that was  
15 what I just said. There's a refund if, if the rates are  
16 later lowered. Okay. So --

17 **UNIDENTIFIED SPEAKER:** Has that ever  
18 happened?

19 **MR. HILL:** Yes, actually. In fact, this  
20 upcoming conference agenda that's next Monday has the  
21 final result of a hearing that was based on a protest.

22 If a protest was filed, there will be a  
23 hearing that will be held down here. So the normal  
24 Commission Conference is up in Tallahassee. This one  
25 would be close to here, which unfortunately does add

1 cost because we've got to rent out a space and all that  
2 jazz.

3 The utility and the protesting parties will  
4 litigate the issues. It'll be more like a court case  
5 where there are expert witnesses, there's  
6 cross-examination and all of that. You can testify, if  
7 you would like, at one of those hearings. And if you  
8 would like to testify, then you will also be -- the  
9 utility will be able to cross-examine as well.

10 Now let's talk about the preliminary rate  
11 calculation. This is on page 3 of your green handout.  
12 I would like to draw your attention to the very bottom  
13 because if you want to calculate your particular bill  
14 and what it would be for you, you can do that using the  
15 top. But for typical bills, I'd like to point out what  
16 it all shakes out to.

17 So if you use 3,000 gallons a month, your  
18 water rates will go from, before, 24.17 to 28.63. That  
19 represents an 18 percent increase. If you have larger  
20 usage, then the increase is actually more. So you  
21 would expect if we applied it just across the board,  
22 everyone would have the same increase. But because the  
23 Commission usually likes to encourage people to use  
24 less water if they can, that's why some of the increase  
25 is going to the people who are using way above average.

1 So that's the purpose of that. Again, we can talk  
2 about it afterwards if you have questions about that  
3 sort of thing.

4 The same thing for wastewater. Increases are  
5 a little bit higher on this side, so they're shifting  
6 some of the, some of the rates from the water side to  
7 the wastewater side. There it is there. And, again, if  
8 you have questions about this afterwards, please let us  
9 know. We're here as long as you need us.

10 Now if you would like to participate in this  
11 process, you can provide comments at today's meeting, or  
12 if you would like to better articulate your argument or  
13 an addition, you can fill out a comment form. You can  
14 provide written comments. The green handout we gave you  
15 already has the address. All you've got to do is write  
16 your comments, slap a stamp on it, and send it in. And  
17 then you can also monitor the progress of this case on  
18 our website.

19 So, again, this is the -- this is what it  
20 looks like on the back of your sheet. If you know  
21 someone who is not here and would like to give a  
22 comment, please pick up extras of that green sheet on  
23 your way out so that they can tear that off and send in  
24 their comments.

25 These comments, the ones that you give today

1 and the ones that you mail in, are considered by the  
2 Commissioners when evaluating the rate recommendation.  
3 Like I said, they've got some flexibility they can do,  
4 and so they're going to read your comments. All right?  
5 So this is how you get to talk to the Commissioners  
6 without driving up to Tallahassee. Okay? And, of  
7 course, you can do both.

8           Nothing is more exciting than a government  
9 website, but let me point out to you how ours is  
10 especially exciting. There's a lot of stuff on here  
11 that has to do with more than just water and wastewater  
12 cases, so let me point out the parts that are most  
13 important to you.

14           If you go to our website, at the very top  
15 there are two things that are going to be most important  
16 to y'all. That's the part that says "Clerk's Office."  
17 That's where you can search for your docket number,  
18 which is on the front of your sheet. You can search for  
19 the docket number and find everything related to this  
20 docket.

21           The other one is the "Conferences and Meeting  
22 Agendas." If you cannot make it to Tallahassee, you can  
23 watch it live on our website. Okay? Ask you  
24 grandparent -- grandparent -- ask your grandchild if you  
25 want some help getting on our website. I'm just

1 playing, of course.

2 If you do go to the -- if you want to watch it  
3 online, click on that "Conferences and Meeting Agendas."  
4 You'll click on "Scheduled Events," and then you can  
5 just click where the video is. All right?

6 And if you're having trouble, you can call any  
7 of these numbers in here, and we'll connect you with  
8 someone who can help you find the right spot on the  
9 website. Yeah. That's where you click to see the  
10 video.

11 All right. So it's a little confusing because  
12 this sort of infographic that I've got up here showing  
13 who's involved is missing a spot, and that's, of course,  
14 for the Office of Public Counsel.

15 J.R., would you like to speak a little bit on  
16 you guys?

17 **MR. KELLY:** Good evening. Thank you guys so  
18 much for taking time out of your schedule to be here  
19 tonight. My name is J.R. Kelly, and I'm the Public  
20 Counsel for the State of Florida. And I'm joined  
21 tonight by Ms. Virginia Ponder. She's the attorney  
22 that's assigned to your case.

23 And what our office does, for those of you  
24 that are not familiar with what we do, is we represent  
25 you, the ratepayers. We're not part of the Public

1 Service Commission. We work for the Florida  
2 Legislature, but we are totally independent. And we  
3 are your eyes and ears and attorneys that represent you  
4 in this rate case.

5 Some of you I've already spoken to earlier  
6 today may remember Steve Reilly from a couple of years  
7 ago. Steve is now retired and doing well, but he does  
8 pass along that he does miss these water and wastewater  
9 hearings.

10 So what are we doing to represent you? I  
11 mean, that's the question that I would ask if I were  
12 sitting in your shoes. Ms. Ponder along with one of  
13 our CPAs Ms. Tricia Merchant have been poring over the  
14 documentation that the utility is providing to the  
15 Public Service Commission and that the Public Service  
16 Commission has made public such as an audit report, et  
17 cetera.

18 What we have done is we have already  
19 identified several areas that we have serious concerns  
20 about. We've identified those concerns in a letter to  
21 the PSC last week. That does not end our review.  
22 We're going to continue to review all the information  
23 that comes in. We're going to ask, obviously, that the  
24 PSC staff take serious our comments on your behalf to  
25 make sure that no stones are left unturned and that the



1 final rates that are set in this matter are fair, just,  
2 reasonable, and compensatory and no more.

3 I'm not going to go into the issues that  
4 we've identified. It's roughly accounting issues that  
5 if I started talking about it, I would absolutely put  
6 you to sleep. And that's why our CPA has really been  
7 the, the main person steering the ship for us in  
8 getting way, way down into the weeds with, with  
9 Virginia.

10 Now the bottom line, and Adam has mentioned  
11 this several times, and I really want to emphasize it  
12 tonight, this is your hearing. It's not their hearing.  
13 It's not my hearing. It's not the utility's hearing.  
14 This is your hearing. This is your opportunity to  
15 share your comments -- good, bad, ugly, whatever they  
16 are -- with the PSC staff.

17 And they're going to then share them with the  
18 Commissioners, and those five Commissioners are going  
19 to make the decision as to whether your rates are  
20 increased, whether they're changed, or how much they  
21 may be increased. I can't emphasize enough how much  
22 they take your comments into consideration.

23 There's roughly 180 customers. Okay?  
24 There's more individuals, but 180 customers. If they  
25 get two comments, folks, they're not going to take that

1 very seriously. If they get 50 comments or  
2 100 comments, they're going to take those very  
3 seriously. So, please, please -- I know some of you,  
4 as you came in the door, I heard you tonight say, "I  
5 want to speak. I want to speak."

6 I urge you, even if you just want to get up  
7 and say "Ditto," do it. That will go down to these  
8 folks as exactly what the person ahead of you or three  
9 people ahead of you said. I can't tell you how  
10 important that is to help me and Virginia properly  
11 represent you. Okay?

12 I do know, and, again, Adam has mentioned it  
13 a couple of times, that this is not a real good time of  
14 year for the park because I understand 40 or 50 percent  
15 of the folks are snowbirds and they've gone. Here's  
16 what I want to ask you on behalf of you and your  
17 neighbor. You've heard Adam speak many times about the  
18 green sheet. Get that to your neighbors.

19 But they don't have to just mail it in. They  
20 can email complaints. I know a lot of people, if you  
21 ask me to sit down and write a letter, there's probably  
22 a 5 percent chance I'm going to do it and a 95 percent  
23 chance I'm not going to do it. If you say, "J.R., you  
24 can email me something," there's a 95-or-better percent  
25 chance I'm going to do it. So if you know your

1 neighbors and you have their email addresses, I urge  
2 you to send them -- and you can get a copy of this off  
3 their website and email it to them, or you contact me  
4 or Virginia and we will send you the link, it's  
5 probably an easier way. Send it, email it, whatever,  
6 to your neighbors that have are already gone up north  
7 and ask them to submit comments.

8           You don't have to write like a lawyer. Okay.  
9 You hear my voice; I'm a southern boy. I don't talk  
10 like a big-time lawyer. I don't want to. Be yourself.  
11 Just say whatever you have to say about the quality of  
12 the service or how this rate impact would affect your  
13 livelihood.

14           Again, I really, really appreciate you being  
15 here tonight and taking time out of your busy schedule.  
16 Please take the opportunity to share your comments  
17 either tonight in person or through the email or the  
18 snail mail, the regular U.S. mail, to the PSC staff. I  
19 promise you they will take them seriously.

20           And thank you, Adam. I appreciate the  
21 opportunity to speak.

22           **MR. HILL:** Thank you, J.R.

23           All right. I do want to note that if the  
24 only sheet you picked up was this one, then you do not  
25 have J.R.'s phone number. And it's not his cell phone

1 number. He keeps dodging my questions when I ask him  
2 for it. But this number, if you do want to call them  
3 and say, "Oh, can you explain to me ..." those concerns  
4 you have, that number is in either of these two  
5 handouts. So if you would like to contact them later,  
6 just grab one or the other. It's in there pretty close  
7 to the front of it. They're the Office of Public  
8 Counsel, and they, they will help explain those sorts  
9 of things to you. And if you're considering hiring an  
10 attorney to represent you, see if they can address your  
11 concerns and, you know, maybe save y'all a little  
12 money.

13 So, anyways, that's the third sort of -- the  
14 third part in this besides you, the customers. And  
15 I've talked just about long enough without getting to  
16 you guys. So today -- please remember that today's  
17 meeting is being recorded. If you would like to make  
18 comments or questions, please come up to the  
19 microphone, which will be up here. And when you do  
20 come up to speak, please state your name, address, and  
21 spell your last name. I can't stress this enough that  
22 if you do want to say "Ditto" or something like that,  
23 please do it for the microphone, because we have people  
24 who create transcripts of this that make it really easy  
25 to double, like double make sure that everything is

1 counted. So, please, if you would like to say  
2 something, come up here and follow this process.

3 And additionally if you do say something out  
4 there and our microphone is up here, the -- it's not  
5 going to make it into the transcript, so you're not  
6 going to be heard anyways. So let's respect  
7 everybody's time. And, you know, talking with you guys  
8 beforehand, I don't think we're going to have people  
9 forming riots here. Please be passionate, but, you  
10 know, be respectful of everybody else who's, who's  
11 waiting their turn and all that.

12 With that said, again, this is the phone  
13 number that's in those other handouts. So I'm going to  
14 leave this up here. We did have, I believe -- Janeil,  
15 do we have another page? Do we have another page of  
16 sign-ups still over there?

17 **MR. JACKSON:** Yes.

18 **MR. HILL:** Okay. So right now we've got at  
19 least 36 people signed up to speak. So we're here as  
20 long as y'all need us. If you realize that you would  
21 like to come up here and, like J.R. said, just say,  
22 "Ditto everything that was said already," please feel  
23 free to do so. If you would like to pass, that's fine,  
24 all right as well.

25 We're going to call people up in the order

1 that they signed up. I'm really sorry if I get your  
2 name wrong, but I'll try. All right?

3 So we're going to start off with Ms. Marsha  
4 Straughan.

5 **MS. STRAUGHAN:** Straughan.

6 **MR. HILL:** Straughan. All right.

7 **MS. STRAUGHAN:** Marsha Straughan,  
8 S-T-R-A-U-G-H-A-N, 129 Burma Island Road.

9 Okay. I live across from the lift station  
10 here. I would like to complain about the smell. We  
11 have complained about the smell for years. It does not  
12 have a lid on it. It seems a simple fix that still has  
13 not been done.

14 My water pressure fluctuates, and we had a,  
15 we had a water test and it -- I forget the chemical  
16 that was high. And they're supposed to be retesting.  
17 I have not seen any test results before two years.

18 Billing, I signed up for auto pay one month  
19 ago. I just got my water bill. It's not on there. I  
20 called them. It's taken one month to sign up for auto  
21 pay. Unbelievable.

22 I did ask the owners for some information on  
23 gallon -- gallonage. Things vary from 4- to  
24 120,000 gallons. How can a meter in one month or six  
25 months go from usage of 4,000 and the next one is

1 120,000? There's been several meters in the park  
2 faulty. They need to take care of that.

3 I found out the amortization rate on the cost  
4 of what they charge us is three years and eight years:  
5 Eight years for water and three years for sewerage. It  
6 needs to be ten. They don't need to recover it all in  
7 three years.

8 Reading some of the documents, I found out  
9 that they're, they're getting an 18.45 percent markup  
10 when they do service. I think that's extraordinary. I  
11 don't think any of us can get anywhere near 18 percent  
12 on anything we do that we re-sell.

13 There's a lot of non-documentation for the  
14 things they're asking for. And I also have a letter  
15 from Gary Wetkin (phonetic) that was sent to the Public  
16 Service Commission. Would you like me to read it? It  
17 has been documented.

18 **MR. HILL:** That's entirely up to you. It  
19 will be in the docket file, if you submitted it. So  
20 the Commissioners will have it.

21 **MS. STRAUGHAN:** Okay. Gary basically says  
22 there's 131 homes in Shangri-La. One-third of our  
23 residents are living on single fixed incomes. It's  
24 just gouging. His comment is on the docket.

25 And for those of you in Shangri-La, they've

1 added another tier, 10,000 gallons. Probably  
2 homeowners won't use that, but as a community the park  
3 will use 10,000 gallons. In fact, the average is,  
4 like, 49,000 gallons of water they're charged for. So  
5 at \$10 a thousand, this is going to impact us because  
6 our rents are going to go up. I don't think those  
7 owners are going to eat that. So that's my comments.  
8 Next person.

9 **MR. HILL:** Thank you very much.

10 Carl Petrosino.

11 Did y'all want to just hand this off? I  
12 don't know.

13 **MR. PETROSINO:** Thank you. Well, that was a  
14 pretty comprehensive report by Marsha. She pretty much  
15 covered everything. So I've just got a couple of, I  
16 guess, questions/comments that I need to throw out to  
17 the Commission and to the water people.

18 Adam commented that the last big increase was  
19 in 2015. When was the one before that? I think that's  
20 an important consideration. And also are they  
21 considering the rates 30 miles from us, 50 miles from  
22 us, 100 miles from us? I mean, 30 miles, maybe we  
23 could run a pipe from somebody else's water system.

24 The other thing I want you to consider is,  
25 all the expenses and everything aside, consider the



1 reality of being a retired person on a fixed income and  
2 being presented with the conundrum of paying for a  
3 system that unfortunately most of us aren't going to  
4 even live to see it wear out. That's all.

5 **UNIDENTIFIED SPEAKER:** What's your name?

6 **MR. PETROSINO:** Oh, I'm sorry. I forgot my  
7 name. Carl Petrosino, 156 Formosa Island Road.

8 **MR. HILL:** Thank you for helping with my job.  
9 If you want to leave the microphone there.

10 Is that Charles Rick (sic)?

11 **MR. RICE:** Well, I'm Charles Rice, R-I-C-E.  
12 I live at 103 China Lane.

13 And I'd just like to say that I think Marsha  
14 did a fantastic job on presenting about everything I've  
15 got to say, and Carl finished it up.

16 But I also would like to say I wonder how  
17 some of these meter readers can read these meters when  
18 I go out there, lift the lid, and all I see is dirt.  
19 Do they ever move anything around or do they ever clean  
20 it out or do anything with it?

21 Also the water pressure is sporadic. It's a  
22 good thing my faucet is facing down or some days I  
23 wouldn't get any water.

24 So I guess another thing is the lift house  
25 over here also, I think it's apparent it could use a

1 fresh coat of paint, and also to take the smell away  
2 too. I live right across the way from it, and  
3 sometimes the odor gets a little worse.

4 So pretty much that's it. I think everybody  
5 else covered everything else. I don't want to take up  
6 too much time. I'd just like to thank you for your  
7 time, and I'd like to thank Marsha and Carl for their  
8 big information. They put a lot of time into it.

9 And it is a big increase. I don't know when  
10 the 42 percent first came into it, but that was a  
11 ridiculous figure. I think everybody will agree with  
12 that. I don't know of any company or anybody else that  
13 would get a 42 percent. If it did, I'd go back in  
14 business and do it myself. But thank you very much for  
15 allowing me, and next person.

16 **MR. HILL:** Thank you, Charles.

17 Dennis Foreman.

18 **MR. FOREMAN:** I'm Dennis Foreman,  
19 F-O-R-E-M-A-N, 181 Taiwan Island Road.

20 I'd like to -- I'm kind of a newbie. I've  
21 been here a year. But the service and the quality of  
22 the water is not near what it should be. The amount of  
23 silt, silt in different places -- ice maker, toilets,  
24 everywhere -- and the pressure just goes up and down  
25 like a yo-yo.

1           And then you get these signs and, you know,  
2 boil your water every once in a while. It's just --  
3 the service and quality is just not up to par, and  
4 that's what I think. I think they've got too much silt  
5 in the water, too, myself.

6           The toilets, you see where the water runs  
7 down. The toilet you don't use, it stays clean. But  
8 the one you use, you see the silt running down the  
9 toilet. And the water just -- it's just bad water.  
10 That's all I've got to say.

11           **MR. HILL:** Thank you, Dennis.

12           Gary Papucci.

13           **MR. PAPUCCI:** Hello, neighbors. My name is  
14 Gary Papucci, P-A-P-U-C-C-I, 121 Burma Island Road here  
15 in the park.

16           First off, I'd like to support the Office of  
17 Public Counsel's list of issues concerning Lakeside's  
18 filings. There's nine pages that are listed. Take the  
19 time to read through them. They're all true. Very  
20 important.

21           My comments on the Public Service  
22 Commission's preliminary staff report which we're going  
23 to be addressing today, first off, in the background  
24 they tell us there's 182 customers on the water and  
25 there's 170 on the wastewater. When we do the math, we

1 do the ERCs, which is their fancy collection number, we  
2 find there's 194 water and there's 180 wastewater.  
3 Therefore, we've got an actual 22 more basic facility  
4 charges times two that are going out. Were those  
5 actually put into this case, that would definitely  
6 lower our bill.

7 This is very important. The staff review of  
8 the utility's DEP compliance records from 7/1/2015 to  
9 4/11/17 has met primary and secondary standards. This  
10 is not true. Water product did not meet the primary  
11 standards. Water sampled on August 20th, 2015, had  
12 maximum contaminant levels of disinfectant by-products  
13 in it. It's in the report. We, as customers, were  
14 never notified until November of 2016. That's over one  
15 year later we were told we've been drinking water that  
16 basically failed the test. And what this is is when  
17 they chlorinate water, there's by-products in the  
18 process of doing it, and our levels are way too high.

19 I do drink the water. I was really concerned  
20 because one year I've been drinking water that we've  
21 had a test that basically failed. What's going on with  
22 this system?

23 So I called DEP; I called US Water. They all  
24 basically say, "Yeah, the customers should have been  
25 notified sooner, but these test results kind of fell

1 through the cracks." This is the water we're drinking,  
2 folks.

3 Does anybody remember the words "Flint,  
4 Michigan"? Pretty serious stuff. Over a year before  
5 we're notified. This is not acceptable, yet the Public  
6 Service Commission doesn't even notice it. That's  
7 wrong.

8 I talked to US Water, and he said, "Well,  
9 what we can do is we can flush the system." By the  
10 way, after this thing, after a year was actually called  
11 to the attention of the water plant people, they had to  
12 go out and start testing the water more regularly.  
13 That's part of the procedure, which is cool. But  
14 they're telling me, "Well, what you want to do is just  
15 run your water." Because as this was going on, we also  
16 had a thing where the well collapsed, which is not the  
17 utility's problem. We've had -- after that we, all the  
18 sudden we end up with this dirty water with all kinds  
19 of cloudiness in it, and they're telling us that's just  
20 air bubbles because the air compressors somehow failed  
21 and never shut off. They just tell us to run our  
22 water, which is going through your meter, until it  
23 clears up.

24 US Water says to me, "We should probably put  
25 in some end-of-the-line drain points." As far as I

1 know, that's not been done. Why should we be running  
2 the water through our meter to clear up their problem?  
3 They should be actually testing for water, that's fine,  
4 but they should also have an end-of-the-line system  
5 where they can actually run water out. Because if  
6 you're on the end of the line, that water can become  
7 very stagnant.

8 Another issue in Shangri-La itself, the  
9 community, we have no fire hydrants. Now we could  
10 actually maybe solve two problems by having fire  
11 hydrants installed and also be a way to actually drain  
12 the end of the line water.

13 This is the quality of the drinking water.  
14 The Public Service Commission never noticed that. This  
15 is the quality of the water that we're actually using  
16 every day. I'm still waiting for the end of the line  
17 flush points. Haven't been notified that anything is  
18 being done on that.

19 Now we have a problem with Table 6-2  
20 (phonetic), which is the actual annualization period  
21 for the water and the wastewater plant. They show the  
22 water being amortized out at eight years, yet they have  
23 the wastewater in there at three years. I believe that  
24 should be at least eight years on the wastewater and  
25 preferably ten years on both of these. This will

1 actually take them a little bit longer to recover their  
2 money, but it would be a lot kinder on our wallet.

3 Lakeside Water asked preliminarily for a  
4 142 percent increase, with staff recommending giving  
5 them on the base facility charge for your water meter  
6 108 percent. On your first 4,000 gallons, 132 percent  
7 raise. The next 4,000 gallons, 128 percent increase.  
8 This is on the water.

9 Now a brand new category. After 10,000  
10 gallons it'll be 10.08, which is a 224 percent increase  
11 in the water. Who uses over 10,000 gallons of water?  
12 Our community, which has a swimming pool, uses a lot of  
13 water.

14 Now let's go talk about the wastewater.  
15 They've increased the basic facility charge on that  
16 127 percent, and the actual cost per gallon, that's  
17 been increased 146 percent. These are what the staff  
18 is recommending your Lakeside Water gets.

19 If you use 4,000 gallons of water, have no  
20 irrigation, your bill will go up 131 percent.  
21 January 2nd, 2015, the Public Service Commission gave  
22 us a two-tier, zero to 4,000 gallons and 4,000 up, for  
23 two different rates on water. Now they said it was  
24 done for us to conserve water. Now they come along and  
25 added the third tier after 10,000 gallons of water.

1 That rate is going to go up 242 percent -- excuse me --  
2 224 percent.

3 Lakeside Waterworks' cost of pumping the  
4 water per thousand gallons remains constant, so they're  
5 going to make a lot more money. The people living in  
6 Shangri-La can expect the water bill that Shangri-La  
7 pays to at least double. We know where that's going to  
8 go. So not only are you going to see an increase in  
9 your bill at home, you'll see a lot rent increase. It  
10 has to happen. It's just smart business.

11 Okay. The two-tier water schedule, according  
12 to the Public Service Commission, was to encourage  
13 conservation. Is the third-tier schedule to encourage  
14 bankruptcy?

15 Then they say about Shangri-La by the Lake,  
16 we have a pool, and therefore there's 135 customers  
17 that live in this park and we only have one pool. That  
18 is true conservation, if you think about it. We  
19 actually save our water because otherwise you could  
20 have 135 individual pools. We save on chemicals. We  
21 save on electricity. Our reward for doing this is to  
22 have our water bill doubled to actually keep this pool  
23 swimmable. That's not conservation.

24 And when we talk about conservation, the  
25 Public Service Commission gave us that fancy word.



1 We're going to pay more money at 4,000 gallons.

2 Lakeside Waterworks makes more money, but I don't see  
3 no incentives at all from US Water or Lakeside Water to  
4 actually show us a way to conserve. There's something  
5 wrong with this picture.

6 Lakeside Waterworks is owned by three people  
7 and it seems to do well. Lakeside Waterworks also owns  
8 offices for US Water. They tell us that's legal.  
9 Fine. Lakeside Water has no employees. Lakeside Water  
10 in 2016 actually made a little bit of profit on water  
11 and wastewater. They actually paid the officers  
12 \$6,000, and again that came out of the water and  
13 wastewater thing.

14 And they contract all of the work with  
15 US Water. So we have a regulated company, Lakeside  
16 Waterworks, hire a nonregulated work, so how can we be  
17 guaranteed we're actually getting a fair price for the  
18 services offered to us?

19 Lakeside Water had a rate increase 6/26/15.  
20 That's automatically granted by the Public Service  
21 Commission, and that's just to cover costs of doing  
22 business. So we've actually had, since the last  
23 state-assisted (sic) rate increase, we've had another  
24 additional rate increase. In that one, our water went  
25 up 119 percent and our wastewater went up 149 percent.

1 That's all legal. That covers whatever additional cost  
2 it costs to run the company.

3 So we've had three rate, we've had three rate  
4 increases since we went to the last state-assisted  
5 (sic) rate case. This is like deja vu here. Here we  
6 go again.

7 Historically Lakeside Waterworks has filed  
8 for a state-assisted (sic) rate case and uses the year  
9 June through July -- excuse me -- July through June.  
10 This will cause the Public Service Commission meeting  
11 to fall in the summer. Not a bad deal. Half the  
12 people are gone. Not only are the snowbirds gone, a  
13 lot of people this time of year take time to leave to  
14 go up north where it actually is warm enough for us to  
15 survive. Right? So we've got less people here. If  
16 this wasn't a summer meeting, we would probably have to  
17 be having chairs out in the parking lot.

18 This meeting is strictly deja vu to me, and  
19 my real problem is the Public Service Commission's  
20 final order. Is that going to be deja vu again for us?  
21 Let's hope not.

22 Please encourage everybody on the system to  
23 make comments. That's the only fair way to do it.  
24 That's our only chance we have. I'm not going to say  
25 that US Water is a bad corporation personally. I buy

1 stock in the company. They're good at what they do.  
2 But they're good at making money. We know maybe making  
3 money ain't everything that's important as the safety  
4 of the customers. Thank you.

5 (Applause.)

6 **MR. HILL:** Thank you. So I'd just like to  
7 say a few quick things. Of course, every, everything  
8 you guys are bringing up, it will be really good to  
9 pass those along. So thank you very much for that.

10 Looking at the amount of time the first  
11 couple of people have given, let's, let's see -- if you  
12 have something that you know you definitely want to get  
13 in that's new, please let me know. I can give you a  
14 little extra time. But let's just see if we can maybe  
15 limit folks to maybe three minutes. Because if we've  
16 got close to 30 more people at three minutes, that's  
17 another hour and a half. You know, I can be here as  
18 long as y'all want; however, let's just see. Okay?  
19 We'll give that a shot.

20 Another thing I want to bring up is that of  
21 course we want to make sure that there's no mistakes in  
22 any of the calculations. We're going to look into  
23 that. The Office of Public Counsel acts as a second  
24 check to make sure that we didn't miss something. If  
25 there -- if you do have questions how we design the

1 rates, for instance, why we're going from two-tier to  
2 three-tier, we can explain that at the end. I don't  
3 want to take up everyone's time by answering particular  
4 questions like that. So, please, if you do have those  
5 sorts of things, we can talk about that at the end.

6 And I'm not, I'm not an economist, so I'm not  
7 part of the group that sets those rates; however, I  
8 have been trained in how it works, so we can talk about  
9 that. And any other sorts of things like that, please  
10 come up to us at the end and we can talk about that.

11 With that, let's see, Gloria Pasteris. And  
12 I'm going to set this over here so it doesn't roll  
13 away.

14 **MS. PASTERIS:** Hi, I'm new to the area. My  
15 name is Gloria Pasteris, P-A-S-T-E-R-I-S. I live at  
16 35115 Forest Lake Road.

17 And I do agree about the water pressure in  
18 this area. It is rather bad. I also agree that the  
19 chlorine levels in this area are so high you cannot  
20 drink water from the faucets. You have to buy bottled  
21 water. I'm afraid to give that water to my animals so  
22 that they don't get ill as well.

23 And it is not good for your skin nor your  
24 hair to have all that water coming out of your faucets  
25 and coming on to you. Because chlorine can affect

1 people with sensitive skin and it can affect those who  
2 do not have sensitive skin as well. We have to take  
3 action and have something done.

4 I understand chlorine cleans the water and  
5 takes out different chemicals that are in there that it  
6 needs to clean, but there are other ways to clean your  
7 water. Where I come from, we had a four-tier system  
8 that cleaned our water, and it didn't cost near as much  
9 as the water here. Thank you very much.

10 (Applause.)

11 **MR. HILL:** William Beverly.

12 **MR. BEVERLY:** William Beverly, B-E-V-E-R-L-Y,  
13 12131 Eagle Point Court, Leesburg.

14 I was at a meeting before and I heard some  
15 comments about the water being black. Well, I built a  
16 new home and I had white porcelain commodes in there.  
17 Now I've got ebony commodes in there from this water  
18 that comes out of this system here.

19 Also my water pressure fluctuates an awful  
20 lot. And if people have an on-demand water heater,  
21 that water heater is very inefficient when you don't  
22 have any water pressure and enough water going through  
23 it to get it to operate correct.

24 Another thing is if my car breaks down,  
25 social security don't send me some more money so that I

1 can get along good. And I was in a business, a  
2 part-time business, and I had to earn my own way and do  
3 my own things. I didn't have a way to pass the costs  
4 on to everybody else.

5 Now -- and this water company that they  
6 bought the water company, I think they could have seen  
7 what they was buying and everything. So I just wanted  
8 to say I think that if they want top dollar for their  
9 water, they ought to give you some top dollar service.  
10 Thank you.

11 (Applause.)

12 **MR. HILL:** Jerry Coker.

13 **MR. COKER:** My name is Jerry Coker,  
14 C-O-K-E-R, 186 Singapore Island Road, Leesburg.

15 He talked about not reading right the meters.  
16 All of the sudden, I live by myself and I don't use  
17 that kind of water. I quit using, even watering the  
18 yard because of it. And you turn around and I get a  
19 bill that's way high. I go out and read the meter, and  
20 it's less than what they had on the bill.

21 I called them. They said they'd send  
22 somebody to check it, which they did. But just -- last  
23 month I was working in my carport and I saw a guy  
24 reading the meters. He read the two houses ahead of  
25 me, and I never seen him again. He never even came to

1 my house or the house maybe next door. I saw him a  
2 block away at another street when he was coming out.  
3 And they -- I got the bill, no usage, but they made up  
4 for it. I think I got a bill today for two months.

5 **UNIDENTIFIED SPEAKER:** And they were charging  
6 you for the water.

7 **UNIDENTIFIED SPEAKER:** Yeah, there you go.  
8 Bingo.

9 **UNIDENTIFIED SPEAKER:** Well, "Call  
10 Minnesota."

11 **UNIDENTIFIED SPEAKER:** Yeah.

12 **MR. COKER:** So there you go. And just like a  
13 lot of the others have said too, the water pressure,  
14 good gosh, it's up and down, up and down. You go in --  
15 you can almost go in the bathroom and run more water  
16 yourself than what comes out of it.

17 **UNIDENTIFIED SPEAKER:** Brag, brag, brag.

18 (Laughter.)

19 **MR. COKER:** So, but, no, it is terrible.  
20 Just like Marsha and the others that live down there, I  
21 don't see how they live by this pump station out here  
22 because the times we come down here and do something at  
23 the clubhouse, you go out, you're glad to hurry up and  
24 get past that thing. It stinks so much, you'd have  
25 thought it was a big sewer plant right there in our

1 back door. And that's been that way. And they said  
2 that when they took over they were going to redo that.  
3 They haven't done a darn thing about it and everything,  
4 and we're still putting up with it. And that's all I  
5 have to say. Thank you.

6 (Applause.)

7 **MR. HILL:** I'm going to call out two folks at  
8 a time, so if one of y'all wants to get on deck, so to  
9 speak. So Mary Stutzman, and after that will be Ellen  
10 Rogers.

11 Let me, let me take you the microphone. I  
12 just want to make sure we get -- because if you're not  
13 in the transcript, you're not getting credit. I just  
14 want to make sure.

15 **MS. STUTZMAN:** Mary Stutzman,  
16 S-T-U-T-Z-M-A-N. Ditto, ditto, ditto to everything  
17 that's been said tonight. Next.

18 (Applause.)

19 **MR. HILL:** And we do have a video, so, yeah,  
20 sorry, I should have probably called you up there.

21 **MS. ROGERS:** You know what I'm going to say.  
22 I agree with everything that's been said because I'm  
23 getting tired of dirty toilets too.

24 **MR. HILL:** Thank you, Ellen.

25 Art Rogers. Oh, and address, please. Sorry



1 about that. And your home address, please.

2 **MS. ROGERS:** Home address. Give them the  
3 home address. Go ahead and push on the button.

4 **MR. ROGERS:** I'm Art Rogers. I'm  
5 35123 Forest Lake Road. And the water sucks.

6 **UNIDENTIFIED SPEAKER:** Ditto.

7 **MR. ROGERS:** And you turn it on, you go in  
8 and take a shower, and the next thing you know you've  
9 got black coming out of the shower and all over your  
10 skin, and it feels like creep-crawly stuff coming  
11 through. I haven't been able to drink the water  
12 because the chlorine is so bad in it that I had to go  
13 out and start buying bottled water, you know. And the  
14 fluctuation of the pressure is really bad, really bad.  
15 That's all I have to say.

16 **MR. HILL:** Thank you. Caryn and Martin  
17 Ayscue, Ayscue. I don't see y'all. Oh, okay. Would  
18 you like to come up? Here you go. Sorry about that.

19 **MS. AYSCUE:** Hi, y'all. I'm Caryn Ayscue and  
20 my husband, Martin Ayscue. We live at 121 Burma Island  
21 Road.

22 We've lived here eight months now, and both  
23 of us have grown up in areas where we've had well  
24 water. And I don't know what they call a well, but  
25 that's not a well. That's the sewer. They've got it

1 mixed up.

2 So I agree with everything that's been said  
3 so far, and I just hope if by some odd chance they do  
4 get a little increase, they at least address the water  
5 pressure and the stink. That's all. Thank you.

6 (Applause.)

7 **MR. HILL:** Bob and Barb Dashiell, and after  
8 that will be Dave and Karen Strandgren. Where is Dave  
9 and Karen so I can plan for y'all next? Okay.

10 I'm sorry. One more thing. I do have a --  
11 this is what the court reporter is going to be using,  
12 not this microphone. So if we are going to pass, I'm  
13 going to have to follow along with that one. So just  
14 so y'all know, I'll be running all over the place.

15 **MR. DASHIELL:** Thank you. I'm Bob and Barb  
16 Dashiell. We live at 162 Formosa Island Road,  
17 Leesburg, in Shangri-La Mobile Home Park.

18 I agree with everything that's been said, and  
19 I'd like to add one other thing. I've got a dog that  
20 won't drink the water sometimes. It's that bad. If  
21 you know my dog, you know you've got a problem here.  
22 Thank you.

23 (Applause.)

24 **MR. STRANDGREN:** Hi. I'm Dave Strandgren,  
25 S-T-R-A-N-D-G-R-E-N, and I live at 158 Formosa.

1 I agree with everything that's been said.

2 Just one story. Every time that the water  
3 goes south on us, I have to replace water filters and  
4 my filter for my icemaker. The last time the water was  
5 stinking so bad, when the guy came, the service guy  
6 came out, I says, "What is the problem?" He says,  
7 "Well, there must have been a problem with the  
8 chlorination. They lost some of the chlorination in  
9 the water and that's why the water stinks." So it has  
10 to have that kind of content of chlorine; otherwise,  
11 your water is going to stink like this little building  
12 out here. That's all I have to say.

13 (Applause.)

14 **MR. HILL:** Barb and Harold Thompson, and  
15 after that will be Jerry Ingram.

16 **MS. THOMPSON:** Well, I really don't have  
17 anything new to add. I just agree with what everybody  
18 else has said. And I just think that if we're going to  
19 be paying big bucks for water, we should be getting  
20 good service, and I don't feel like we're getting it.

21 **UNIDENTIFIED SPEAKER:** Your name, name.

22 **MS. THOMPSON:** Oh, Barb Thompson, 2352 Taipei  
23 Island Lane.

24 (Applause.)

25 **MR. HILL:** Thank you, Barb.

1 Jerry and then Sandra.

2 **MR. INGRAM:** I'm Jerry Ingram. I've only  
3 lived here three years so far, and I have not been able  
4 to drink the water here for three years. And I'll tell  
5 you -- and I don't understand the water meters, when  
6 they go take readings from the water meters. Like it's  
7 been said once, if they read my water meter one time,  
8 two days later they come back and read it again. I go  
9 out and ask them, "What's going on?" "Well, we got  
10 kicked out." I have no more to say. I'll keep on  
11 buying water here and hope some day maybe I can move  
12 out of this park.

13 **UNIDENTIFIED SPEAKER:** You're not going to  
14 move out of this park. I'll beat you up.

15 (Laughter and applause.)

16 **MR. HILL:** Sandra, and after that is Gary,  
17 Gary Ramey.

18 **MS. SCHNALLE:** Hi, Sandra Schnalle,  
19 189 Singapore Island Road. Everything you guys said is  
20 right. I mean, it's right.

21 But I have one thing: They read my meter and  
22 it had dirt over top of it. And I asked them, I said,  
23 "How did you read that? There's dirt over the top of  
24 it." And he said, "Oh, I read it." And I said, "No,  
25 you didn't." He walked away. There's no way he could

1 have read that meter with that dirt over the top of it.  
2 Otherwise, you said everything I wanted to hear.

3 **MR. HILL:** Gary Ramey, and after that will be  
4 James Mackey.

5 **MR. RAMEY:** Thank you. My name is Gary  
6 Ramey, R-A-M-E-Y. I live at 12436 Insim Lane.

7 I want to say thank you to Gary, the PSC, and  
8 thank you very much, Gary, for all you've done and the  
9 time that you've spent on investigating all of this.  
10 The counsel that will help us out, thank you very much.  
11 And the water people, I don't know who y'all are, but I  
12 would like to know, but I want to say thank you very  
13 much for supplying us water.

14 I do have some issues with the fluctuating  
15 water pressure, number one. The quality of water is --  
16 it's terrible. The letter that we received a while  
17 back saying that we have been ingesting a bunch of  
18 chemicals, four- and five-letter acronyms that describe  
19 chemicals that I'm sure that are not good for us, I'm  
20 concerned about that. The letter wasn't dated, signed,  
21 it had no -- it was very -- it was -- it wasn't -- it  
22 didn't describe who it's from, who it's going to. I'm  
23 very concerned about the quality of water that we are  
24 getting.

25 And another thing is, like Gary had said,

1 when water pressure does go down and we get the boil  
2 notices, I live near the end of a street where there is  
3 a blowout valve. It's the end of the cul-de-sac where  
4 you can clean the water. And I've called up US  
5 Water/Lakeside, and it seems that I'm speaking with  
6 people that have no clue on how to service the water  
7 after a boil water notice, how to clean the lines. It  
8 would seem to me that y'all, US Water, Lakeside Water,  
9 would like to keep us happy, not complaining all the  
10 time about the quality of the product and the cost of  
11 the product and the service of the product itself. It  
12 would just seem to me that you would want to do a  
13 better job at it just morally speaking.

14           The water is terrible. The water does  
15 fluctuate. And I'm very concerned, being near the end  
16 of a cul-de-sac where the water stands stagnant, that  
17 I've only seen it -- in 13 years I've only seen it  
18 blown out one time. And it seems to me that if you  
19 invested some time and energy, the money you will get  
20 back through these hearings -- you're going to get the  
21 money. We don't have the ability -- I don't have the  
22 ability to start a class action to fight you with the  
23 thought of having to pay y'all's attorney's fees. I  
24 don't want to go there. When it gets too much, I will  
25 supply my own water, total water.

1 But I do want to thank you for the service  
2 that you provide us. I wish it was better. And again,  
3 Gary, thank you for all the investigation, all the work  
4 you've put into this. That is info -- helpful  
5 information. Thank you very much.

6 (Applause.)

7 **MR. HILL:** Thank you, Mr. Ramey.

8 James Mackey. After James will be Shirley or  
9 George Basle. James Mackey, where are you at?

10 **UNIDENTIFIED SPEAKER:** I think he left.

11 **MR. HILL:** Okay. Shirley or George Basle,  
12 Basle. Here, I'll bring it to you.

13 **MS. BASLE:** My name is Shirley Basle. I live  
14 at 113 Burma Island Road here in Shangri-La.

15 I agree with everything that's been said  
16 tonight. The water is very bad. The rates I have  
17 questions on. That's all been covered, though.

18 My concern is I got a bill one day -- my  
19 water bill usually runs about 32.50, somewhere  
20 around -- or 42.50, somewhere around there. I got a  
21 bill about five or six months ago and my bill was  
22 97.40. I ended up, of course, having to call the water  
23 company. And they said, "Oh, I think there was a  
24 mistake." I said, "Well, I know there was a mistake  
25 because nobody else has been here."

1           So they did some -- sent somebody out. They  
2 told me they read the meter wrong and they said they  
3 would credit me. And I said, "I'm not -- "I'm stopping  
4 payment on my check" is what I told them, so.

5           **MR. HILL:** Thank you.

6           Eunice and then Valerie.

7           Here, I'll move it.

8           **UNIDENTIFIED SPEAKER:** Go up to the podium.

9           **MS. TIBBETTS:** Okay. My name is Eunice  
10 Tibbetts, and I live at 234 -- my name is Eunice  
11 Tibbetts, and I live at 234 Malaysia Island Lane.

12           I agree with everything that's been said, but  
13 I would like to add that most of us here are retired  
14 people and we live on a fixed income. And the water is  
15 bad, the service is bad. Okay. But just take into  
16 consideration all that, that all of us that are living  
17 here are mostly retired and living on fixed incomes,  
18 and this rate increase will, will be really bad for all  
19 of us. So please take that into consideration. Thank  
20 you.

21           (Applause.)

22           **MR. HILL:** Thank you, Eunice.

23           Valerie? Valerie?

24           **MS. BLAND:** Right here. My name is Valerie  
25 Bland, 161 Formosa Island Road. Last name, B-L-A-N-D.



1 My husband and I have lived here less than a  
2 year and a half, and there has been countless times,  
3 probably five, since we've been here that we've had to  
4 constantly run water to flush out their lines because  
5 they had a generator that wasn't started or stopped.  
6 Then we had to boil, boil, and boil.

7 My main complaint is customer service. We  
8 had a zero usage bill that we received. I immediately  
9 called and I told them that the meter reading was  
10 wrong, and they sent somebody out to reread the meter.  
11 The gentleman who read the meter told me that they  
12 would rebill us. So I waited until the following week  
13 and I called to get our corrected bill. "Oh, we don't  
14 rebill." And I said, "Well, can you figure up and tell  
15 me, I know how much gallons it is," and told them what  
16 it was. "Oh, I don't know your rates." Customer  
17 service is nonexistent with this company. And it took  
18 us fighting them two months, and then they overbill you  
19 the following month. Then you're paying the higher  
20 rate because it's two months combined.

21 **UNIDENTIFIED SPEAKER:** And you're retired  
22 from a utility department.

23 **MS. BLAND:** And I, yes, I'm retired from a  
24 major electric utility up in Northwest Florida, so I  
25 know about rate increases.

1           And when you have the majority of the people  
2 in this room and ones that are not here complaining the  
3 way that we all are complaining about their lack of  
4 quality, the number of times that we have to flush,  
5 flush, flush and run water to clear out their problem  
6 and they're billing us for this, it's outrageous. And  
7 Gulf Power would never have gotten away with this mess,  
8 which is where I retired from. So it's -- they need to  
9 do something other than charge us for them to make a  
10 profit.

11           (Applause.)

12           **DR. BLAND:** Yes, I'm Dr. John Bland. I live  
13 with this woman that is so (inaudible.)

14           I would call the service horrible because  
15 (inaudible).

16           (Applause.)

17           Their service sucks. Okay. I'm a fourth  
18 generation Floridian. I am so unique, I should be  
19 filthy rich, but I'm not. I've lived all over the state  
20 of Florida for 70 years, and this is the worst water  
21 service I've ever seen in my life. I'd like to  
22 contemplate drilling a well in my backyard. I'm not  
23 sure that that's within the rules. But that's my story  
24 and I'm sticking to it.

25           (Applause.)

1           **MR. HILL:** Thank you, John.

2           Mary Bridgewater, you said possibly you'd  
3 like to speak.

4           **MS. BRIDGEWATER:** Yes. And these guys too  
5 that just want to say "Ditto."

6           **MR. HILL:** Please feel free. Your name and  
7 your address, please.

8           **MS. BRIDGEWATER:** Okay. I'm Mary  
9 Bridgewater, 116 Burma Island Road, Leesburg, Florida.  
10 B-R-I-D-G-E-W-A-T-E-R. I live with Paul Dorris, last  
11 name D-O-R-R-I-S.

12           **MR. DORRIS:** Ditto.

13           **MS. BRIDGEWATER:** (Inaudible) D. Goodridge.

14           **MR. GOODRIDGE:** I figured out what's going  
15 on. I live at 35239 Harbor Shores Road.

16           **MR. HILL:** Please spell, spell your last  
17 name, please.

18           **MR. GOODRIDGE:** G-O-O-D-R-I-D-G-E.

19           I get up in the morning and go to make  
20 coffee, and that chlorine, it just stinks the coffee  
21 up. I don't know. There's something wrong with it.  
22 But you know what I'm going to do tomorrow morning?  
23 I'm going to get up tomorrow morning and I'm going to  
24 walk down the alley and I'm going to see if there isn't  
25 a pipe in the canal that they're sucking the water in

1 (inaudible).

2 **UNIDENTIFIED SPEAKER:** That's why it's down.

3 **MS. BRIDGEWATER:** Absolutely ditto on  
4 everything I heard that I know about this. I've talked  
5 with Gary and Marsha, and what they said is absolutely  
6 ditto.

7 The other thing that I wanted to say, the  
8 chlorine in the water is so bad with -- one lady was  
9 talking about, about drinking it and how strong it is.  
10 It's not just that. You know, people that have  
11 compromised health issues -- right? -- it's bad to  
12 breathe it when you're taking a shower. It is so  
13 strong that just to breathe it in to take a shower,  
14 have it absorbed through your skin. And my dog and cat  
15 won't drink it either, you know.

16 So here we've moved in together because we're  
17 both on social security and a fixed income, and I can  
18 give you receipts that we pay over \$30 a month on  
19 bottled water because we can't drink the water.

20 But my biggest problem with this company is  
21 when they put the boiled water notice on the door,  
22 which has happened many times, not just once in a  
23 while -- right? -- I went out and asked the guy three  
24 days later, US Water, "Can I drink the -- can I use the  
25 water yet?" Not drink the water, "Can I use the water

1 yet?" And he said, "Well, I don't know. You'd have to  
2 call the company."

3 How ridiculous is that that he's treating our  
4 water but he doesn't know if it's safe to drink yet  
5 again? And that's all I wanted to say. Thank you.

6 (Applause.)

7 **MR. HILL:** Thank you, Mary.

8 Richard Hopseker, and you have a question or  
9 perhaps you would like to speak.

10 **MR. HOPSEKER:** I'm (inaudible), so it won't  
11 take long.

12 This is Richard Hopseker. It's  
13 H-O-P-S-E-K-E-R. I live at 114 Burma Island Road.

14 And I agree with most everything that's been  
15 said tonight. And I have just one question: Is the  
16 fire hydrants, are they all hooked to the same water  
17 system? If so, do they meet regulation?

18 **UNIDENTIFIED SPEAKER:** What fire hydrant?

19 **UNIDENTIFIED SPEAKER:** What fire hydrant?

20 **MR. HOPSEKER:** Pardon?

21 **MR. HILL:** Again, I'd like to say that if  
22 you, if you would like to discuss such things, we will  
23 be available afterwards. So this is more for comments  
24 than questions. Please come up and see me afterwards.  
25 All right?

1           **MR. HOPSEKER:** Yeah.

2           **MR. HILL:** Thank you very much.

3           All right. Mary Callahan, and after Mary is  
4 Cindy.

5           **MS. CALLAHAN:** Mary Callahan.

6           **MR. HILL:** And if you would, please, we're  
7 taking video. We want to make sure we can hear Mary.

8           **MS. CALLAHAN:** Mary Callahan,  
9 C-A-L-L-A-H-A-N. I live at 35242 Forest Lake Road, the  
10 first house after you go over the bridge. We've only  
11 been there about a year.

12           My husband, when we got our first water bill,  
13 it was an outrageous price, and he read the meter, and  
14 they said that we had used beaucoup of water, and we  
15 hadn't. So they're not reading the meters like they're  
16 supposed to.

17           (Applause.)

18           And, you know, that just really irritates me  
19 that, you know, you, you pay this money to a company and  
20 they cannot get their people to do their jobs right. If  
21 they cannot do their jobs right, then you need to fire  
22 them or hire some of us. We'll be glad to read our  
23 meters for you.

24           I know that a few times I have called the  
25 water company because it was just a few Sundays ago I

1 called because the blue tank, somewhere the water busted  
2 and the water was just going all over the place. And  
3 that was a lot of water.

4 And so -- and then sometimes, because I, you  
5 know, I walk out my front door, I get to look at  
6 everything over there and I see what's going on. And  
7 we've called a few times when -- across the street when  
8 the light is not flashing or something and it makes a  
9 noise.

10 But I think it's ridiculous that, you know,  
11 you want to go up on price and the quality of the water  
12 is not good. I think you all need to be ashamed of  
13 yourselves to, to make people pay for something that's  
14 not any good. Thank you.

15 (Applause.)

16 **MR. HILL:** Cindy, and after Cindy is George  
17 Harmon.

18 **MS. FRANGIAMORE:** Hello. My name is Cindy  
19 Frangiamore, Cindy Frangiamore, F-R-A-N-G-I-A-M-O-R-E,  
20 109 China Lane.

21 I've been here for 12 years, and over the  
22 past several years since this new water company took  
23 effect, the water quality has deteriorated, you know,  
24 tremendously.

25 I have to drive by this pump plant every day

1 to my home, and I do smell the outrageous odor that  
2 comes from there. I can even smell it in my yard at  
3 times.

4 As the bills have increased month by month,  
5 as a senior citizen on a fixed income, I've tried to  
6 lower my usage. So I drink bottled water because the  
7 water quality is so bad you can't drink it. And I  
8 challenge everyone here to take a glass of water, a  
9 glass, not plastic, fill it up with water, let it sit  
10 overnight, and then you see what is in the bottom of  
11 the glass the next morning. I did that one time, and  
12 it was totally black and gray at the bottom of the  
13 glass. You couldn't drink it.

14 I do not drink the water. I feed my pets  
15 bottled water or, or try, or try to avoid giving them  
16 anything at all that will hurt them, to harm them. My  
17 neighbor down the street Dave Pittelkow is not here  
18 tonight, but he told me the other day that he won't  
19 even brush his teeth with the water. It's that bad.

20 The water turns a black ring in my toilet.  
21 And what is that? It's some kind of a chemical or  
22 something. Why would you want to drink the water that  
23 turns your toilet black?

24 Anyway, like I said, the bills have been  
25 going up. My usage has been going down. I use paper



1 plates, paper cups. I try to conserve on the water.  
2 It's coming to the point now that I guess I'm going to  
3 have to come over here to the clubhouse and use the  
4 toilet instead of flushing my toilet, and I may have to  
5 bring a bar of soap and bathe in the pool and use the  
6 outside shower.

7 **UNIDENTIFIED SPEAKER:** Don't anybody get  
8 ideas.

9 **UNIDENTIFIED SPEAKER:** Already been done.

10 **MS. FRANGIAMORE:** And if I get, if I get  
11 turned away from using that, then I'll have to take my  
12 bar of soap and go down to the canal or the lake on  
13 Saturday night. Like the old days, you took a bath  
14 once a week whether you needed it or not and you went  
15 to the -- you know, you went and had your bath once a  
16 week. So I hope that there aren't too many people that  
17 will have to wind up as poor as I am and have to bathe  
18 in the canal. Thank you.

19 (Applause.)

20 **MR. HILL:** After George is Diane Hofland.

21 **MR. HARMON:** George Harmon, 205 Bangkok  
22 Island Lane.

23 Before I moved down here, for 30 years in  
24 Maryland I was hooked up to a public water system. It  
25 was great. The water was cheaper. Never had this kind

1 of problems.

2 I have to boil my water to make my ice tea,  
3 and then it leaves a residue in the pot. My dog  
4 doesn't drink the water. We drink bottled water. My  
5 wife refuses to drink the water. She drinks bottled  
6 water. So we spend a lot of money on bottled water at  
7 Walmart.

8 And like everyone else says, our, our very  
9 sporadic pressure. And the biggest thing, I don't know  
10 how Jackie lives next to that, next to that pump house  
11 over here. I do the bushes and trim around here, and  
12 almost got to have nose plugs to do it because it's so  
13 bad, and they live right next door to it. I just don't  
14 know how they can, how they can do it.

15 I constantly have to clean my strainers in my  
16 sinks. I've changed my showerheads three times since  
17 I've been here because even LRC won't clean them. So  
18 I've got to go buy a new showerhead. So it's just --  
19 it's bad. They've got to do something to fix it.  
20 Thank you.

21 (Applause.)

22 **MR. HILL:** After Diane is Jack or Jackie  
23 Gooch.

24 **MS. HOFLAND:** My name is Diane Hofland,  
25 H-O-F-L-A-N-D. I live at 35210 Forest Lake Road.

1 I know we are not part of your community, but  
2 we're your neighbor. I -- my argument is agreeing with  
3 all of you about the pressure and the cutoff. I can't  
4 get the water company to answer me why we're paying a  
5 base charge, and when we go over that base charge, they  
6 charge us both.

7 I have last month's bill. We used \$3.47 of  
8 irrigation water to keep our flowerbed in front from  
9 dying. Our bill went from 57.30 to 81.29 using that  
10 \$3.47. It's got -- I cannot get an answer from them.  
11 They won't tell me why. They say we're going to catch  
12 up.

13 Also on your bill, I don't know if any of you  
14 see this, they say in gray is your previous water  
15 charge and in black is your current.

16 **UNIDENTIFIED SPEAKER:** It's never black.

17 **MS. HOFLAND:** We never have black, never.

18 And the other thing is I have asked ad  
19 nauseam, on the internet searching, how can we get --  
20 if it takes a petition or what it will take for us to  
21 get this company out of here and get somebody else in  
22 that takes care of us? And that's what I want to say.

23 (Applause.)

24 **MR. HILL:** Thank you, Diane.

25 After Jack or Jackie will be Laurie Brady.

1           **MS. GOOCH:** I'm Jackie Gooch, G-O-O-C-H. My  
2 husband, Jack. We live right here by the pump house,  
3 112 Burma Island Road.

4           We put our house in in 1984. There was not a  
5 house there. It was just the round thing with a cover,  
6 and it wasn't objectionable at all. But somehow they  
7 must not put the cover on it because the smell is bad.  
8 It's not only bad because we live next to it, but when  
9 we come to the clubhouse to play games or whatever, I  
10 actually do this (demonstrating) when I pass.

11           And sometimes -- I mean, we try and keep our  
12 yard looking nice, and it's a real problem to work out  
13 there in the back part. And the big house does take  
14 part of our yard away, but, of course, they didn't  
15 put it, they didn't put it there.

16           So, anyway, it seems like that could be fixed  
17 because there's one of those pump stations -- lift  
18 stations down the street, and it's just the round thing  
19 with a cover on it like it was when we put our house  
20 in, and it doesn't stink. So why does this one stink?  
21 And they won't wash the building or paint it or  
22 anything, and we try, we try to keep things looking  
23 nice.

24           I agree with everything that's been said.  
25 The other thing about the water quality, at times

1 there's like a black, oily film that comes on top of  
2 the water. And it was so bad for a few days that I had  
3 a hard time washing it off my coffee pot, you know,  
4 where you pour the water in and it all had this oil,  
5 black oil. And so I agree with all the bad things  
6 people say about the quality. Thank you.

7 (Applause.)

8 **MR. HILL:** Thank you, Jackie.

9 After Laurie will be Terry Micket.

10 **MS. HOFLAND:** Real quick, I'd like to ask  
11 their customer service why they're charging us a  
12 service call to pay our bill online? In this day of  
13 technology, that's crazy.

14 **MR. HILL:** I'm sorry. Could you state your  
15 address real quick just for the court reporter.

16 **MS. HOFLAND:** 35210 Forest Lake Road.

17 **MS. BRADY:** Hi, my name is Laurie Brady,  
18 B-R-A-D-Y, like the "Bunch."

19 I have lived here a little bit over a year.  
20 And the woman who brought in her bill, I brought my  
21 bill today too.

22 **MR. HILL:** Address, please. Address, please.

23 **MS. BRADY:** Oh, sorry. 167 Taiwan Island  
24 Road, Leesburg.

25 This bill has never been black. It's been

1 nothing. Nothing shows on my bill for a year and a  
2 half, but I still have to pay 28.25 every month. Why?

3 My daughter, who lives in Orlando with six  
4 people in her house, pays \$55 a month for six people.  
5 It's just me and I'm not here most of the time, and I  
6 still have to pay 28 something for a base rate. The  
7 base rate is crazy. It's way too high. I want to pay  
8 for the water I use, not for the base rate. I have to  
9 use a Brita pitcher to filter out the water. I have to  
10 use CLR to clean my sinks and my toilets because the  
11 calcium, lime, rust is what CLR stands for. And  
12 there's something in this water. It is disgusting.

13 There's terrible spouts (phonetic) in my  
14 bathroom, and at one point at 9:30 at night there was a  
15 water surge and my toilets just started going crazy,  
16 water spurting all over my bathroom floors. And if I  
17 wasn't here, if I was a snowbird and I was gone for a  
18 few months, I would have had rotten floors. Thank you  
19 very much.

20 (Applause.)

21 **MR. HILL:** Terry Micket, and after Terry,  
22 Nancy Hughes and Eliza Smith. Okay.

23 **MR. MICKET:** Terry Micket, 240 Taipei Island  
24 Lane. And, yes, I brought papers with me. I do want  
25 to make one thing clear: The fact that we don't have a

1 lot of our neighbors with us because the meeting is so  
2 late, I believe that comes -- the decision for that  
3 came from the Public Service Commission and not the  
4 water company. So we do lay a lot of blame on the  
5 water company, and they're due for a lot of blame, but  
6 not as it pertains to the timing of this meeting. I  
7 believe that came from the Public Service Commission.  
8 It was a delay and a delay and a delay, but it came  
9 from our folks at the Public Service Commission, not  
10 the water company.

11 Another thing I want to talk about here is I  
12 have a case reference for the Public Service  
13 Commission. I had filed a complaint with the Public  
14 Service Commission. The number is 1242401-W. And I  
15 had made a complaint because I got a water bill that  
16 said I used 6,000 gallons of water. Well, I've never  
17 used 6,000 gallons of water.

18 So I called and they said, "Well, we're going  
19 to send somebody out and do what's called a bucket  
20 check on your, on your, on your meter." And Troy well  
21 knows what the bucket check is. A little man came out  
22 from US Water, Lakeside Water, whoever he was from, and  
23 he did a bucket check where he fills up a 5-gallon  
24 pail. And I was with him. He drives up. I opened his  
25 truck door and let him out of the door -- okay? -- out

1 of his truck. I'm with him every step of the way. He  
2 explains to me what he's going to do. He goes over to  
3 my meter. He reads my meter successfully. Now we had  
4 it written down. I followed him. I read my meter  
5 along with him. Okay?

6 Now we go to the front of the house. We hook  
7 up the hose, we fill up the 5-gallon pail, the 5-gallon  
8 pail right to the top. He said, "Okay. Now let's go  
9 look at the meter." And the meter read 10 gallons that  
10 I used. I called and I complained and I said, "This is  
11 not possible." Even the man that did the test said,  
12 "Well, there's a problem with your meter."

13 Next step. Troy from the water company was,  
14 he was very helpful. He came out -- okay? -- or he  
15 sent someone out and they looked at my meter, read my  
16 meter. Again this time they decided they're going to  
17 take the meter out and send it to what's called the  
18 bench check. I have a response from the bench check.  
19 It's from an independent lab. The water company  
20 doesn't feel as though that I would trust what they had  
21 to say, rightfully so, because I did witness it with my  
22 own eyes. The company that they use is MARS Company  
23 and here's the result of my meter check. And it says  
24 that my meter, my water meter checked out good. It  
25 checked out good.



1           So my recommendation to Lakeside Water folks  
2           and to the Public Service Commission that watches over  
3           who these people hire to do their work, somebody needs  
4           to be checking on somebody here because I watched a  
5           10-gallon difference on my, on my meter. Okay?

6           And as it turns out, when they pulled my  
7           meter out, you know -- I work with wrenches, I work  
8           with screwdrivers, I know sometimes you can bang a  
9           meter and a little rock is stuck or something, you  
10          know, and the meter runs perfectly after that. I  
11          suspect that's what happened to mine. I would like to  
12          think that. I would not want to think that the people  
13          that we're going to for our truthful answers from our  
14          own water utility company is not getting us factual  
15          information. So I would ask the Lakeside Water folks  
16          to again review their contract they had with the MARS  
17          people and find out if, in fact, there is something  
18          that's wrong with it.

19                 The second thing I have --

20           **MR. HILL:** Terry, if you could --

21           **MR. MICKET:** I've got to wrap it up?

22           **MR. HILL:** Well, just --

23           **MR. MICKET:** Okay. I'm going to take my time  
24           because you're going to be here as long as I want you  
25           here, right? Okay.

1 (Applause.)

2 Okay. So the other thing that I want to talk  
3 about is again I talked to Troy about -- a few weeks  
4 back, you can all recall, we had a loss of prime on the  
5 pump on the well. Do you recall that when they went  
6 around with the boil your water? Okay.

7 **UNIDENTIFIED SPEAKER:** I'm trying to forget  
8 it.

9 **MR. MICKET:** Did everybody here get a boil  
10 your water notice?

11 (Negative response from the audience.)

12 Raise your hands if you did not get it.

13 **MR. HILL:** Real quick, let me just -- for the  
14 record, all right, if we're going to be doing this, let  
15 me read it out for the folks. So if you did not get a  
16 boil water notice, please raise your hand. One -- and  
17 one hand per household, please. Just let me make sure.  
18 One, two, three, four, five, six, seven, eight, nine,  
19 ten. And there was 58 people from the beginning --  
20 eleven.

21 **UNIDENTIFIED SPEAKER:** Are you asking about  
22 that one incident?

23 (Inaudible. Simultaneous conversation.)

24 **MR. HILL:** Let's go, let go to the most  
25 recent one, please. And if you do have problems

1 with -- sorry. If you do have problems with previous  
2 ones, please write it down and send it in so they have  
3 that. So ten, and there were 58 people at the start of  
4 this meeting. So we're going to use that just for the  
5 record, ten out of 58 did not receive it. Thank you.

6 **MR. MICKET:** Okay. And so if ten did not  
7 receive it, how many people did not receive the second  
8 notice, the pretty one that comes by that says it's  
9 okay to drink your water now.

10 **UNIDENTIFIED SPEAKER:** Oh, I do.

11 **MR. MICKET:** A number of hands. I've got to  
12 hand the microphone back.

13 **MR. HILL:** All right. If you did not receive  
14 "the water is okay to drink" notice.

15 **UNIDENTIFIED SPEAKER:** Three days later.

16 **MR. HILL:** One, two, three, four, five, six,  
17 seven, eight, nine, ten, eleven, twelve, thirteen in  
18 the back. Thirteen. Thank you very much.

19 **MR. MICKET:** Okay. So now again when I  
20 brought this up and I called US Water, I spoke to Troy,  
21 I don't mean to pick on the man because I'm sure he's a  
22 great guy, but he was, you know, he's the guy that I  
23 talked to about it. He assured me on three different  
24 levels, three different groups of people assured him  
25 that those notices went out. My recommendation to

1 Lakeside Water is retrain your people, retrain them on  
2 both reading the meters, retrain them on doing the  
3 notices that they should be. Okay.

4 I think sometimes they spend so much time  
5 with their foot up on the bumper of the truck at the  
6 lift station that they forget to go around and do what  
7 they should be doing.

8 Okay. My final point, and I know I'm going  
9 long here, is the filtration portion of it. We -- I  
10 agree with most of what everybody says, most of what  
11 everybody says. My water is not terrible, terrible,  
12 terrible. Do I drink it? Sometimes. I'm not dead  
13 yet. However, I have seen, and I made this point this  
14 morning when I was talking to somebody, I put this much  
15 water in my dishpan at night -- okay? -- in the kitchen  
16 sink, put a little water in it, let it set overnight.  
17 In the morning I can write my name in the silt in the  
18 bottom of the dishpan in my kitchen sink. Okay? This  
19 is the same stuff that happens to our toilets.

20 And is it harmful? I don't know what -- how  
21 harmful silt is. I can figure that it's not supposed  
22 to be in my mouth; otherwise, it would be there. So,  
23 you know, so don't drink it, don't eat it. But I do  
24 feel as though that I'm owed something by US Water.  
25 Because every time we have a problem with either the

1 loss of a prime, something going wrong with our water,  
2 now I have this thing called a reverse osmosis water  
3 filtration system under my kitchen sink. It costs me  
4 \$100 to have that man come out and change my damn  
5 filter. And every time we lose water pressure, I get  
6 the little notice or see the little notice in somebody  
7 else's yard, okay, I have to have the man come out.  
8 And he, every time he pulls it out, he says, "Sand,  
9 dirt, mud, look at this yuck." This is water coming  
10 from -- it's not just my house. It's not just my  
11 house. Okay? I've done the clean -- the run your  
12 pipes, all that stuff. This is the water that we're  
13 being delivered. There's junk in it and it's visible.  
14 If you have a filtration system, look at your filters.  
15 It's visible. Maybe the next time we have a meeting,  
16 we could bring our, our different filters, you know, as  
17 proof or perhaps even send them to the Public Service  
18 Commission. All right. That's all I have to say.  
19 Thank you for your time.

20 (Applause.)

21 **MR. HILL:** Nancy Hughes. After that will be  
22 Susanna.

23 **MS. HUGHES:** I'm Nancy Hughes, 152 --

24 **UNIDENTIFIED SPEAKER:** He turned it off.

25 **MS. HUGHES:** Oh, he turned it off. You're

1 not supposed to turn it off. Nancy Hughes, 152 Formosa  
2 Island Road, and my mother, Ailsa Smith, A-I-L-S-A  
3 Smith, 152 Formosa Island Road. We agree with  
4 everything everybody said.

5 I have one additional comment. In general,  
6 the Lakeside Waterworks or US Waterworks people have  
7 been very pleasant. There is one gentleman -- I have  
8 the privilege of living directly across the street from  
9 the main canal, I should say, from the main building  
10 and the big water tanks. There is one gentleman with  
11 an absolutely filthy mouth who does not realize that  
12 his voice carries across that canal, and I really don't  
13 enjoy listening to him curse all day. Thank you.

14 (Applause.)

15 **MR. HILL:** After Susanna is Elizabeth.

16 **MS. PITTELKOW:** I say ditto to everything  
17 that's been said, and there is no way --

18 **MR. HILL:** Name and address, please. Sorry.

19 **MS. PITTELKOW:** My name is Susanna Pittelkow.  
20 I live at 105 China Lane. And there's no way I would  
21 even give my dog the water. That is all. Thank you.

22 (Applause.)

23 **MR. HILL:** Thank you.

24 After Elizabeth is Jim Mull. Does Elizabeth  
25 still want to speak?

1 (No response.)

2 Okay. After Jim is Carl Fiedler.

3 **MR. MULL:** They lost the microphone. There  
4 it is. I'm Jim Mull, that's M-U-L-L, and I live at 125  
5 Burma Island Road, Leesburg, Florida, here in  
6 Shangri-La.

7 We've been here for about 11 years, so we  
8 were here prior to the previous purchase of the water  
9 company. And I know when the water company was  
10 purchased, I thought, "Well, let's see. Things should  
11 improve." I don't think anything has improved. Pretty  
12 much I agree with everything that has been said here  
13 this evening, just about.

14 In addressing the water pressure, I have a  
15 house in Apopka, and I'm going to talk about that in  
16 just a second. But I purchased a gauge for that house  
17 to determine the water pressure for my sprinkler system  
18 when I put it in. The Apopka water is 90 pounds. I've  
19 used that gauge many, many times to test the water  
20 here. Our water pressure, as it goes up and down,  
21 ranges anywheres from 20 pounds to typically 35.  
22 Sometimes we'll get as high as almost 40. That's all  
23 the water pressure we have.

24 When it gets to 20 pounds, that's a concern.  
25 And the water pressure does fluctuate up and down.

1 That is a very serious problem. The number one -- and  
2 going back to the very first time we went through this  
3 obviously was the tremendous increase in the price of  
4 the water to us. It went up hundreds of percent all  
5 the way to the last one in 2015.

6 My biggest concern, and it's been aired and I  
7 hope the Public Service Commission seriously takes this  
8 into consideration, but we are senior citizens and we  
9 are retired and we are on fixed incomes. Our incomes  
10 don't go up. If they do, very little. That's for  
11 sure.

12 You know, the last rate increase I guess from  
13 2015, according to your sheet right here, zero to 4,000  
14 gallons is \$3.47 per thousand gallons. And then, of  
15 course, over 4,000 is the \$4.49, and then you put that  
16 extra tier in, and this is for residential just for  
17 water.

18 I was in Apopka today because I put the water  
19 back in my name, I have a tenant moving out, and I  
20 picked up their water rate sheet. And I know the  
21 Public Service Commission approves all the rates --  
22 correct? -- any rate increases.

23 This says -- these are the charges effective  
24 November 2016. Residential use, well, their base rate  
25 is \$7.58 for the base charge. Zero to 6,000 gallons is



1 \$1.41. 6,001 to 15,000 gallons is \$1.72. 15,001 to  
2 3,000 (sic) is \$2.56, and above 30,000 gallons is  
3 \$5.18. Their commercial, their commercial rates, above  
4 15,000 is only \$3.09. So I don't know how you can  
5 justify water and rates and so forth to be that drastic  
6 between one company and another, you know. I believe  
7 people need to make a profit. I think they need to do  
8 what's right. But we really need them to come a long  
9 way and so forth.

10 Me personally, I don't see how they can  
11 justify any rate increases at this time. And that  
12 would be my recommendation, that you would take that  
13 into consideration due to everything you've heard here  
14 tonight. And in addition to that, take into  
15 consideration some day everybody is going to be retired  
16 like us on a fixed income too. I was blown away when I  
17 got this information today because I'll be paying a  
18 water bill there too, but that's okay. But huge  
19 difference, huge difference. Thank you.

20 (Applause.)

21 **MR. HILL:** After Carl is Janet Righter.

22 And then that's all I have on this sheet. Is  
23 there anyone who signed up and --

24 **UNIDENTIFIED SPEAKER:** Yes.

25 **MR. HILL:** You signed up on one?

1                   **UNIDENTIFIED SPEAKER:** No, I did not.

2                   **MR. HILL:** Okay. Great. Thank you.

3                   Janeil, can you get the other sheets so I can  
4 capture the name and addresses? Thank you.

5                   **MR. FIEDLER:** Good evening, everyone. My  
6 name is Carl Fiedler. That's F, as in Frank,  
7 I-E-D-L-E-R. I live at 223 Malaysia Island Lane.

8                   The -- I have a few notes here. Dittos to  
9 what everybody else has said. But what about when we  
10 don't have water? You can't go to the bathroom or find  
11 a tree outside. Pressure up and down, unbelievable.

12                   The -- we got charged 18,000 gallons for  
13 irrigation water that we didn't even use. So how can  
14 they justify it? If you call them up, they come out,  
15 they go to read the meter. Of course the meter doesn't  
16 coincide with the numbers that they have on their list,  
17 so whose meter are they reading? Is it mine? I don't  
18 know. Want to get the meter changed? Can't do that,  
19 no. That's -- so how can they read a meter that  
20 doesn't even conform to what they have on their list?  
21 Unbelievable.

22                   The smell, atrocious. I know I couldn't get  
23 away with it in my business. The quality of water,  
24 terrible. Terrible probably is a good word because I,  
25 I can't think of anything that I could say over the

1 loud speaker.

2 **MR. HILL:** Appreciate that.

3 **MR. FIEDLER:** The -- yeah, you can't keep,  
4 you can't keep the showerheads clean. That's  
5 impossible. What happens when we have -- I have other  
6 properties in the system here. What happens when they  
7 have the sewage overflows when the pumps go out?

8 I have a property that gets, I wouldn't say  
9 flooded, but there's enough water that it's visible.  
10 And there's enough debris coming in that water, you can  
11 imagine what it is, it's also visible. Does US Water  
12 or Lakeside Water come down to clean it? No. I have  
13 to use our water that I'm paying for to hose it down to  
14 get it out into the canal, which I surely don't believe  
15 that that would be kosher. Okay? So what are they  
16 doing with that?

17 **MR. HILL:** Could you specify -- I'm sorry.  
18 This is a leak where?

19 **MR. FIEDLER:** No. When the pumps go down,  
20 where does the sewer go? There's no pumps. The sewer  
21 comes out of the sewer.

22 **MR. HILL:** The sewer backs up. Got you.  
23 Thank you.

24 **MR. FIEDLER:** It doesn't back up. It comes  
25 out. If it backed up, I wouldn't see it. No. It

1 comes out. It overflows into my yard, one of my  
2 properties. Okay? And you have that debris and the  
3 smell. That can't be good.

4 **MR. LEWIS:** Excuse me, sir.

5 **MR. FIEDLER:** Yes.

6 **MR. LEWIS:** Do you know the date of the last  
7 instance?

8 **MR. FIEDLER:** Pardon?

9 **MR. LEWIS:** Do you know the date of the last  
10 instance that this occurred?

11 **MR. FIEDLER:** I would say probably three,  
12 four months ago. I can't remember what I did  
13 yesterday, so I'm saying three or four months ago.  
14 You'll get there one of these days. You'll get there.

15 I mean, I could probably go back and get you  
16 some kind of a close estimate. I'm sure my tenant will  
17 remember because he's the one that has to hose it down.

18 **UNIDENTIFIED SPEAKER:** And he put it in our  
19 canal?

20 **MR. FIEDLER:** Pardon?

21 **UNIDENTIFIED SPEAKER:** He put it in our  
22 canal?

23 **MR. FIEDLER:** Where else are you going to put  
24 it? Thank you.

25 (Applause.)

1           **MR. HILL:** Janet -- actually, sorry, yeah,  
2 Janet first and then -- if there's anybody -- if there  
3 is anybody who would like to speak after Kelly, please  
4 let me know and we can get you signed up as well.

5           **MS. RIGHTER:** Hi. My name is Janet Righter.  
6 I live at 159 Formosa Island Road.

7                   And this is my Public Utility  
8 Commission/Lakeside Waterworks file because I had a  
9 problem with being charged 18,000 gallons of water,  
10 irrigation water back in November. My system wasn't  
11 even functioning. I was told three times on the phone  
12 that I had a leak. I went out and checked the meter.  
13 The meter wasn't moving on either the irrigation or the  
14 regular water. And I said, "If there was that much  
15 water, the street would have been flooded because it  
16 would keep on flowing." And I live at the end of a  
17 cul-de-sac.

18                   I filed a complaint with the Public Utility  
19 Commission. They were extremely responsive. My case  
20 was 1232745-W. I passed all the information on to my  
21 neighbor Gary when he experienced the same thing.

22                   The problem with meter numbers not  
23 corresponding with what is actually on the meter on the  
24 records, big issue.

25                   Secondly, an employee that was fudging the

1 meter readings and was fired by Lakeside Waterworks,  
2 another issue. I think that's still happening, as we  
3 know from what was said this evening. That kind of  
4 issue, besides the quality of the water, which you all  
5 just have looked at and said where some of the numbers  
6 were too high, especially with people with problems,  
7 should be corrected, and they should have been  
8 corrected a year ago when we knew the quality of the  
9 water wasn't any good.

10 It should be tested regularly; not just  
11 sporadically, but on a regular basis. And we should be  
12 getting the results immediately or as soon as possible,  
13 not delayed, not any lip service with that. It's our  
14 health, our money, our community, where we've chosen to  
15 retire and where we enjoy living, but not this way. We  
16 want to be able to not think that the water we're --  
17 that's coming out of our spigots is going to kill us  
18 some day.

19 I buy bottled water. Carl and I schlep it  
20 home every week, 10, 15 gallons. We shouldn't have to  
21 do that, but we're forced to because the quality of the  
22 water isn't good. We came from a house that had wells.  
23 Our well water was delicious. There's no reason why,  
24 if a well is, is drilled properly, maintained properly,  
25 filtered properly, that it shouldn't be just as good as

1 the one we had in Pennsylvania. And that's my story  
2 and I'm sticking to it.

3 (Applause.)

4 **MS. PENNOCK:** Hello. I'm Kelly Pennock,  
5 197 Singapore Island Road. That's Pennock,  
6 P-E-N-N-O-C-K. Me and my husband, Gerald.

7 Ditto to everything everybody is saying;  
8 however, my dog is not smart enough to not drink the  
9 water. He does drink it. He prefers the canal. We  
10 have shooed away an alligator recently because he's  
11 drinking the canal water instead of the water here.  
12 And ditto to everything. And just to let everybody  
13 know, Save-A-Lot has got water on sale next week,  
14 \$1.99.

15 (Applause.)

16 **MR. HILL:** All right. Is there anyone else  
17 who would like to sign up to speak real quick? Yes,  
18 please. Come on. You already gave your address. Just  
19 your name is fine this time.

20 **MR. FOREMAN:** I've already been up here once.  
21 I'm Dennis Foreman, 181 Taiwan Island Road.

22 I feel pretty good hearing all this. I  
23 thought I was a lousy house cleaner. Are we given a  
24 choice? I can't even keep it clean, that black stuff  
25 around the rim. Two weeks later I said, I'm not

1 (inaudible). I felt bad, but I feel pretty good now.  
2 I feel pretty good. I'm not a lousy house cleaner.  
3 Thank you.

4 (Applause.)

5 **MR. HILL:** Sorry. Sorry.

6 **UNIDENTIFIED SPEAKER:** I just want to say one  
7 thing.

8 **MR. HILL:** Oh, sorry. We need to get -- hold  
9 on. If you would just -- ma'am, could you, please? I  
10 want to make sure it gets on the record. I'll come to  
11 you, if you need it. Sorry. If you don't mind  
12 starting with your name.

13 **UNIDENTIFIED SPEAKER:** Okay. My name is  
14 Sandra. Most of you know me. My husband and I used to  
15 read the meters in this park for eight years before  
16 everything got changed. When I read them, he had the  
17 pad or whatever, and you'd say, "Now they used too much  
18 water." And we would check with them and say, "You're  
19 using too much water." Or if, if the meter is going  
20 around, I would stop and ask them, "Are you using  
21 water? Your meter is going around, the little red  
22 thing." And we never -- I don't think we ever had too  
23 much trouble for the eight years that we read the  
24 meters because we were honest with them and we checked  
25 with them if we had a problem, and I don't see why they



1 don't do that.

2 (Applause.)

3 **MR. HILL:** Sorry about that. And we haven't  
4 got your name and address yet, right?

5 **MS. MICKETT:** No.

6 **MR. HILL:** All right. Please state your  
7 full --

8 **MS. MICKETT:** I'm Carol Micket, M-I-C-K-E-T,  
9 1240 Taipei Island Road.

10 I agree with just about everything that  
11 everyone has said. And, you know, we're talking about  
12 the increase in the water. We're also talking about  
13 the fact that everybody has the expense of having  
14 bottled water because it sounds like we're all buying  
15 bottled water.

16 Well, within the last year we had a new  
17 filtration, water filtration put in, and it was an  
18 expensive endeavor to go ahead and do that. And we  
19 bought these filters that come with it and the filters  
20 last for a whole year. That's what the company told  
21 us. Well, we have a well that goes down and they need  
22 to drill a new well, and we have nothing but sludge for  
23 a while and we had sand and nothing comes out of the  
24 spigot that I'm supposed to have water. And get the  
25 man to come out. It's \$90 for a service visit. It's

1 \$80 apiece for the two filters that he had to replace.  
2 It was only three months old. He had to replace them  
3 because they were filled with sand. So now I have a  
4 bill for \$250 that I don't think is my bill. I didn't  
5 put all the sand in there. I bought this great system  
6 so that I could drink the water. So more bills, more  
7 bills on a fixed income.

8 **UNIDENTIFIED SPEAKER:** Bill the water  
9 company.

10 **MR. HILL:** Thank you.

11 Please come on up, and we already got your  
12 address.

13 **MR. FIEDLER:** Hi, again. I'm Carl Fiedler  
14 from 223 Malaysia.

15 Just to put something into perspective that  
16 everybody can maybe visualize with, our pool out here,  
17 I don't know for sure, but I would say that's probably  
18 about a 50,000-gallon pool. If you've seen the fuel  
19 trucks dropping fuel into the tanks at the gas  
20 stations, they're using from 8- to 10,000 gallons.  
21 Okay. So you have a little bit of perspective of how  
22 much water they're saying we're using. Okay. Just put  
23 that into perspective. Thank you.

24 **MR. HILL:** Thank you, Carl.

25 Is there anybody else? I'll bring it to you.

1 One second.

2 **UNIDENTIFIED SPEAKER:** I'd just like to tell  
3 the people up in Tallahassee at 70 years of age I have  
4 no control over whatever they do. I have no control  
5 over (inaudible).

6 (Applause.)

7 **MR. HILL:** All right. So I just want to say  
8 one more thing, and that is that, please, if you have  
9 any questions, especially if some of these types of  
10 issues arise and you want to make sure that you do, you  
11 are able to go through the complaint process, we do  
12 have that toll-free number that's in your green packet.  
13 There's a toll-free number and there's a local number  
14 for Tallahassee, an 850 area code. Please, if you're  
15 unsure, if you want to know the results of the quality  
16 tests, those sorts of things, if you want to know what  
17 the utility is already supposed to be doing and you're  
18 like, "Well, shouldn't they be doing this?" we can  
19 answer that for you. So, please, contact us. We would  
20 really love to help you guys even in between these rate  
21 cases, especially in between, because, of course, when  
22 we do these rate cases, we not only look at how you  
23 guys are interacting with the utility now but how  
24 they've been treating you for the last two years since  
25 the previous rate case. So, please, keep it up.

1                   Thank you all for your participation. I can  
2 tell you guys really care enough to say -- come out  
3 here, express your concerns and all those things.  
4 Again, if you have any questions, please let us know.  
5 I'd like to just state for the record that we're  
6 concluding this meeting at 8:05 p.m. Thank you all  
7 very much for coming.

8                   (Proceeding adjourned at 8:05 p.m.)  
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STATE OF FLORIDA )  
 : CERTIFICATE OF REPORTER  
COUNTY OF LEON )

I, LINDA BOLES, CRR, RPR, Official Commission Hearings Reporter, Hearing Reporter Services Section, Office of Commission Clerk, do hereby certify that the foregoing proceedings were transcribed from digital recording to the best of my ability.

I FURTHER CERTIFY that I am not a relative, employee, attorney, or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorneys or counsel connected with the action, nor am I financially interested in the action.

DATED this 16th day of June, 2017.

*Linda Boles*

\_\_\_\_\_  
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