

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

-----  
In the Matter of :  
Application for a rate :  
increase by Southern States :  
Utilities, Inc. in Osceola :  
County. :  
-----

DOCKET NO. 920199-WS

FILED  
AUG 26 PM 1:29  
CLEARLY MARKED FOR IDENTIFICATION

PROCEEDINGS: KISSIMMEE SERVICE HEARING

BEFORE: CHAIRMAN THOMAS M. BEARD  
COMMISSIONER SUSAN F. CLARK

DATE: Wednesday, August 5, 1992

TIME: Commenced at 6:30 p.m.  
Concluded at 8:40 p.m.

PLACE: Osceola County Stadium  
Clubhouse Meeting Room  
1000 Bill Beck Boulevard  
Kissimmee, Florida

REPORTED BY: CAROL C. CAUSSEUX, CSR, RPR  
Chief, Bureau of Reporting

DOCUMENT NUMBER-DATE  
09973 SEP -1 1992  
PSC-RECORDS/REPORTING

## 1 APPEARANCES:

2 KENNETH A. HOFFMAN, Messer, Vickers,  
3 Caparello, Madsen, Lewis, Goldman and Metz, Post Office  
4 Box 1876, Tallahassee, Florida, 32302-1876, Telephone  
5 No. (904) 224-4359. BRIAN ARMSTRONG, 1000 Color Place,  
6 Apopka, Florida 32703 Telephone No. (407) 880-0058,  
7 appearing on behalf of Southern States Utilities, Inc.

8 JACK SHREVE, Public Counsel, Office of the  
9 Public Counsel, Claude Pepper Building, Room 812, 111  
10 West Madison Street, Tallahassee, Florida 32399-1400,  
11 Telephone No. (904) 488-9330, appearing on behalf of  
12 the Citizens of the State of Florida.

13 LEEANN KNOWLES, Florida Public Service  
14 Commission, Division of Legal Service, 101 East Gaines  
15 Street, Tallahassee, Florida 32399-0850, Telephone No.  
16 (904) 487,2740, appearing on behalf of the Commission  
17 Staff.

18  
19 ALSO PRESENT:

20 BEVERLY DEMELLO, Office of Public  
21 Information.

22 SAMUEL H. GATLIN, Office of the Public  
23 Counsel

24

25

26

27

I N D E X

	<u>PAGE NO.</u>
1	
2	
3	5
4	60
5	62
6	
	<u>WITNESSES</u>
7	<u>Page No.</u>
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
22	
23	
24	
25	
26	
27	

1 Index Continued:

2	<u>WITNESSES</u>	
3	<u>Name:</u>	<u>Page No.</u>
4	MARIE SNYDER Direct Statement	64
5	BEVERLY SWEENEY Direct Statement	67
6	THOMAS J. FOWLER Direct Statement	71
7	DIANE SCOTT Direct Statement Cross Examination by Ms. Knowles	75 77
8	JEFF ANDRE Direct Statement	79
9	CHARLOTTE BUSHEY Direct Statement Cross Examination by Ms. Knowles	80 84
10	MARY ANN BOLEY Direct Statement	87
11	DON MANFORD Direct Statement	88
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		

P R O C E E D I N G S

(Hearing convened at 6:30 p.m.)

CHAIRMAN BEARD: If I could get everyone's attention. Good evening. My name is Tom Beard; I am the Chairman of the Public Service Commission. We're here tonight to listen to the people that are served by various companies that are basically all owned and operated by Southern States Utilities. And before we get into that part of it I thought I would try to give you a little bit of an explanation.

Mr. Jack Shreve, the Public Counsel, indicated that a lot of you are aware of your company but not necessarily the relationship with the parent company and how this all fits together. And somehow they elected me to try and explain it to you in 25 words or less, and I'm not sure that we can do that but we're going to try.

If you will, and let me just give you a little bit of help on what this rate case is all about. Turn to the -- what's labeled as Page 4. It's the map of Florida. And if you'll look on there, what the Company -- which are represented by the two individuals on the far end down here, and let me tell you who everybody is.

Public Counsel is the Citizens' advocate,

1 that represents the Citizens of the State of Florida  
2 basically in opposition to rate increases. And the two  
3 individuals on the far end represent Southern States  
4 Utilities, the Company. The four people right here are  
5 Staff members of the Public Service Commission, and our  
6 court reporter. So you'll have an idea of who we are  
7 up here.

8           The Company has requested, in the form of a  
9 rate case, rates for all of the companies that are  
10 listed on that page. And you can see that represents a  
11 pretty spread-out area of Florida. And as I understand  
12 the request, depending on the size of your Company and  
13 the County that it's in, in requesting Countywide  
14 uniform rates with some variable based on your size of  
15 the company that you have and some other things like  
16 that, to get to some uniform rates, so that towards the  
17 future you wouldn't be having an individual rate case  
18 for every one of these utilities, which is extremely  
19 time-consuming and it's not inexpensive. But what that  
20 means is this rate case is extremely complicated and  
21 detailed. And in trying to get around to all the  
22 utilities we are doing 11 different service hearings.  
23 But you can see, in trying to get those centrally  
24 located to all these utilities, it gets a little bit  
25 tough.

1           So I apologize in advance for not necessarily  
2 being able to get a service hearing very close to your  
3 home and your service area, which is what we normally  
4 try to do. We looked at how many service hearings we  
5 felt like we could get by with to try to get fairly  
6 close to everybody, have a Commissioner, or  
7 Commissioners, be available to get there, and the  
8 minimum we thought we could get by with in this case,  
9 which is 11, which is a very large number to what we  
10 normally would do.

11           So that's generally where we are. And  
12 tonight what we would like to do is, as informally as  
13 possible, we would like to hear testimony from you.  
14 Now, I'll tell you in advance, that to get this on the  
15 record and make it an official part, I will need to  
16 swear you in. I'm not trying to intimidate anybody, or  
17 anything like that, but we need to make it a part of  
18 the record. So we will do that; we want it informal; I  
19 want to hear what you have to say; if you have concerns  
20 or questions or complaints about service quality or the  
21 rates, or whatever it is, this is your night. And  
22 we're going to stay here until I've heard from anybody  
23 that wants to talk. Okay? So you take your time;  
24 we're not in a rush.

25           If you are not comfortable standing up in

1 front of the microphone, and somebody that has come on  
2 before you has basically said everything you want to  
3 say, you can just come and identify yourself, and say,  
4 "I agree with what that person said, I would like to  
5 adopt their testimony." And you can leave it like  
6 that.

7 The other thing that you can do -- Bev, have  
8 you got those forms? Are they there in the back?

9 MS. DEMELLO: Yes, sir.

10 CHAIRMAN BEARD: If you're not even  
11 comfortable with that, on the back of this handout that  
12 our Staff put together you can write your comments if  
13 you wish. The bottom line is for us, however you're  
14 comfortable, to communicate. Okay?

15 Did the Company have anything to say?

16 MR. HOFFMAN: One point of clarification, Mr.  
17 Chairman.

18 My name is Ken Hoffman, and to my right is  
19 Brian Armstrong. We're attorneys and we represent the  
20 Company.

21 I'm not sure if during your presentation you  
22 said that this case involved uniform rates. I was a  
23 little unsure as to whether or not you said that. But  
24 in terms of clarification, I want the audience to  
25 understand that this case does not involve uniform

1 rates. There is a maximum bill proposal involved in  
2 the rate design of this case, but this case does not  
3 propose establishing a uniform rate for all of the  
4 systems of the Company.

5 CHAIRMAN BEARD: I did not say that. If I  
6 somehow said that I didn't mean to.

7 MR. HOFFMAN: Thank you, Mr. Chairman.

8 CHAIRMAN BEARD: What we will be doing in the  
9 ll service hearings that we'll do is the very same  
10 thing that we'll be doing here tonight. Once we have  
11 given an opportunity for everybody to try to get to us  
12 and tell us what your concerns and questions are, we  
13 will then hold what we call the technical portion of  
14 the hearing in Tallahassee. Normally, we would also  
15 hold that in the service area but, as you can see, with  
16 the spread out companies there's no way we'd be able to  
17 do that. And that's where we will take testimony from  
18 expert engineers and accountants, and we will look at  
19 the books and records very closely. Okay.

20 Mr. Shreve, did you have anything?

21 MR. SHREVE: Yes, sir, I do.

22 As the Chairman mentioned, I'm Jack Shreve,  
23 I'm Public Counsel, and I'm representing the Citizens  
24 of the State of Florida in opposition to this rate  
25 increase, and I do have some comments and want you to

1 understand a few things, a few of the concerns that I  
2 have.

3           Where most of you that have been involved  
4 with a rate case in the past, there has usually been  
5 one rate; at the very most, a case for a county. In  
6 this situation the Company has filed 127 different  
7 systems, and I want you to know that I think it's going  
8 to be absolutely impossible to handle that, do a good  
9 analysis, and properly represent the people of the  
10 State of Florida in this case.

11           There has been no extension of time  
12 whatsoever. We're still under the same time frame as  
13 though we had just one case for one of you. We're  
14 trying to develop it and do as much as we can.

15           In addition to that, the Company was given an  
16 extra 35 days to file their testimony past the date  
17 that they filed their minimum filing requirements,  
18 which is the initial filing. The rules call for them  
19 to file that at the time.

20           Everything is moving to the detriment of the  
21 customers, as far as the time. Any delay keeps us from  
22 getting information that we need in representing you.  
23 And I want you to know up front -- I've made my  
24 feelings known about this and I think it's going to be  
25 almost impossible with the time that is allotted, to

1 properly represent the people of the State of Florida;  
2 you, customers, which covers about 19 or 20 counties.

3           The other thing, I don't think -- I think  
4 probably most of you have received an indication as to  
5 what your increase would be. That doesn't give you in  
6 any way the picture of what this entire case is about.  
7 There are allocations being made from one system to  
8 another, and most of you, or some of you, would be  
9 picking up an allocation above that amount that the  
10 Company determined was what your fair payment would be.  
11 I'm just pointing that out because I do not think  
12 you're going to have all of the information. I doubt  
13 seriously if any of the customers are really going to  
14 thoroughly understand this unless they spend a great  
15 deal of time, particularly with the information that  
16 you have now. It has just not been made available to  
17 you. Thank you.

18           CHAIRMAN BEARD: Okay. Do you have a list of  
19 customers that wish to be heard?

20           MR. SHREVE: Yes, sir. Mr. Shackelford.

21           CHAIRMAN BEARD: Mr. Shackelford. While I'm  
22 swearing Mr. Shackelford in, anybody else that intends  
23 to testify tonight, if you would, let's go ahead and  
24 stand and I'll do you all together and we'll save a  
25 little time.

1 (Witnesses sworn collectively.)

2 CHAIRMAN BEARD: My attorney has got to keep  
3 me in line where I don't get in trouble, so let us take  
4 care of one little technical piece of this. If you  
5 would, please read the notice.

6 MS. KNOWLES: Pursuant to notice, this time  
7 and place has been designated for the service hearing  
8 held in Docket No. 920199-WS, an application for rate  
9 increase in Brevard, Charlotte, Lee, Citrus, Clay,  
10 Duval, Highlands, Lake, Marion, Martin, Nassau, Orange,  
11 Osceola, Pasco, Putnam, Seminole, Volusia and  
12 Washington Counties by Southern States Utilities, Inc. ;  
13 Collier County by Marco Shores Utilities; Hernando  
14 County by Spring Hill Utilities; Volusia County by  
15 Deltona Lakes Utilities.

16 CHAIRMAN BEARD: Okay. Now, each of you, if  
17 you would, when you begin if you would give us your  
18 name and address for the record so the court reporter  
19 can get that down. Go ahead.

20 RAYMOND SHACKELFORD  
21 was called as a witness on behalf of the Citizens of  
22 the State of Florida and, having been duly sworn,  
23 testified as follows:

24 WITNESS SHACKELFORD: Mr. Chairman, members  
25 of the Board, my name is Raymond Shackelford, and my

1 address is 8830 East Maplewood Street, in the City of  
2 Inverness, located in the Rosemont Subdivision in  
3 Citrus County.

4 Sir, I have a petition that I would like to  
5 provide to the Clerk for the record.

6 CHAIRMAN BEARD: Okay.

7 WITNESS SHACKELFORD: I also have a handout  
8 that I would like to pass out to these gentlemen, and  
9 to you, sir.

10 CHAIRMAN BEARD: You might better make sure  
11 that she gets one there for the record as well.

12 (Provided)

13 We will put it on the correspondence side of  
14 the docket, and the petition as well.

15 WITNESS SHACKELFORD: I am representing  
16 myself, and others, of the Rosemont Subdivision. I  
17 hope to provide you with sufficient justification to  
18 reject Southern States Utilities' request for an  
19 extremely excessive rate increase, as it relates to the  
20 Rosemont customers.

21 I will also discuss the rate chart, which  
22 indicates 11 water facilities in Citrus County when, in  
23 fact, there are only 10 as of the first of this year.

24 I will explain also why some of us customers  
25 feel that their data is inaccurate, or the cost of

1 operation versus the return data may have been  
2 misrepresented as it pertains to the Rosemont  
3 Subdivision and facility, or that this attempt at price  
4 gouging of the Rosemont customers may be a form of  
5 retribution because of our extended efforts in the past  
6 several months to prevent the construction of a major  
7 water facility and expansion literally in our front  
8 yards. In order to do this I must provide some  
9 background as to the evolution of this small central  
10 water system into the major commercial system that it  
11 has become.

12           The Rosemont Subdivision was started in the  
13 early 1980s. It consists of only 59 lots, all equal in  
14 size; 58 residential and one for providing water. The  
15 development was marketed at that time as two-, three-  
16 and four-bedroom homes with central water. When first  
17 established, the Rosemont central water system was  
18 operated under the name of Inverness Utilities, owned  
19 by the Rosemont developer, which at that time was the  
20 Litte Prince Communications Corporation. Until sold to  
21 SSU, the rate for our water at that time, or up until  
22 the time it was sold, was a flat rate of \$5 and \$1 per  
23 thousand gallons of water.

24           After the system was in operation for some  
25 years, a larger, deeper well was drilled by the

1 developer to provide additional water for the  
2 developer's future plans. These plans did not  
3 materialize and the Rosemont system was subsequently  
4 sold to SSU. Records show that what was advertised as  
5 central water was actually designated in the master  
6 water plan by Citrus County during the early 1980s. I  
7 say this to emphasize: That SSU purchased the Rosemont  
8 system, knowing it had the larger well, and that it was  
9 part of the master plan, and would provide the  
10 potential for expansion and greater revenues for their  
11 company. Consequently, SSU began the major expansion  
12 in Rosemont in November 1991. This all came about  
13 without any knowledge on our part.

14           It has been stated by an SSU representative  
15 that it was announced in the paper. I found out later  
16 that it was announced sometime in 1988 of this  
17 impending expansion.

18           As Chairman of the Rosemont Ad Hoc Committee,  
19 I investigated the presence of a 10,000-gallon tank  
20 that was delivered to our neighborhood one morning back  
21 in November. I found that SSU had obtained a building  
22 permit and right-of-way to install a water connector  
23 line between Rosemont and Rolling Green Subdivisions.  
24 There was no building permit for the construction of  
25 the rest of the plant at that time. As the

1 construction progressed, I called for and was permitted  
2 a meeting with the SSU representatives and our  
3 Committee, our Ad Hoc Committee. At this meeting we  
4 were assured by their representatives that the  
5 construction was, in fact, legal and in accordance with  
6 all codes and regulations. I stated my doubts, and  
7 several of our other members, concerning the building  
8 permits, or the lack thereof, and expressed grave  
9 concern as to the degrading of the appearance and  
10 property values. We commented that the original  
11 central water system was totally housed in a building  
12 architecturally suitable for the community. The new  
13 facility is much larger and encroaches on the  
14 residential lots.

15           During this meeting we were told that  
16 construction of a new facility was necessary in part  
17 because the SSU system in Rolling Green had major  
18 problems, and that the County was requiring corrective  
19 action because the fire hydrants, of which we do not  
20 have in Rosemont, were useless because the system did  
21 not provide enough water.

22           We questioned why they did not drill a new  
23 well in Rolling Green. We were told they had this  
24 large well here in Rosemont, and were going to make use  
25 of it. Of course, I found later that this was part of

1 the master plan, and also that the tank that they had  
2 delivered had been removed from Rolling Green and  
3 placed in our neighborhood. We were told, also, that  
4 we would paying for these so-called improvements, and a  
5 buffer of trees that we requested to hide this  
6 monstrosity would add to our cost.

7 We did not see this construction as needed  
8 improvements for Rosemont, but simply expansion of SSU  
9 revenue base.

10 The slight problem that we had concerning  
11 iron in Rosemont at that time did not require this kind  
12 of major expansion. We felt that our water, if, in  
13 fact, was not in accordance with the required EPA  
14 regulations, could have been fixed at a much lower  
15 cost. But, of course, we found out later that this  
16 was, in fact, part of a major expansion. (Pause)

17 Later, as construction progressed, it became  
18 clear that the placement of that tank was in gross  
19 violation of land development codes relating to  
20 set-back requirements. Also, SSU was in violation of  
21 other LDCs. That's land development codes. Our  
22 Committee informed all appropriate County officials and  
23 personnel through telephone conversations and meetings  
24 no less than 10 times during a two-month period. We  
25 were totally stonewalled in our efforts to get action

1 on the part of our County until all construction was  
2 completed, after which time the County did ask SSU to  
3 submit an after-the-fact variance request. This is one  
4 of the main reasons why we felt like the system was  
5 rammed down our throats.

6 The request for a variance hearing was held  
7 on February the 20th, 1992, and all variances approved  
8 by the Planning Board over the Technical Review Board's  
9 recommendation of denial. I will not discuss this  
10 other than to paraphrase some statements made by the  
11 SSU engineer and their staff attorney, which are  
12 recorded in the minutes of that meeting.

13 One of their statements was that, "This is  
14 not just a Rosemont facility now, but serves Rolling  
15 Green customers as well. I want our customers to  
16 realize, and this Board to realize, that we have this  
17 facility there; we have done the project to improve  
18 service, and we were required to do this project." I  
19 don't know by who, but they were required to expand  
20 their facilities.

21 "The method of cost allocation for this  
22 project is divided between Rosemont and Rolling Green,"  
23 and I am quoting their attorney, "based on the number  
24 of customers out there. So the Rolling Green customers  
25 outnumber the Rosemont customers by about three-to-one.

1 They will be paying about 75% of the cost of this  
2 project and Rosemont about 25%. This is not approved  
3 yet but the rate case will be coming forward in the  
4 next couple of months." And this statement, which we  
5 didn't understand why it was made: "Our Rosemont  
6 customers will have their opportunity to address it  
7 there as well." The fact that we had not addressed  
8 anything about any rate increases or costs, I don't  
9 know why that was stated at that time.

10 "Our cost associated with this relocation,"  
11 -- and the key word here is "relocation" -- "of this  
12 plant is \$275." To us, this proves that there is no  
13 Rolling Green facility any longer, and that there is  
14 one facility that is providing services to both  
15 subdivisions. (Pause) However, the costs that were  
16 stated and the information that was put out by these  
17 gentlemen at that time, did serve to prove to us that,  
18 as we suspected, that this was a major expansion of the  
19 SSU facilities, and we feel that while they did correct  
20 the problems in Rolling Green, and possibly improve the  
21 water in our area because of a deeper well, that it was  
22 mainly for the benefit of SSU's expansion program.

23 These excerpts reinforce our concern of  
24 possibly retribution on the Rosemont customers, and  
25 I'll get to that in a minute when I come to that chart

1 that I passed out.

2 Now, considering the rate chart provided by  
3 SSU for Rosemont/Rolling Green, the future requested  
4 rates are shown as if Rolling Green has incurred no  
5 improvements costs and is listed as though it is a  
6 separate facility. I believe that we have proven that  
7 SSU has one facility for Rosemont and for Rolling Green  
8 subdivisions. There is no indication in their data  
9 that any cost of their new construction was ever levied  
10 against Rolling Green but, in fact, against the 35  
11 homes in Rosemont.

12 I would like to discuss this chart at this  
13 time, and I'll call attention to the existing current  
14 rates. The base rate for Rolling Green is \$7.18; the  
15 base rate for Rosemont currently is \$7.09; however, I  
16 would like to point out that this \$7.09 is an erroneous  
17 figure because I am told by the people in the  
18 attorney's office that this \$7.09 was requested  
19 previously by a prior Council, or Board, and was, in  
20 fact, rejected. And, to us, this implies to me that  
21 there should have been a refund to the Rolling Green  
22 customers. And, also, if this is not a proper \$7.09,  
23 as quoted here, and should have been \$5.00, or  
24 somewhere in that neighborhood, then our increase is  
25 much greater than the 400% that I have stated to you

1 previously.

2           It must be pointed out, also, that I have  
3 been informed by the State Commissions, by a State  
4 representative, that this was, in fact, rejected  
5 previously.

6           Now, the proposed rates for Rolling Green and  
7 Rosemont: \$12.02 for Rolling Green, as if, in fact, it  
8 is a separate system, which we now know it is not.  
9 They show approximately a 76% increase in the base rate  
10 for Rolling Green. They show \$28.73 requested for a  
11 base rate for Rosemont. That's approximately a 400%  
12 increase in the base rate. And if, in fact, the \$7.09  
13 is wrong, then it puts it up closer to a 500% increase.

14           The gallonage, for 1,000 gallons for Rolling  
15 Green has been reduced by some 25% to \$1.07.  
16 Rosemont's has increased for gallonage by 66% to \$2.33.  
17 The typical bill for Rolling Green stands at \$26.31 as  
18 requested. Theirs has been reduced on the average of  
19 10 cents per month. Ours has been increased in  
20 Rosemont by a \$30.31 total typical bill, to \$50.70.

21           There appears to be no rhyme or reason as to  
22 how SSU arrived at these figures. I attempted to  
23 review their so-called rate cost synopsis that has been  
24 placed at various locations around the state. I went  
25 to the Inverness location, at the Clerk of Courts in

1 downtown Inverness, the day that I received, on the  
2 31st of July, from SSU about this impending meeting.  
3 And no one there knew anything about this so-called  
4 synopsis. I went to -- I found one located in the  
5 library in Crystal River. I went there to review what  
6 I thought would be a synopsis, or something that I  
7 could make heads or tails of why our rates are going to  
8 be inflated, the basic rate especially, by close to  
9 500%, and there I found three boxes full of data called  
10 a synopsis. I had to literally empty the boxes and  
11 open them myself. They were not available; they were  
12 stacked in a corner at the library. I couldn't make  
13 heads or tails of it, and I defy anybody in this room  
14 to look at any data that was provided to us as  
15 information available for inspection by the public and  
16 make any sense out of it whatsoever.

17           As I previously stated, there is no good  
18 reason for us to believe that these figures, as  
19 provided, or how they arrived at the figures that they  
20 did can be justified.

21           In closing, I wish to thank you for this  
22 opportunity to express our view on this issue, and  
23 request that this matter be fully investigated, and any  
24 increase be rejected, especially as far as Rosemont is  
25 concerned, until sense can be made of this requested

1 rate increase. Thank you.

2 CHAIRMAN BEARD: Thank you. Questions?  
3 Staff?

4 MS. KNOWLES: No.

5 CHAIRMAN BEARD: Public Counsel?

6 MR. SHREVE: Yes, sir, I have some.

7 CHAIRMAN BEARD: Okay.

8 DIRECT EXAMINATION

9 BY MR. SHREVE:

10 Q Sir, you reviewed quite well the situation at  
11 Rosemont. Probably one thing -- were you aware that in  
12 the calculations of Southern States Utilities Rosemont,  
13 according to their calculations, should have an  
14 increase of 534% so that you will be paying your fair  
15 share. However, they tell you they are only asking for  
16 148%.

17 A My figures show 400.

18 Q Yes, sir. When, in fact, the figures that  
19 they gave to you included an interim rate increase that  
20 was granted in the last case that was dismissed. The  
21 last approved order from the Commission ordered that  
22 that interim be rejected, even though they're still  
23 collecting it and it's on appeal. So that the approved  
24 rates, if their calculations had started with them as  
25 the revenue, would have shown your increase to be much

1 more than you would have been -- than you were made  
2 aware of?

3 A Yes. I've become aware of that in the last  
4 three days, yes, sir.

5 MR. SHREVE: Thank you.

6 CHAIRMAN BEARD: Then, as I understand it, so  
7 maybe I can translate a little bit here, the rate case,  
8 the previous rate case -- Mr. Shreve, correct me if I'm  
9 wrong -- which the rates were denied, was appealed and  
10 is now in the Supreme Court?

11 MR. SHREVE: The Appellate Court has ruled,  
12 and ruled in our favor, and the Commission's favor,  
13 and the rate case -- the appeal was rejected by  
14 Southern States. They still have some time to decide  
15 whether they're going to appeal it further at this  
16 point, but right now we have won and the approved rates  
17 are not in effect.

18 CHAIRMAN BEARD: So what would happen, ladies  
19 and gentlemen, then is that a decision by the Company  
20 would have to be made to appeal that to the Supreme  
21 Court, or not to. While this case is on appeal they  
22 can continue to charge the interim rates but that money  
23 is held subject to refund, if I'm not mistaken. And if  
24 the appeal is lost, that would be returned to the  
25 ratepayers who paid that money. If the appeal were

1 won, then the interim rates would stand.

2 Now, what Mr Shreve has said is that there  
3 are two courses. Once we ruled in Tallahassee then it  
4 can be appealed to the first level of appeals court,  
5 and they ruled in our favor. Now a decision has to be  
6 made on whether to appeal that further, which would be  
7 a decision that the Company would have to make.

8 So that is why the rate that is shown on the  
9 yellow sheet is, in fact, what you're paying today.  
10 Okay. It is subject to appeal, and subject to refund  
11 today but, based on what you, in fact -- I'm sort of a  
12 bottom-line kind of a guy. I look at my bill and I  
13 write a check, and I know what I've paid. All those  
14 other lines in there, they're all nice but it's how  
15 much has got to come out of my pocket to pay that bill  
16 is where I come from. So it is true that that's  
17 currently what you're paying. But that could be, in  
18 fact, back to the \$5, and whatever change it is, charge  
19 that would make this in excess of 500%.

20 MR. SHREVE: I think that's correct, and the  
21 only point there is the approved revenues are not what  
22 is being used by the Company. They are using the  
23 interim, and I don't think, even if they won, the  
24 interim would stand because that interim was not  
25 granted on any study whatsoever and the rate case is

1 out. By using the rates that include the interim, it  
2 gives the appearance to the customers that the rate  
3 increase is much less than it really is. Now, that  
4 does not really concern anyone in Osceola County  
5 because you weren't involved in that last case. But in  
6 Citrus County it's a different story.

7 CHAIRMAN BEARD: Well, between 4 and 500%, I  
8 kind of figure that's big any way you cut it.

9 WITNESS SHACKELFORD: I would like to make  
10 one further statement, if I may.

11 The rates, as indicated on that rate chart,  
12 are presented as if there are still two systems, and in  
13 the out years that the Rolling Green rates are going to  
14 remain as they are because evidently their system is so  
15 functional and doesn't require any update, or anything  
16 else. And I don't know, at what point in time did SSU  
17 intent to combine those two subdivisions and unify the  
18 rates for those two subdivisions? We would like an  
19 answer on that, you know, and evidently it may be  
20 forthcoming but we doubt it very seriously, having  
21 dealt with SSU.

22 CHAIRMAN BEARD: Obviously, to request that  
23 would have to be a Company decision, and in the interim  
24 they are two certificated companies and they would be  
25 required by us to report them individually, if you

1 will, until we, I guess, consolidate the certificate in  
2 some form or fashion. Is that accurate?

3 WITNESS SHACKELFORD: But, you see, with  
4 that, sir, we end up -- we are paying the bill of a  
5 major expansion.

6 CHAIRMAN BEARD: Not yet.

7 WITNESS SHACKELFORD: Okay. And common sense  
8 -- well, to us, common sense should prevail and state  
9 that for the out years, okay, for the out years, which  
10 this requested increase they should be uniform.

11 CHAIRMAN BEARD: Let's be real clear on one  
12 thing, because sometimes you bounce back and forth  
13 between requested and going to happen. And nothing  
14 happened except the last rate case was rejected.  
15 That's the only thing that has happened, okay, and we  
16 will hear this case in detail. And so it is the  
17 requested, and quite often what's requested doesn't  
18 occur.

19 WITNESS SHACKELFORD: Thank you.

20 MR. SHREVE: Thank you, sir.

21 MR. HOFFMAN: Mr. Chairman, may I just add  
22 one point of clarification?

23 CHAIRMAN BEARD: Sure.

24 MR. HOFFMAN: I don't want there to be any  
25 misperception on what occurred with respect to the

1 interim rates. I want the audience to understand that  
2 what happened in that last rate case was that the  
3 Commission authorized the collection of interim rates.  
4 At the end of the case the request for final rates was  
5 denied. But pursuant to the Commission's rules, these  
6 are the Commission's rules, the Company requested a  
7 stay, which is a legal word, but essentially that is a  
8 delay of refunding the authorized interim rates until  
9 that appeal was concluded.

10 That appeal, as Mr. Shreve mentioned, has  
11 recently been concluded. The Company has the  
12 opportunity -- it may have expired by now -- to request  
13 a rehearing of that appeal, or to possibly pursue it  
14 further with the Supreme Court.

15 But I didn't want there to be any  
16 misperception, and I wanted the audience to understand  
17 that what the Company was doing in collecting those  
18 interim rates was authorized by the Commission.

19 CHAIRMAN BEARD: That is absolutely correct,  
20 subject to refund.

21 MR. HOFFMAN: Correct.

22 CHAIRMAN BEARD: Absolutely correct.

23 MR. SHREVE: And if I may, I agree with Mr.  
24 Hoffman on that; that everything that has been done by  
25 the Company is within their legal rights at this point.

1 We have one, and I doubt if they're going to appeal it  
2 further because I think there's a great deal of  
3 animosity among the people that have been paying this  
4 in for about a year and a half or two years.

5 Mr. Hoffman is absolutely correct, the  
6 Commission authorized the stay authorizing them to  
7 continue collecting those rates. The problem I have, I  
8 don't think that's the proper rates to be calculating  
9 the rate increase from. But everything they've done is  
10 within their legal rights.

11 CHAIRMAN BEARD: Okay. Now, normally we  
12 don't get into quite this much discussion up here. But  
13 with the complexity, I think it helps to educate you.  
14 But now, if we can, I want to get back to what we're  
15 most here for tonight, and that's to hear from you.

16 (Witness Shackelford excused.)

17

- - - - -

18 CHAIRMAN BEARD: If you'll bring your next  
19 person on, Mr. Shreve, please.

20 MR. SHREVE: Juan Roman.

21

22

23

24

25

JUAN ROMAN

1  
2 was called as a witness on behalf of the Citizens of  
3 the State of Florida and, having been duly sworn,  
4 testified as follows:

5 WITNESS ROMAN: My name is Juan Roman, I live  
6 on 2729 West Miami Terrace in Kissimmee.

7 To start with, I want to apologize to  
8 everybody. I'm not a speaker; I do not know how to  
9 dress with tie. I went from school to the jungles of  
10 Vietnam, and I got to tell the people what it is. I  
11 don't even like microphones.

12 Right now we've been getting water at home  
13 which is not even drinkable. You cannot even take a  
14 bath with that water because it smells like wasted out  
15 water. We've been getting sand in our system.

16 This morning I had to go and purchase some  
17 parts to replace one of my toilets. About a month and  
18 a half ago we had to call SSU and they came and cleaned  
19 out some filters because we were getting sand on the  
20 water.

21 Now, the people, SSU, is talking about  
22 increasing the rates on the water. But what are we  
23 doing? Are we going to pay more water and are we going  
24 to get less service? I mean, instead of getting clear  
25 water today you can drink, we've got to go and purchase

1 water down at the supermarket so we could drink. If we  
2 drink that water we get sick. We can't even cook with  
3 it; we can't even take a shower with it.

4 Now, what's going on? Somebody tell me.

5 Somebody came in and put a filter in one of  
6 my neighbors' meter because they put a meter like a  
7 couple of weeks before because all the sand that was  
8 going through the system it jammed the meter. That  
9 customer didn't even pay not even \$2 for a whole month  
10 because they ruined the meter. And now them came and  
11 put a filter? The people haven't been there to replace  
12 that filter.

13 Now we're getting sand again. This morning  
14 the water was so light it looked like somebody has been  
15 dropping white paint in it; it wasn't even clear. Can  
16 somebody tell me something about it?

17 CHAIRMAN BEARD: Let me ask you this: Which  
18 system are you on?

19 WITNESS ROMAN: Well, I live on Tropical  
20 Park.

21 CHAIRMAN BEARD: But what company do you pay  
22 your bill to?

23 WITNESS ROMAN: SSU. Tropical Park.

24 CHAIRMAN BEARD: Can somebody help me?  
25 Tropical Park is the is the company? Okay.

1 I don't know that somebody is going to be  
2 able to tell you tonight but somebody will be able to  
3 tell us and you quickly. If you will, the lady in the  
4 red dress back there, when you are done speaking --

5 MS. DeMELLO: We have already talked.

6 CHAIRMAN BEARD: Okay. And we will follow up  
7 to get an answer to you as to what the problem is, and  
8 the same answer to us as to what that problem is.  
9 Because that will be a part of deciding whether the  
10 quality of service of this Company is what it's  
11 supposed to be or not.

12 WITNESS ROMAN: You know, I repeat myself:  
13 You cannot even drink that water. You've got to go to  
14 the supermarket and purchase water. I mean, what's the  
15 use of having it hooked up to SSU if you've got to go  
16 and purchase water from somebody else?

17 CHAIRMAN BEARD: Yes, sir. Thank you.  
18 Questions?

19 MS. KNOWLES: Yes, sir.

20 CHAIRMAN BEARD: Wait just one second, if you  
21 would, please, sir. We have a question for you.

22

23

24

25

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

CROSS EXAMINATION

BY MS. KNOWLES:

Q You said you had to replace a toilet, is that correct, sir?

CHAIRMAN BEARD: I think he's going to help us out with that. (Laughter)

MR. SHREVE: Would you like that placed into evidence?

(Witness provided replaced parts)

A Now, across the street from me they've got a filter.

Q When did you have to replace the toilet, sir, this morning? Did you call the Company this morning?

A Well, I called -- not this morning, but I spoke to one of the supervisors, the area supervisor.

Q When did you do that?

A About a month ago, because one of my toilets was not closing properly. And he told me that any parts that I had to replace, to buy it and bring the bill, and here's the bill from Scotty's.

You belong to SSU, right?

MR. HOFFMAN: Yes.

WITNESS ROMAN: I reckon. (Hands bill to Mr. Hoffman) (Applause)

1 CHAIRMAN BEARD: Okay, thank you. Do you  
2 have anything else?

3 MS. KNOWLES: No, sir.

4 CHAIRMAN BEARD: Thank you.

5 (Witness Roman excused.)

6 - - - - -

7 CHAIRMAN BEARD: Call your next witness.

8 MR. SHREVE: Mr. Dobson.

9 WENDALL J. DOBSON, SR.

10 was called as a witness on behalf of the Citizens of  
11 the State of Florida and, having been duly sworn,  
12 testified as follows:

13 CHAIRMAN BEARD: Do we need to get a big old  
14 box for parts?

15 WITNESS DOBSON: No. This here if you  
16 visually look at it then you can throw it away. I've  
17 been saving it for three years.

18 CHAIRMAN BEARD: Oh, Okay.

19 WITNESS DOBSON: I want to thank you for this  
20 opportunity to speak to you. Just one little --

21 CHAIRMAN BEARD: Your name and address, if  
22 you would, please.

23 WITNESS DOBSON: Oh, I'm sorry. Wendall J.  
24 Dobson, Sr., 1535 Tallahassee Boulevard, Intercession  
25 City. And I'm going to --

1 CHAIRMAN BEARD: Which Company?

2 WITNESS DOBSON: Pardon?

3 CHAIRMAN BEARD: Which Company?

4 WITNESS DOBSON: It's Intercession City, SSU.

5 I'm going to be here as a customer, an  
6 individual customer, as well as a Fire Department  
7 servant and a fire fighter.

8 I have a little line here, the service lines  
9 that comes in with my SSU, and I don't know just how to  
10 take this. If I could read it. This comes from the  
11 Water Resources Journal article by Mr. Bevin Budetta, I  
12 believe it is, Chairman of the Florida section of the  
13 American Water Works Association. Mr. Budetta said:

14 "One of the main reason for increases in  
15 water costs are stricter regulations on water quality  
16 and mandate for increased monitoring results from the  
17 1986 amendment of the Safe Drinking Water Act." And  
18 that we know was coming. But what puzzles me is, "And  
19 Commissioner Easley of the Florida Public Service  
20 Commission, in her 1991 speech before the Southeast  
21 Association of Regulatory Utility Commissioners,  
22 stated, 'a major fact to be considered in approaching  
23 the financial challenge of the water and wastewater  
24 industry is to somehow gain customer acceptance of the  
25 increased costs of service to meet the state and

1 federal environment." She's telling them, apparently,  
2 to go ahead and file and then educate the customer.

3           During 1992 SSU is taking Commissioner  
4 Easley's recommendation to heart. That's a pretty good  
5 setup there; her suggesting it and now they're going to  
6 go ahead and do it.

7           I only have a couple of letters and some  
8 pictures that I'll give you, and it will be short, and  
9 I'll get out of your way.

10           As a customer of Southern Utilities, please  
11 consider all verbal and visual items presented at this  
12 hearing. Attached are pictures of a broken water line  
13 in my back yard. Three years ago the water lines --  
14 three years ago. The water lines are thin plastic  
15 irrigation lines installed in sections running from the  
16 meter with a very low pressure.

17           My meter is in an alley, I would guess 40  
18 feet from my house, which is in the alley where it's  
19 run over by vehicles using the alley. I do not feel an  
20 increase should be granted until the water lines and  
21 meters are replaced on customers' property and water  
22 lines are replaced to meet today's standards. That's  
23 from me, as a customer.

24           The next one will be from Intercession City  
25 Volunteer Fire Department, as a public servant and a

1 customer of Southern Utilities. This Department feels  
2 our water needs should be upgraded before an increase  
3 is granted.

4           When a need of water is required, this  
5 Department has to respond to a water supply one and a  
6 half miles away to shuttle water to our area in the  
7 time of need due to the lack of pressure to supply the  
8 fire equipment fast enough for the proper supply of  
9 water required. All we have are stand pipes of 2 inch  
10 and 2.5 inch; static pressures are 60 pounds to a low  
11 of 30 pounds in the water, and maybe you know what I'm  
12 talking about. And the flow measures at 30 pounds to a  
13 low of 10 pounds. That's not supplying our fire needs.

14           This mile and a half away is supplied by  
15 another utility company. I know it's not possible, but  
16 I would like to see that authority changed from one to  
17 the other and that company supply us with water in our  
18 area.

19           I feel as a firefighter, and as a customer,  
20 our needs have been neglected and needs to be addressed  
21 before their request is granted.

22           That's all I have, and I'll leave this  
23 envelope with you. It's all labeled.

24           CHAIRMAN BEARD: Okay. Before you do,  
25 Commissioner Easley is not here to defend herself.

1                   WITNESS DOBSON: Well, it's a printed thing  
2 and you can have it.

3                   CHAIRMAN BEARD: I was there so let me help  
4 you out a little bit on what it was.

5                   WITNESS DOBSON: Okay.

6                   CHAIRMAN BEARD: She was talking to other  
7 commissioners. And what happens, right or wrong, is  
8 that Congress passes legislation, in this case the Safe  
9 Drinking Water Act, with financial consequences to it.  
10 And they don't come down here and hear the rate cases  
11 and then face you all to explain it. And I think her  
12 point was to other commissioners, and primarily to  
13 them, that we have to do a better job of making sure  
14 you understand this legislation, why it was passed, and  
15 what it's about, first and foremost. And it was in no  
16 way inferring that the companies ought to rush out for  
17 a rate increase based on that, which is a long-term  
18 project.

19                   WITNESS DOBSON: Okay. Added to that, in  
20 1982 I have a letter from one of our customers, a  
21 complaint against Southern Utilities from the  
22 Commission. "This acknowledges receipt of your letter  
23 to the Public Service Commission. Your letter is being  
24 referred to the Engineering Section of this Department.  
25 A member from that Section will be getting in touch

1 with you as soon as possible. Sincerely, Dale A.  
2 Knapp, Director of Water and Sewer Department." This  
3 is from 1982 and we're still waiting for him to arrive  
4 there. (Laughter)

5 Thank you very much, and this is all labeled  
6 for filing with the Commission.

7 CHAIRMAN BEARD: Give it to me.

8 MR. SHREVE: You'll probably want to put that  
9 in the record. Did you have the article there?

10 WITNESS DOBSON: Yeah, and the water lines  
11 there, the one in my yard there, and everything. It's  
12 all yours.

13 MR. SHREVE: Thank you.

14 WITNESS DOBSON: I have duplicates.

15 CHAIRMAN BEARD: Well, if you have further  
16 questions of an engineer, Mr. Knapp is not here but we  
17 brought an engineer.

18 WITNESS DOBSON: Oh, okay.

19 CHAIRMAN BEARD: So one has arrived.

20 WITNESS DOBSON: Okay.

21 CHAIRMAN BEARD: And I'm going to give this  
22 to the engineer because they'll know more about it than  
23 I will.

24 (Witness Dobson excused.)

25

- - - - -

1 MR. SHREVE: Irene Munson.

2 IRENE MUNSON

3 was called as a witness on behalf of the Citizens of  
4 the State of Florida and, having been duly sworn,  
5 testified as follows:

6 WITNESS MUNSON: Irene Munson, 5552 Old Tampa  
7 Highway, Intercession City, and we also get water from  
8 Intercession City.

9 Now, I have been on this ever since Southern  
10 States took over, and I've talked to you on the phone,  
11 Mr. Shreve.

12 MR. SHREVE: Uh-huh.

13 WITNESS MUNSON: They took over approximately  
14 in 1975. They said all the meters would be in within  
15 that year. Guess what, they're not there yet; they're  
16 not all in. Some of the people -- there's one person  
17 lived at a residence for 12 years and never paid a  
18 water bill.

19 CHAIRMAN BEARD: Where is that?

20 UNIDENTIFIED SPEAKER: We'd like to know  
21 where that is. (Laughter)

22 WITNESS MUNSON: 5562 Old Tampa Highway.  
23 They never paid a water bill.

24 CHAIRMAN BEARD: The price of that house just  
25 went up, I think. (Laughter)

1           WITNESS MUNSON: Okay. They moved out,  
2 somebody moved in; they've been in there over a year  
3 and they haven't paid a water bill. And there was a  
4 family at 5553 Myakka Avenue, and up until 1991 they  
5 never paid a water bill. And I was the first one to  
6 get a meter. And not only that, some of these people  
7 are only paying the minimum -- \$11.34 every two months.

8           A few months ago I called Southern States and  
9 I found a family that was moving out of town. They had  
10 a leak in the line. Their bill was over \$200. They  
11 said, "We have ways of collecting it. They're moving  
12 out of town, where are they?" You don't have ways of  
13 collecting, only from us.

14           Here is a picture of one of their water lines  
15 in a ditch right out by my driveway, exposed.

16           CHAIRMAN BEARD: Can we keep those?

17           WITNESS MUNSON: Yes. I've got copies.

18           CHAIRMAN BEARD: Good.

19           WITNESS MUNSON: This is one that happened  
20 today. It was reported yesterday, fixed today. They  
21 were without water across the track all night long. At  
22 4:00 yesterday afternoon it was reported, and I've got  
23 on the back where it is.

24           CHAIRMAN BEARD: Okay.

25           WITNESS MUNSON: They have had increases in

1 our section '84, '87, '88, '89 and '90. They didn't  
2 get one last year because I kept calling Tallahassee,  
3 and I'm proud of it.

4 And a few years ago they put in a new tank  
5 because the other one looked like Niagara Falls. It  
6 was way up on a tower. Nobody could go up there and  
7 fix it. Then they put in a generator a few years ago,  
8 which should have been in a long time before that. So  
9 now if the power does go off we do have water. And  
10 even some of the new water lines they put in, they've  
11 put them in the ditches. Some of the boxes that says  
12 "meters," if you look inside there's nothing in them  
13 but dirt.

14 Now, if this is the way the engineers run  
15 their Company, I'd hate to see them run a railroad.  
16 (Laughter) (Pictures distributed)

17 I always thought water lines were supposed to  
18 be 18 inches below grade. That one picture that was  
19 taken today, one side is 8 inches and the other side is  
20 14 inches.

21 MR. SHREVE: Thank you.

22 WITNESS MUNSON: Thank you.

23 (Witness Munson excused.)

24

- - - - -

25

1 MR. SHREVE: Mr. Miller, Larry Miller.

2 LARRY MILLER

3 was called as a witness on behalf of the Citizens of  
4 the State of Florida and, having been duly sworn,  
5 testified as follows:

6 WITNESS MILLER: Yes, sir. I'm Larry Miller,  
7 from Intercession City, 5696, and I'm a motel owner and  
8 also a mobile home park.

9 My discrepancy is how are these meters being  
10 read when they come to read this meter? How do they  
11 read these meters? Do they open them up and look at  
12 them and mark them down and this is what it is? But  
13 when I go back and check them I've that that much dirt  
14 (indicating) on top. How can they read these meters?

15 MR. SHREVE: Beats me. You'll have to ask  
16 them. (Laughter)

17 WITNESS MILLER: Okay. How can they read  
18 these meters? Can you see through three inches of dirt  
19 with a cap on?

20 The next thing is two months ago I got a bill  
21 for the motel. I have three different meters. I got a  
22 bill for the motel for \$200, which my average bill was  
23 on the average of between 80 and \$100. Right now I'm  
24 just about dead with the customers. I get a bill of  
25 \$300 altogether. So I call them up. So they say

1 they'll come up and check it and see what it is.

2           So they come up and checked it and I had a  
3 small leak there. So the man told me, he says, "Turn  
4 everything off," he says, "and see if we've still got a  
5 leak." So we turned everything off and the leak was  
6 gone. So he said, "Now," he says, "what you want to do  
7 is to check all your toilets. He says, "Turn them on  
8 one at a time and see if they leak." Well, I turned  
9 them on and eventually I had one that had a small leak.  
10 So I turned it back off, I left the tank go, and it  
11 took six hours for three gallons, or whatever is in the  
12 tank, to evaporate. So I filled it back up and I  
13 checked it again, and it averaged the same time. So I  
14 figured, hey, that's no water, really, to be used.

15           Now, if I used \$200 worth of water  
16 in the average of two months, say, it was on the  
17 average of three gallons going in six hours, can I use  
18 that much water?

19           So they come up and they checked it and he  
20 said, "Well," he says, "everything is working okay."  
21 Last Monday I got a call from Southern Utilities and  
22 they told me there was a mistake in the meter reading,  
23 which I can see because they didn't read the meter  
24 because there was dirt on top of the meter. So they  
25 come out and they checked it and they gave me -- he

1 told me they were going to come out and check the  
2 meters and see if they're accurate, and that.

3 So they came out the other day and they  
4 checked the meter for me. On 10 gallons that they  
5 drained out of the line for me, and the guy was reading  
6 the meter, there were a three-gallon difference. I was  
7 paying for three gallons that I didn't get.

8 So we checked the other three meters. The  
9 meter in the trailer park was 6%. He didn't tell me  
10 how much I used but it was 6% to my benefit, that the  
11 Company used that I paid for. The house was perfect.

12 Then I questioned them about these meters.  
13 They change -- they give you a setup on different  
14 meters. The motel, I've got nine units, and also I've  
15 got the washing facilities and that. I pay \$15 for  
16 that one -- or it's a little bit more now, but I pay  
17 \$15 for that. I pay \$15 for the house. The mobile  
18 home park, I've got seven mobile home units and I pay  
19 \$25 for that. Now, why is there a difference in meters  
20 that they install? And I use less water in the mobile  
21 home than I do in the motels.

22 This is a question. I want to know what kind  
23 of an answer we can get on these.

24 CHAIRMAN BEARD: Why don't we do this:  
25 Between Ms. DeMello and our engineer perhaps getting

1 with the Company, we can get an answer as to why  
2 there's that discrepancy for you.

3 WITNESS MILLER: Well, they told me that they  
4 were going to come and replace the meters. But the  
5 thing is, of all this time, whenever this happened, do  
6 I get reimbursed on any of those readings? Because if  
7 I use three gallons to ten gallons, I pay for three  
8 gallons that I don't even get. And this could have  
9 been a period of, say, two or three years that this  
10 could have been happening, which I don't know and  
11 nobody else knows when these meters were -- but I say  
12 what they should do is get an accuracy test on all  
13 these meters that they have, say maybe once every three  
14 months go out there and check all these meters and see  
15 what's happening.

16 So that's all I have to say on my request of  
17 what should be done because I cannot see a raise in  
18 their water rates and, hey, I'm paying double of  
19 something that I'm not using even.

20 CHAIRMAN BEARD: Okay.

21 CROSS EXAMINATION

22 BY MS. KNOWLES:

23 Q May I ask you something, sir?

24 A Yeah.

25 Q Did you say today was when they checked the

1 meters?

2 A No. They checked them last week when they  
3 had the serviceman down there. And they're supposed to  
4 replace two of the meters for me.

5 Q Did they tell you when they would replace the  
6 meters?

7 A They said within the next couple of weeks.  
8 And the thing is, why, on this mobile home park I have  
9 a bigger meter on there and pay more money where I  
10 could use the same meter as I have on the other one. I  
11 don't have as much pressure in the mobile home park and  
12 there's all new one-inch PVC pipe that runs all the way  
13 through that trailer, and that's all of my pipe going  
14 through.

15 REDIRECT EXAMINATION

16 BY MR. SHREVE:

17 Q Did you calculate your new bill, the amount  
18 that your bill would be after the rate increase that  
19 they've requested?

20 A No, I didn't. No, I didn't calculate that  
21 there.

22 Q Okay.

23 A The only thing I calculated is the difference  
24 in money on these things here. But I would request, if  
25 I could get a smaller meter in by the mobile home park.

1 CHAIRMAN BEARD: We will get you an answer as  
2 to why it is, or if it shouldn't be, when it will be  
3 taken care of and corrected. Okay?

4 WITNESS MILLER: Okay. Thank you.

5 CHAIRMAN BEARD: Ms. DeMello will get with  
6 you and between the Company and our engineer we'll get  
7 you an answer one way or the other.

8 WITNESS MILLER: Thank you.

9 MR. SHREVE: Thank you, sir.

10 CHAIRMAN BEARD: Any more questions?

11 MS. KNOWLES: No, sir.

12 (Witness Miller excused.)

13 - - - - -

14 MR. SHREVE: Shirley Covington.

15 SHIRLEY COVINGTON

16 was called as a witness on behalf of the Citizens of  
17 the State of Florida and, having been duly sworn,  
18 testified as follows:

19 WITNESS COVINGTON: My name is Shirley  
20 Covington, I live at 8811 Maplewood Street in  
21 Inverness, Citrus County, in Rosemont Subdivision.

22 Mr. Shackelford spoke very eloquently  
23 describing our situation with SSU in Rosemont, but he  
24 did make one little error and I would like to correct  
25 that, please. He said that the cost of the new

1 facilities was \$275, but it really is \$275,000. And I  
2 think that they're trying to get Rosemont to make sure  
3 that they pay all of that \$275,000 back as soon as  
4 possible.

5 But, anyway, SSU, which is a rapidly-growing  
6 monopoly in the State of Florida, is trying to exploit  
7 our small development, Rosemont, located in Citrus  
8 County. We have no alternative water system; there is  
9 no choice for any water supply except Southern States,  
10 or some other water company coming in there. Because  
11 we cannot have a well and we live in the County and we  
12 cannot hook up to the City of Inverness.

13 This excessive rate increase is not to  
14 provide better service to Rosemont, but to advance  
15 their self-serving motives, and they're trying to gouge  
16 the person living on a fixed income. And with the  
17 present economy the way it is now, we see not too much  
18 hope in the future -- enough is enough. And there's no  
19 valid justification for Southern States Utilities'  
20 action and they need to be accountable for their  
21 actions.

22 And we urge you to please reject this  
23 proposed hike rate increase. Thank you.

24 CHAIRMAN BEARD: Thank you.

25 (Witness Covington excused.)

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

- - - - -

MR. SHREVE: Karen Deitemeyer.

KAREN DEITEMEYER

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

WITNESS DEITEMEYER: My name is Karen Deitemeyer, I live at 2744 Tropical Lake Drive in Kissimmee. It's Tropical Park Utilities.

Basically, my comments are the same as Mr. Roman's concerning the quality of the water. Just today when I woke up this morning I took a shower and got ready to go to work in water that smelled like rotten eggs. It was also very, very milky and cloudy. This happens quite frequently. It is reported. It generally takes a day or better to clear up.

A friend of mine told me this evening, when I asked her if she could come, and she couldn't, but she said she had called at 10:00 to report the same sulphurous smell and cloudy water. She said she, first of all, was put on hold for 45 minutes by SSU; second of all, was told that they were flushing the lines again; and, thirdly, she was told that we should be boiling our water and not drinking it. We've all been drinking it. There's a lot of flu going around.

1 That's what Mr. Roman mentioned. I don't know if it's  
2 connected or not, but it's very interesting. She was  
3 told at 10:00 we should be boiling our water. At 7:00  
4 when I reported it -- of course, I got the answering  
5 service -- they wouldn't have known, possibly, that we  
6 should have boiled our water.

7 CHAIRMAN BEARD: Let me ask you a question.

8 WITNESS DEITEMEYER: Yes, sir.

9 CHAIRMAN BEARD: The lady that you just  
10 mentioned, her name?

11 WITNESS DEITEMEYER: Nancy Belville,  
12 B-e-l-v-i-l-l-e.

13 CHAIRMAN BEARD: Do you have an address for  
14 her?

15 WITNESS DEITEMEYER: It's Miami -- no, excuse  
16 me, it's not Miami, it's Texas Avenue in Tropical Park  
17 in Kissimmee. I'm sorry, I don't know. If there's a  
18 phone book here we could possibly find it.

19 CHAIRMAN BEARD: The bill would be in her  
20 name, Nancy Belville?

21 WITNESS DEITEMEYER: It might be in Neil, her  
22 husband, N-e-i-l.

23 CHAIRMAN BEARD: Thank you.

24 WITNESS DEITEMEYER: Okay. Oftentimes the  
25 water is sandy. Mr. Roman lives on the same street as

1 a friend of mine, whose husband has also had to replace  
2 the insides of his toilet. Ours has not gotten that  
3 sandy yet. We have a little bit of sand. I wasn't  
4 going to mention it, I didn't even think about covers  
5 on meters, but when this other lady mentioned it, the  
6 meter cover in front of my house is so loose that you  
7 step in it if you don't watch it. They do read it,  
8 though; I have seen them read it.

9 I would say in the last month and a half we  
10 have had a great number of problems in Tropical Park  
11 and I don't think the rate increase is justified. And  
12 that's basically all I've got to say. Thank you.

13 CROSS EXAMINATION

14 BY MS. KNOWLES:

15 Q Could I ask you for some specifics on the  
16 last month and a half's problems besides what you've  
17 mentioned, or is this all of it?

18 A Sure, if I can, yes.

19 Q Yes, ma'am. Go right ahead and tell me what  
20 problem you've had, and if you've called the Company.

21 A Okay. The milky, cloudy water; the sulphur  
22 smell; the sand. I have called, Mrs. Belville has  
23 called, Lucky Akerman has called, she's another lady  
24 who could not be here tonight. I imagine Mr. Roman has  
25 called. Yes.

1 I would think that there should be a record  
2 at SSU of the number of phone calls made from Tropical  
3 Park residents complaining about the water quality. We  
4 don't all call every time if we know that somebody else  
5 has called. Perhaps we need to all start calling.

6 CHAIRMAN BEARD: When you call, do you  
7 normally know who you're talking to or do you make a  
8 note?

9 WITNESS DEITEMEYER: No. Because, generally,  
10 when I notice it I'm getting an answering service,  
11 because I'm calling the first thing in the morning or  
12 I'm calling when I've gotten home in the afternoon and  
13 their offices are closed.

14 CHAIRMAN BEARD: Well, what I want Staff to  
15 do is I want to contact Nancy Belville and see.  
16 Because I'm interested in a statement that you should  
17 be boiling the water. I find that really interesting.

18 WITNESS DEITEMEYER: Yeah, I did, too. I do  
19 have her telephone number.

20 CHAIRMAN BEARD: Well, why don't you give it  
21 to Staff then, because that will help us out.

22 WITNESS DEITEMEYER: I will be glad to.

23 CHAIRMAN BEARD: Bev, will you take care of  
24 that?

25 MS. DeMELLO: Yes, sir.

1 CHAIRMAN BEARD: Thank you.

2 (Witness Deitemeyer excused.)

3 - - - - -

4 MR. SHREVE: Idona Sheehan.

5 CHAIRMAN BEARD: Jack, once we finish this  
6 witness why don't we take a short breaks so I won't get  
7 in trouble with the court reporter?

8 MR. SHREVE: Okay, fine.

9 WITNESS SHEEHAN: I think I heard that, after  
10 this we're going to take a short break?

11 CHAIRMAN BEARD: Yes, ma'am, because we only  
12 have one court reporter and if I wear her out then  
13 she'll beat me up.

14 WITNESS SHEEHAN: That's fine, I think we all  
15 appreciate that.

16 IDONA SHEEHAN

17 was called as a witness on behalf of the Citizens of  
18 the State of Florida and, having been duly sworn,  
19 testified as follows:

20 WITNESS SHEEHAN: My name is Idona Sheehan, I  
21 reside at 8725 East Maplewood Court, in the Inverness,  
22 Florida, area. We are serviced by Southern States  
23 Utilities, and, really, all I want to do is to reaffirm  
24 everything that Mr. Shackelford, Mrs. Covington in our  
25 community, and soon-to-be Mrs. Snyder, which she will

1 give her statement later.

2           There's a few things that I would like to  
3 cover that they didn't mention, and the fact is that  
4 Southern States Utilities is, as Mrs. Covington states,  
5 the only service that we have at this time. For those  
6 of us who moved into the community, unknowing that all  
7 this was going on and kind of came in after-the-fact,  
8 there's so many other customers that are coming in to  
9 our new area there, it's beginning to develop a little  
10 bit more. There's no pre-warning and there's no  
11 disclosures of any kind. When you call the Service  
12 Department and you tell them you want to change their  
13 water over, they automatically demand this, they demand  
14 that, they demand a deposit, but yet they don't want to  
15 service you when you call them and tell them you have a  
16 problem.

17           I'd like to have answers to why we're getting  
18 such degrading service. They're rude, they're crude,  
19 and a lot of them need to take baths themselves.

20 (Laughter)

21           And another thing I would like to address is  
22 if there is a choice why can't we, as tax-paying  
23 citizens, find out why Southern States Utilities is  
24 pushing such a rate increase? Why can't we get a full  
25 disclosure of why they need this rate increase? Where

1 is this money that they're collecting going to? Who is  
2 it going to? I mean, as citizens paying for this rate  
3 increase, you know, we're paying this to Southern  
4 States Utilities, how much taxes of our money is going  
5 to our counties? You know, we're being taxed to death,  
6 we're being taxed without representation -- I think  
7 that's the key word there.

8 But I think everybody here, and everyone in  
9 our communities, would like to know some answers to  
10 these particular questions so that maybe we can have a  
11 reason to understand why you even need a rate increase.  
12 I know you've got a lot of people you've got to  
13 service, and there's a lot of salaries to be paid.  
14 Personally, myself, you know, we're a family of three.  
15 I mean, how many households is it averaged out on? Is  
16 it averaged out on two-family households, eight-family  
17 households, or what? You know, just a few answers  
18 would help.

19 If we had a choice, is it, in fact, going to  
20 affect us? Do we still have to pay a base fee? If, in  
21 fact, we were able to get the City water out our way?  
22 You know, these are just a few questions that we'd like  
23 to have some answers to so that we could have a choice.  
24 I mean, why are we monopolized by a utility that comes  
25 in and buys out all the little Mom and Pop

1 organizations and after-the-fact then we get slapped  
2 with a rate increase. What can we do, as citizens, to  
3 help Mr. Shreve and his staff to educate all the other  
4 people that are involved?

5 We've got communities, we've got -- I've got  
6 a statement here out of our Citrus County Chronicle  
7 that was dated July the 25th, 1992, stating, "What does  
8 the rate structure of one utility have to do with the  
9 other? Every water and/or sewer plant rate change must  
10 be justified individually." Then it goes on to state  
11 that, "The Florida Public Service Commission, which is  
12 charged with representing customers, has planned public  
13 services in Kissimmee, Jacksonville and Sanford prior  
14 to the vote on August the 18th." That's three  
15 locations to service 11 counties. And I understand,  
16 you know, that you've got a lot to do. What can we do  
17 to help you educate these people so that we can have a  
18 bigger turnout, if that's what it takes?

19 Basically, that's all I have to say. Thank  
20 you very much.

21 CHAIRMAN BEARD: Thank you. Questions?

22 MS. KNOWLES: No, sir.

23

24

25

## DIRECT EXAMINATION

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

BY MR. SHREVE:

Q One question you asked about what you could do. I think the people from Rosemont have already done a great deal in pointing out some of the problems that you have in your individual area there that, frankly, probably would have gone without anyone understanding because of the magnitude of the case. When you have 127 different systems, no one is going to be able to do a good job at looking at those individual situations. And at least you pointed yours out.

A It is possible -- I mean, why has the media not picked up on this? Why hasn't the media, the radio, the television -- I mean, this is our public service communications, you know. I haven't heard anything of this except for our county Paper. I mean, why do we not have representation here tonight?

CHAIRMAN BEARD: Let me say something to do, to be perfectly honest with you. This is just a personal observation on my part. But a lot of times the newspapers will pick up on a Southern Bell rate case, \$100 million, because that's a real sexy figure in the newspaper. Now, when you translate that down because of the number of customers they serve, on your bill that might mean -- I'm just throwing figures out

1 -- ten cents a month. Whereas an issue for a company  
2 this size, for you all on the water and wastewater,  
3 maybe it's a \$10,000 issue. That's not a very sexy  
4 number, but it might mean the difference of \$10 a month  
5 on your bill.

6 WITNESS SHEEHAN: Right.

7 CHAIRMAN BEARD: And, generally, people, the  
8 newspapers, tend to pick up on the big numbers. It's a  
9 fact of nature, but it's something we've noticed. I  
10 have concern about it because I think the water and  
11 wastewater is one of the most serious concerns in  
12 Florida today because of our environment, the whole  
13 thing.

14 WITNESS SHEEHAN: Exactly.

15 CHAIRMAN BEARD: But that's a fact of life  
16 that we deal with day-to-day, and I'm sure Mr. Shreve  
17 sees it as well.

18 MR. SHREVE: I think the Chairman is exactly  
19 right, where you will not have any power case or any  
20 telephone case ever affect the individual customer the  
21 way these water and sewer rates have, and will. The  
22 individual customer is affected much, much more. You  
23 have several in here that are hundreds of percent. I  
24 think a part of it is sometimes the location. It may  
25 not be in where the larger newspapers are. I know your

1 local paper has picked up some on it and done some with  
2 it. And I know Bev DeMello from the Commission has  
3 sent our press releases trying to get press.

4 But I think the Chairman's right; that the  
5 total amount is not there, but the effect on you is of  
6 much greater magnitude than the other amounts are going  
7 to be.

8 CHAIRMAN BEARD: I have one more question. I  
9 travel backroads quite a bit. Is this Rolling Green  
10 that you all are talking about, is that the one that's  
11 south of Silver Springs and north of Belleview?

12 WITNESS SHEEHAN: No, and I have a map for  
13 you.

14 MR. SHACKELFORD: It's across the street,  
15 sir, and about three-quarters of a mile up from us.  
16 SSU laid in a line, sir.

17 CHAIRMAN BEARD: You're missing my question.  
18 The Rolling Green that you're talking about, that  
19 community is the one that's south of Silver Springs but  
20 north of Belleview?

21 UNIDENTIFIED SPEAKER: No, we're down in  
22 Inverness.

23 CHAIRMAN BEARD: Okay, that's a different  
24 one. I was just curious about where it was in Florida.

25 MR. ARMSTRONG: Chairman Beard, if I could,

1 we've heard a lot about opinions and we've been asked a  
2 little bit from our customers to hear from the Company.  
3 And I just would like to address that to some extent,  
4 very briefly, tonight and give a little bit of the  
5 facts as to why we are requesting rate increases  
6 tonight. And, if I could, I just have a brief litany  
7 of fact I'd like to express.

8 CHAIRMAN BEARD: Very briefly.

9 MR. ARMSTRONG: Thank you.

10 The facts, as far as the Company is  
11 concerned, are that the Commissioners, the Commission  
12 Staff, the Florida Legislature, and virtually every  
13 other entity involved in the water industry, has  
14 recognized that regulation has increased, and that  
15 regulation increases the cost of providing water and  
16 wastewater service to Florida residents. It is no  
17 coincidence that water providers across the state,  
18 whether they be privately owned or owned by counties  
19 and cities, are currently, have in the recent past, or  
20 will in the near future increase their rates in  
21 recognition of the increased cost of regulation.

22 Southern States is not alone in requesting  
23 rate increases in a magnitude requested for certain of  
24 our systems; rather, the Commission recently has  
25 approved rate increases of 155%, 374%, 130%, and 158%

1 in this state. And similar increases have been  
2 approved since January of 1991.

3 For each of the past three years Southern  
4 States has not been able to recover in operating  
5 revenues the interest that the Company owes to its  
6 lenders.

7 On the optimistic side, Southern States is a  
8 leader in the conservation and environmental areas, as  
9 recognized at both the state and federal levels.  
10 However, the cost of achieving the State's and the  
11 Company's conservation and environmental goals is high.  
12 And we believe, and we are prepared to present evidence  
13 in this case, and we're prepared to discuss with the  
14 customers, these needs and the reasons for our request  
15 for rate increases. We have submitted requests to our  
16 customers to -- if you would like for us to come out  
17 and speak to you individually, we will be glad to do  
18 that. We have people who are trained to come out and  
19 speak to you. And I want to re-offer our services in  
20 that regard.

21 I appreciate the opportunity to make that  
22 statement.

23 CHAIRMAN BEARD: Okay.

24 MR. SHREVE: It will be brief.

25 CHAIRMAN BEARD: Mr. Shreve will get a chance

1 to be brief. Then from there on, the editorializing is  
2 over. You all editorialize; we're going to shut up.

3 Go ahead, Mr. Shreve.

4 MR. SHREVE: Well, first of all, I think  
5 there should be an explanation as to why there is a  
6 rate increase and some justification there. And I  
7 won't expect Chairman Beard to speak for it, but  
8 regulation is there because they're a monopoly. And I  
9 would hate to see their rates if there was no  
10 regulation. (Applause)

11 He named off quite a few systems that have  
12 gotten large increases. The Commission has also zeroed  
13 out people when -- companies, when they were not  
14 entitled to any increase. And the Commission will be  
15 looking in that direction, too. It is not the  
16 regulators, it's not the Public Service Commission's  
17 fault that the rates are going up. They are there to  
18 regulate because they are a monopoly and there's no  
19 free competition out there.

20 There are quite a few things. If you want to  
21 get down to why the rates are where they are, one of  
22 the things that you will find if you dig into their  
23 filings is that Southern States is asking for a return  
24 and depreciation on a great deal that they do not have  
25 invested. And I can show you that out of the cross

1 examination of their President from the last rate case.  
2 So there's a lot of information that you don't have; I  
3 don't think you'll ever get it, but it's not because of  
4 regulation.

5 CHAIRMAN BEARD: Okay. We're going to take  
6 about a 15-minute break and then we'll be right back  
7 here.

8 (Brief recess.)

9

- - - - -

10 CHAIRMAN BEARD: Okay, if we could gather  
11 back together.

12 And who is next on your list?

13 MR. GATLIN: Charlotte Bushey. (No response)

14 Marie Snyder.

15 MARIE SNYDER

16 was called as a witness on behalf of the Citizens of  
17 the State of Florida and, having been duly sworn,  
18 testified as follows:

19 WITNESS SNYDER: My name is Marie Snyder and  
20 I live at 8745 East Maplewood Court, Rosemont,  
21 Inverness. Okay.

22 I was going to stay home tonight but I got  
23 talked into coming, and for many reasons. When I heard  
24 my bill was going to go to 500% it did upset me. When  
25 I found out also that SSU claims that they're taking a

1 loss, well, if they are I don't know why they're trying  
2 to monopolize the whole state of Florida.

3 I owned a place up north, okay, and I know  
4 you don't want to hear about "up north," but I had a  
5 water bill with eight people living in a two-family  
6 home for \$249 for one year. And that is without  
7 getting charged for not even touching the water.

8 Okay. Over here you get charged for the  
9 water before even turning that faucet. That's okay,  
10 but I don't think that I'd like to pay \$50 a month and  
11 match once a year \$600 my taxes for water.

12 My husband used to say that we will be paying  
13 for water but SSU, if you get your raise I think it's a  
14 poor state. Number one, you have retired people down  
15 here. I can afford my water but a lot of these people  
16 can't. And that's all I have to say.

17 Thank you, Chairman, and everybody.

18 CHAIRMAN BEARD: One thing, in fairness, and  
19 not in this case in particular, but in general in  
20 Florida. If you take the finished product of water  
21 that comes out of the ground in Florida for us that  
22 have been here all our lives, and treat it and do  
23 everything you can do to it, it's generally probably  
24 not of the quality that you get out of the ground  
25 coming out of perhaps up-state New York for quality.

1                   WITNESS SNYDER: Excuse me. But my water, I  
2 asked the man only two weeks ago to come in to my  
3 kitchen. I have given up smoking up three months ago  
4 and evidently I never smelled the water before, but my  
5 water smells like chlorine to the hilt. More than my  
6 swimming pool sitting out in my yard.

7                   CHAIRMAN BEARD: I'm not disagreeing with you  
8 at all.

9                   WITNESS SNYDER: But that's how I feel. This  
10 is my feelings, and I think it's a damned shame how  
11 people can get away with taking over. They decided to  
12 take our development and, mind you, Rolling Greens has  
13 fire hydrants; we don't. Okay? That's why Rolling  
14 Greens had to get the water from our development. Now  
15 we've got that big ugly thing sitting in our  
16 development, and I think this is all unfair to the  
17 people in Rosemont.

18                   Okay, thank you.

19                   CHAIRMAN BEARD: Good. Thank you.

20                   (Witness Snyder excused.)

21                   - - - - -

22                   MR. GATLIN: Beverly Sweeny.

23

24

25

1 BEVERLY SWEENY

2 was called as a witness on behalf of the Citizens of  
3 the State of Florida and, having been duly sworn,  
4 testified as follows:

5 WITNESS SWEENY: I'm Beverly Sweeny, I live  
6 at Lake Ajay Village. My address is 3182 Whisper Wind  
7 Drive, St. Cloud, and I'm served by Southern States  
8 Utilities.

9 I have here a petition that most of the lot  
10 and homeowners signed. It says, "The undersigned are  
11 residents of Lake Ajay Village. We strongly oppose  
12 another rate increase by Southern States Utilities for  
13 our neighborhood. Please accept this petition to  
14 document our opposition." And we all agree out in our  
15 neighborhood that a 507% increase is way too much.

16 Can I present this now to you?

17 CHAIRMAN BEARD: Okay. (Provided)

18 What is the actual company that serve you?

19 WITNESS SWEENY: Is it Lake Ajay Estates?

20 MR. HOFFMAN: Lake Ajay Estates.

21 CHAIRMAN BEARD: Okay. Thank you.

22 WITNESS SWEENY: I understand when you want  
23 to have a water sample taken that it's usually  
24 advisable to send it to a certified lab and that the  
25 water analysis is very detailed and requires technical

1 people to do this. With this in mind, I took my water  
2 sample to my local plumber for a free water sample.

3 I understand that my sample results might not  
4 be as accurate as a State-certified lab; however, the  
5 results do point out some of the problems that I am  
6 having in my particular house.

7 When I went to my plumber the lab results for  
8 the pH reading was 7.4. It was indicated to me that  
9 this was a high rate. And in my house the result is I  
10 have a lot of green deposits in the bottom of my sinks.  
11 I have had to replace sinks; I have had to replace  
12 plumbing parts. I was told by a friend of mine, who is  
13 a chemist, that that level would indicate that the  
14 pipes are being eroded. So I am concerned about this  
15 figure.

16 Also, the chlorine is very high in my house.  
17 I used my pool testing kit and it indicated that it was  
18 .5 to .6. I have in the past tried to ascertain  
19 State-acceptable levels for chlorine and other levels,  
20 but I really have never gotten a satisfactory answer,  
21 or any answer at all. At one point they said there  
22 were no standards for chlorine in the water; that they  
23 could have any level that they deemed. But I really  
24 didn't believe this, but that's as far as I got. So I  
25 really would be interested in knowing what some of the

1 State standards for water are.

2 CHAIRMAN BEARD: Just one second. We might  
3 have the answer for you right now.

4 MR. CROUCH: There is a requirement,  
5 according to DER and to the Health Departments  
6 throughout the state, for a minimum chlorine level.  
7 There is no upper limit. And the problem happens if  
8 you're close to where they put the chlorine into the  
9 system, you will get a lot more residual chlorine in  
10 your water than the person at the far end of the line.  
11 But they take the test at the far end of the line, and  
12 they have to meet a minimum. And this is a problem  
13 that we've faced many times.

14 Chlorine itself, when you first get it out of  
15 the tap in your tub or your shower or for drinking, you  
16 get a good whiff of it. But if you'll take a pitcher  
17 of that water and just set it out for a few minutes, or  
18 set it in your refrigerator, the chlorine will  
19 dissipate. And it is not a health hazard. It does  
20 smell bad, and I agree with you, sometimes you can  
21 almost gag trying to drink it. But if you will let the  
22 pitcher of water sit in the refrigerator it will  
23 dissipate. Now, that doesn't help you in the shower or  
24 in the tub, I know, but there is no upper limit on  
25 chlorine.

1 CHAIRMAN BEARD: And that's the DER  
2 requirement?

3 MR. CROUCH: Yes, sir.

4 WITNESS SWEENY: But because of this water  
5 problem I have had to bring in bottled water because  
6 when I need my water I need it now and I don't always  
7 have time to let it sit and dissipate.

8 It was also my understanding that when  
9 Southern States took over our utility plant that there  
10 was a backup pump there and that it needed repairs.  
11 And it is my understanding that the repairs have not  
12 taken place to date. And so we're concerned, in case  
13 of a lightning strike or a hurricane, that we would  
14 need a backup well for our water system.

15 We were also promised on many occasions, and  
16 even by Mr. Sweat to my husband, that we would have  
17 some type of buffer put around the fencing for our  
18 water plant. At one point it was hedging and at  
19 another time it was some type of barrier throughout the  
20 chain link fence, some kind of weaving to help lock it  
21 out. That has not been accomplished.

22 I would like to say that I do also own a  
23 business in Orlando, and I understand that City rates  
24 are different from County rates, and I do know that  
25 well systems are a little bit different. But I would

1 like to say that my one-month day care bill compared to  
2 my new rate, if it goes into effect, in my personal  
3 house with myself being there, my husband is gone at  
4 least half of every month, that water bill is going to  
5 be \$5 higher than the day care bill for 80 children,  
6 plus approximately 15 to 18 employees.

7 So I just think that's rather high and rather  
8 exorbitant. Thank you very much.

9 CHAIRMAN BEARD: Thank you. Any questions?

10 MS. KNOWLES: No, sir.

11 CHAIRMAN BEARD: Thank you very much.

12 WITNESS SWEENEY: Okay.

13 (Witness Sweeney excused.)

14 - - - - -

15 MR. GATLIN: Thomas Fowler.

16 THOMAS J. FOWLER

17 was called as a witness on behalf of the Citizens of  
18 the State of Florida and, having been duly sworn,  
19 testified as follows:

20 WITNESS FOWLER: I'm Thomas J. Fowler from  
21 2483 Trentwood Boulevard, Orlando, Florida, and I'm  
22 with the Daetwyler Shores plant there. And when I got  
23 the notice in the mail around the 21st of July I was  
24 shocked by the some 174% increase in the basic water  
25 charge, plus a 36% increase in the water usage.

1           Then I come up and I had a couple of items  
2 that I wanted to check a little farther on, and so then  
3 my problems began to grow. First was when I called  
4 Southern States, which is the Utility, and tried to  
5 find out where 1000 Bill Beck Boulevard is and nobody  
6 can tell me.

7           Then I called the Public Service Commission  
8 in Orlando and they said, "We don't have any  
9 information on the hearing," but they gave me the 800  
10 number for Tallahassee. I called Tallahassee and they  
11 didn't know where 1000 Bill Beck Boulevard was. So  
12 after they couldn't tell me I went back to Southern  
13 States again and finally she got it to me yesterday  
14 where I could find it. So I think I deserve some  
15 congratulations by finding my way down here.

16           CHAIRMAN BEARD: Congratulations. (Laughter)  
17 And fighting the traffic, too.

18           WITNESS FOWLER: But I just brought this up  
19 for one thing. When you're having a public hearing,  
20 and you're taking in several communities, put a little  
21 map on there. And I didn't mention that I also called  
22 Triple A and they didn't have a map of Kissimmee and  
23 couldn't tell me where 1000 Bill Beck Boulevard is.

24           But, anyway, our water has improved. I think  
25 that maybe we're one of the few here. Because we were

1 on a well up until some four months ago and some four  
2 months ago Southern States started buying their water  
3 from Orlando Utilities. And, however, I'm concerned  
4 about two problems: One is that we're still getting a  
5 red residue down, and I'm at the end of the line, and  
6 after everybody else rejects the water I get what's  
7 left. So the red residue builds up there, and I don't  
8 know what it's from.

9           The pipes which were put in the ground some  
10 30 years ago, roughly, they are of the asbestos cement-  
11 type pipes. I was concerned about this when asbestos  
12 was a problem but I have been assured that they are  
13 safe. But they are only four-inch lines. And with an  
14 increase that Southern States are proposing, that the  
15 four-inch line, according to the Fire Department,  
16 cannot handle a fire hydrant. In fact, the Chief told  
17 me several years back there that, while we were on the  
18 well, that if they hooked the pumper to it that it  
19 would pull it out of the ground.

20           Well, they've got one on the Daetwyler system  
21 but they put it down in the ground where the big hookup  
22 cannot be made to it, and it is some 3,000 feet from my  
23 house. So I think that Southern States has the  
24 Daetwyler Shores housing area there, and less than  
25 1,000 feet away Orlando Utilities has water. And I

1 can't understand why we can't upgrade and get the water  
2 system to the point where at least we can save a little  
3 bit on our utility bill -- or our insurance bill, if  
4 we're going to have these rate increases.

5 And with that, Mr. Chairman, I thank you very  
6 much, and that's about all I have to say.

7 CHAIRMAN BEARD: Questions?

8 MS. KNOWLES: No, sir.

9 CHAIRMAN BEARD: Thank you very much. And  
10 let me say that I think your idea on the map is a good  
11 idea and I'm going to take that back with me.

12 (Witness Fowler excused.)

13

- - - - -

14 MR. GATLIN: Jim Patterson. (No response)

15 Pat Scott. I'm sorry, that's Pat and Diane  
16 Scott.

17

18

19

20

21

22

23

24

25

DIANE SCOTT

1  
2 was called as a witness on behalf of the Citizens of  
3 the State of Florida and, having been duly sworn,  
4 testified as follows:

5 WITNESS SCOTT: My name is Diane Scott, I  
6 live at 1548 Manatee Street, Intercession City. We  
7 also have the same water service as Irene Munson and  
8 Mr. Dobson, who have spoke previously.

9 One of the concerns that I have as a  
10 homeowner is the fact that it's pretty scary when I can  
11 look out of my kitchen window and see the Fire  
12 Department hassling as hard as they can to get water.  
13 They have no water pressure, or whatever it is that I'm  
14 not sure of, but I have seen Campbell City Fire  
15 Department bring water in. And as a homeowner it's  
16 very scary because your home is something that you  
17 invest into.

18 Another problem that I have is with the  
19 rates. We have a lot of people that are on fixed  
20 incomes. You know, I don't know how they are going to  
21 afford this.

22 Also, bleach is also -- or the chlorine in  
23 the water has been a big problem in my household.  
24 About four years ago, I don't know if it's connected  
25 or what, but I took the covers off of my sofa to wash

1 them. They were blue when I washed them; they were  
2 lavender when they came out. I don't use bleach half  
3 the time because there's no need of it. But I have  
4 talked to many people on the chlorine subject and they  
5 said it's very bad for the arteries. Now, whether  
6 that's health problems or whether it's water problems,  
7 it's still a problem.

8           And my complaint is this: For a rate  
9 increase for the service that we get is ridiculous; I  
10 mean, it's just crazy. To see people having to pray  
11 that their house doesn't get burnt down trying to get  
12 water to them, and you have a fire that's two blocks  
13 away from the Fire Department and you don't have water,  
14 that's a problem; it's a major problem. Thank you.

15           CHAIRMAN BEARD: Thank you.

16           MS. KNOWLES: I have a couple of questions.

17                           CROSS EXAMINATION

18 BY MS. KNOWLES:

19           Q     Excuse me, ma'am. Did you say you were from  
20 Intercession City?

21           A     Yes.

22           Q     Have you ever contacted SSU about any  
23 particular problems?

24           A     Have I?

25           Q     Yes.

1           A     Yes, I have. It's been a while, but I have.  
2 I couldn't -- I don't know what date.

3           Q     Do you remember how long it took them to  
4 respond to your complaint?

5           A     It's probably been about a year. And I have  
6 been neglecting that and I should have already  
7 complained many more times.

8                     I'll tell you one reason why I have quit  
9 complaining, in all honesty. It got me nowhere when I  
10 did complain. I even went to the newspaper at one  
11 point. I believe Irene Munson was also with me. We  
12 were going to contact Channel 9. There was one day  
13 several years ago we went all day without water. When  
14 you have children and you have to have water to dilute  
15 their formula, it's a problem.

16          Q     Can I go backwards for just a second?

17          A     Yes.

18          Q     You said you complained and you didn't get a  
19 response. Do you remember what you complained about at  
20 that particular time, you said about a year ago?

21          A     At least a year ago, yes.

22          Q     Do you remember what the complaint was?

23          A     Several things: the chlorine in the water,  
24 the shut-offs when the water would come back on. I had  
25 hoses that came off of my washing machine and soaked my

1 back floor. You know, there was never no advance  
2 notice. We did have one that we received in the mail  
3 just about three months ago that they were going to  
4 shut the water off, and I appreciated that. We were  
5 able to buy store water.

6 Also, I did contact the people, which was  
7 about four years ago, about the problem with my sofa.  
8 They said, "Well, if you want to buy dye we'll replace  
9 that."

10 So my point is this, and I'm neglecting that:  
11 The reason I haven't called is like when you talk to a  
12 horse they're not going to talk back to you.

13 Q That's exactly what I was trying to ask you,  
14 is that when you did call about a year ago about those  
15 several problems --

16 A Yes.

17 Q -- my point was, how long did it take them to  
18 respond, or did they not respond?

19 A No, they didn't.

20 Q So they never did respond to your complaint,  
21 and it's been a year?

22 A There's never been no respond.

23 MS. KNOWLES: Okay. Thank you.

24 CHAIRMAN BEARD: Thank you very much.

25 (Witness Scott excused.)

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

- - - - -

MR. GATLIN: Jeff Andre.

JEFF ANDRE

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

WITNESS ANDRE: My name is Jeff Andre and I live at 1230 Windway Circle in the Wind Song Subdivision here in Kissimmee.

I just want to state my opposition to the rate increase, and I would also like to say that there's a little bit of sand in our water, and the chlorine levels seem to be awfully high at times.

I find it amazing that the State, or the DER, does not have upper level limits on chlorine. I can't believe the ingestion of pure chlorine would be any good for any human person. Upper level limits certainly should be -- on chlorine, should be a focal matter of the Commission. And I believe you should take under advisement, seriously. Thank you.

CHAIRMAN BEARD: Thank you. Questions?

MS. KNOWLES: No, sir.

CHAIRMAN BEARD: Thank you.

(Witness Andre excused.)

- - - - -

1 MR. GATLIN: Charlotte Bushey.

2 CHARLOTTE BUSHEY

3 was called as a witness on behalf of the Citizens of  
4 the State of Florida and, having been duly sworn,  
5 testified as follows:

6 WITNESS BUSHEY: My name is Charlotte Bushey,  
7 I reside at 8515 Auburn Circle, in the Harbor East,  
8 University Shores Harbor East Subdivision. I've lived  
9 there for 20 years. I lived with the old company and  
10 I've lived with the new company.

11 The old company, I had friends and neighbors  
12 who would bottle water when they would leave my house  
13 and go across town because it was by far superior to  
14 the City water. Since we've got SSU, what I've  
15 personally gone through is short of a nightmare. I  
16 have contacted the Company on many occasions.

17 At one time -- I'm an asthmatic, and to get  
18 up in the middle of the night to take my medication,  
19 feeling perfectly well but it's time for the  
20 medication, and bring a glass of tap water up to your  
21 nose and the chlorine level being so high that I  
22 immediately went into a full-blown attack which wound  
23 up in the emergency room.

24 I've conveyed that to SSU. "Oh, we'll send  
25 someone out." And I have to say the man came out and

1 he took a water sample. Naturally, the chlorine level  
2 wasn't that high. I pushed for an answer, for an  
3 explanation, and here's what I got: "You living so  
4 close to plant have to understand that we have to reach  
5 many communities. And the water, the chlorine level in  
6 the water has to be a certain point at the end of at  
7 least three miles, which, naturally, makes your water  
8 highly chlorinated because it dissipates as you go  
9 along."

10 Well, I have problems with that. I live  
11 within a block of the plant so that's the chlorine  
12 level, I'd drop it at that.

13 My other complaint is we used to be able to  
14 go past our plant and not smell it. Since all the big  
15 towers and the fleet of trucks and the chain of  
16 buildings, and people standing around all over the  
17 place, now we have to contend with the smell of a  
18 regular treatment plant. Sometimes it smells, like we  
19 all know, the rotten eggs; sometimes it smells like map  
20 water.

21 Incidentally, mop water, I called also at one  
22 time, it smelled like somebody had rinsed out a dirty,  
23 sour mop, and I was supposed to use it.

24 Finally, after much pushing, it was  
25 explained, "Well, yes, we did clean the tower and that

1 water wasn't supposed to go in the system," and so on  
2 and so on. That's what it smelled like, where it comes  
3 over the tower to aerate the water.

4           It was suggested to me that I leave my water  
5 running about 15 or 20 minutes. At the rates, you  
6 know, it shouldn't be my problem.

7           Another night I turned a faucet on and I get  
8 brown water out of my tap. Thank God I had a clear  
9 glass; normally I have a smoky glass. You couldn't see  
10 through it. I called SSU, being in the middle of the  
11 night I got the answering service, the crudest one  
12 individual that you ever want to meet on the phone, and  
13 so I thought, well, maybe I was cranky. But, no, that  
14 didn't change.

15           I did finally get a call from the plant.  
16 There's one man there that mans it at night. He said,  
17 "Look, I'm busy, I'll be out later and I'll flush the  
18 line if I have time." "No," I said, "you'll be out  
19 soon because I need water."

20           Okay, that was another thing. My most recent  
21 complaint I have is we had a break in the street  
22 bordering my property and they came and replaced the  
23 pipe, and all this and that. On Friday afternoon they  
24 get -- I wish I had my pictures with me but I can send  
25 them in. I don't know whether it was 4:00 or 5:00, but

1 the whistle obviously blew, it's quitting time. They  
2 left the hole open. It would have taken -- me, it  
3 would have taken me -- probably 15 or 20 minutes to  
4 close it up and finish the job and be done. We had two  
5 wheelbarrows, at least two or three wheelbarrows of  
6 soil in the street, the rain washed it down the gutter;  
7 we didn't see anybody until Monday afternoon. That 15  
8 minutes of finishing that job on Friday cost the  
9 utility company, consequently, several trucks, three  
10 days in a row, to come out and tamper that thing down  
11 to put the sod on.

12 My question is: How can you possibly ask for  
13 a rate increase of 2 or 300% when I see gross  
14 mismanagement wherever I look. I live close to the  
15 plant and I want to state mismanagement.

16 On one occasion I went to a garage sale, from  
17 one to the next. Guess who was behind me? A Southern  
18 States Utility truck with his man in it going from  
19 garage sale to garage sale. (Laughter) I've called  
20 the Company and I've reported it. "Thank you, it won't  
21 happen again."

22 I also live close enough, and this may cause  
23 me reprisal, I don't know, where employees live nearby.  
24 And when we have to go someplace, to the grocery store  
25 or here or there, guess what's going? A Southern

1 States truck. And I resent that. I resent that.

2 I can make do when my fixed income. If  
3 Southern States can't make it with that, I suggest they  
4 get some frumpy housewives that will cut them a budget  
5 and see to it that a job is done the way it should be  
6 done. Thank you.

7 MR. GATLIN: Thank you.

8 CHAIRMAN BEARD: Questions?

9 MS. KNOWLES: Yes, please.

10 CROSS EXAMINATION

11 BY MS. KNOWLES:

12 Q May I ask you a couple of questions?

13 A Sure.

14 Q Regarding your complaints, you called in  
15 about the brown tap water?

16 A I called them, yes.

17 Q Right. That was fairly recent. Do you  
18 remember exactly when you did that?

19 A Oh, this has been two or three times, and the  
20 last one was perhaps a year, a year and a half ago.  
21 But I've been told on two different occasions to "boil  
22 your water."

23 Q Do you know who told you that?

24 A The gentleman that came out to the door, and  
25 I don't know his name.

1 Q A service representative?

2 A Uh-huh.

3 CHAIRMAN BEARD: Which utility company is  
4 yours? Which company services you?

5 WITNESS BUSHEY: Southern States Utilities.

6 CHAIRMAN BEARD: No, but I mean --

7 MS. KNOWLES: University Shores.

8 WITNESS BUSHEY: Right, University Shores.

9 CHAIRMAN BEARD: Thank you.

10 For your all's information, when I say "which  
11 company," I know that this is all SSU. I'm trying to  
12 get to specifically which system it is.

13 WITNESS BUSHEY: I mean, I've got many more  
14 tales but I think I've told you enough. Those are my  
15 feelings.

16 Another thing, there are a lot of people  
17 today in my subdivision, and we are very poorly  
18 represented, and we had a trail of cars behind me and  
19 we lost them going through town, the lights, and I  
20 don't know what happened to them, they must have turned  
21 back, gotten disgusted about it. But it doesn't mean  
22 that we don't have complaints in my area.

23 CHAIRMAN BEARD: When you were told to boil  
24 the water, were you told why you needed to boil the  
25 water?

1 WITNESS BUSHEY: Because the water was not  
2 clear.

3 I also resent the fact that when I called  
4 them and they come out, and the flakes are floating  
5 around in my glass, that "this is air." Now, don't  
6 insult my intelligence by telling me that those are air  
7 bubbles. Air bubbles will clear up after while, yes, I  
8 realize that. But I have sediments; I've got problems  
9 with that.

10 CHAIRMAN BEARD: When you were told to boil  
11 the water, did they say boil it for a week, boil it for  
12 a day? I mean, what did they --

13 WITNESS BUSHEY: Before I use it.

14 CHAIRMAN BEARD: Period?

15 WITNESS BUSHEY: "Flush your lines." I  
16 should flush the lines if I have the time. That's not  
17 my problem.

18 CHAIRMAN BEARD: And you should boil the  
19 water, period, there was no like --

20 WITNESS BUSHEY: No, no, not as a rule. But  
21 when I see problems -- it was at that particular point  
22 "boil your water."

23 CHAIRMAN BEARD: Okay. Thank you.

24 MS. KNOWLES: Thank you.

25 (Witness Bushey excused.)

1

- - - - -

2

MR. GATLIN: Mary Ann Bailey.

3

MARY ANN BOLEY

4

was called as a witness on behalf of the Citizens of

5

the State of Florida and, having been duly sworn,

6

testified as follows:

7

WITNESS BOLEY: Mr. Chairman and Staff, and

8

Staff of the opposing for the people, my name is Mary

9

Ann Boley and I support Charlotte Bushey's story. I'm

10

her neighbor and I have also had trouble with the john,

11

with the sand and the running water.

12

I feel like I have been a customer for SSU

13

for 20 years and I financially have been in a bind a

14

few times and I have called them and asked them could

15

they extend me some time to pay my bill. They did not;

16

they turned my water off. And I felt that as long as I

17

have been a customer of them, I felt that they should

18

at least for courtesy extend some time so I could pay

19

my bill. And I wasn't asking for a month, I wasn't

20

asking for a year, I was only asking for a couple of

21

weeks till I could send the money in. Thank you.

22

CHAIRMAN BEARD: Thank you.

23

(Witness Boley excused.)

24

- - - - -

25

MR. GATLIN: Braxton Green. (No response)

1 Don Manford.

2 DON MANFORD

3 was called as a witness on behalf of the Citizens of  
4 the State of Florida and, having been duly sworn,  
5 testified as follows:

6 WITNESS MANFORD: My name is Don Manford, I  
7 live at 2631 Central Avenue, Kissimmee, and I'm on the  
8 Tropical Park system.

9 I have had several problems through the  
10 years. In 1982 I experienced a bacterial infection,  
11 twice the same year, my wife and I both did. And the  
12 doctor said it was probably from the water.

13 Most of the time I have water; sometimes I  
14 don't.

15 I have a couple of questions. I wonder why  
16 there isn't a standard rate, you know, instead of  
17 having different rates for everybody, with the same  
18 company.

19 CHAIRMAN BEARD: Well, generally, in water it  
20 has been, in Florida -- and I'll answer this the best I  
21 can -- it has been because your system is isolated,  
22 normally. Now, there are beginning to be exceptions,  
23 obviously when you have systems interconnect, one of  
24 the issues that Rosemont and Rolling Green raised up.  
25 But your system, the water -- the type of treatment it

1 takes to make that water supposedly drinkable, if it's  
2 a wastewater system what you have to do to treat that  
3 before you get rid of it. And, generally, those rates  
4 have been charged to the customers that's served by  
5 that system. Whereas in like an electric company you  
6 basically are all connected to one big electrical grid  
7 and so they get average rates. That's been the past  
8 practice.

9 I think this Company, in the previous rate  
10 case, did ask for some uniform rates; not complete  
11 throughout the Company. And that's the case that's on  
12 appeal if I'm not mistaken.

13 MR. SHREVE: That's right.

14 CHAIRMAN BEARD: So that's generally why it  
15 has been. Whether that will change in the future, I  
16 don't know. Because your system, generally, is by  
17 itself. That's how the rates are developed.

18 WITNESS MANFORD: Okay. In 1988 I had my  
19 water analyzed and I won't drink it. I installed a  
20 military-type purifier because of the insecticides and  
21 stuff, which I know, you know, that you just can't get  
22 it out.

23 I've had pretty good response when I've  
24 called, but I know that the system runs more  
25 efficiently, you know, as the years and progress goes

1 on. The old lines are in rigid steel and they rust  
2 out. And the new lines are put in with PVC, which is  
3 cheaper. And I'm against -- in your thing here you  
4 want 11.5%, or 11.57% profit, is what you want to make.  
5 I can't see it.

6 I have one of the lowest increases of anybody  
7 here. If it goes to the final it will be like 16.6% on  
8 my rate. I just don't see how these people are going  
9 to pay a 500% -- I'm paying 16 and you're only going to  
10 make 11.5% profit; I mean, if I made a zero percent  
11 profit right now in my recession I'd be doing great.  
12 But I just can't see this much. 2 or 3%, you know,  
13 nobody has actually explained to me what you're doing  
14 with this money. That's all.

15 CHAIRMAN BEARD: Okay. Well, they're not  
16 doing anything with it yet because they don't have it.

17 WITNESS MANFORD: Right.

18 CHAIRMAN BEARD: Okay. Questions?

19 MS. KNOWLES: No, sir.

20 (Witness Manford excused.)

21 - - - - -

22 MR. GATLIN: Rita Wendt. (No response.)

23 MR. SHREVE: Is there anyone else who would  
24 like to testify? Anyone else who did not speak that  
25 would like to?

1 CHAIRMAN BEARD: Even if you didn't sign up  
2 but you had something you want to say and you haven't  
3 had a chance to testify. Okay.

4 MR. SHREVE: Mr. Chairman, she had one more  
5 remark she wanted to make that she forgot.

6 CHAIRMAN BEARD: Sure, come on.

7 WITNESS BUSHEY: Very briefly. This was one  
8 of my most recent aggravations and I forgot about it.  
9 How about that?

10 Monday -- no, it was Tuesday -- I'm trying to  
11 call Customer Service and it's unbelievable. I've  
12 started at 11:00 to call Customer Service just to find  
13 out where I'm going to come here. At 2:07 I finally  
14 had no answer, actually, I called the Commission. But  
15 what is happening with your telephone system out there?

16 You call in, you're being put on hold.  
17 They're busy with other clients, fine, but then all of  
18 a sudden you find yourself being thrown off the system,  
19 you're disconnected and you have to dial in again.  
20 You've got to wait forever. I have done that, like I  
21 said, from 11:00 sharp to 2:07. At that point,  
22 naturally, I wasn't a very nice lady, and I apologize  
23 to the lady answering the phone. I said, "Do not put  
24 me again on the hold, I'm going to explode."

25 And this is not just an isolated incident.

1 You cannot get through. Whatever they do with the  
2 phone to throw you off, that needs to be improved. It  
3 could be a simple matter but by the time you get  
4 through you're so angry that you blow it out of  
5 proportions. If that could be fixed.

6 CHAIRMAN BEARD: Okay. Thanks.

7 MR. SHREVE: Anyone else? That's it, Mr.  
8 Chairman.

9 CHAIRMAN BEARD: Okay. We do very much  
10 appreciate your coming. These are the kind of things  
11 that not only we need to hear, but the Company needs to  
12 hear, up front from you.

13 There will be other hearings; we will be  
14 listening to other people around the state, and then  
15 we'll take this back to Tallahassee and under  
16 consideration.

17 Again, thank you so much for coming, and tell  
18 your friends and neighbors that we are listening.  
19 Thanks.

20 (Thereupon hearing concluded at 8:40 p.m.)

21 - - - - -

22

23

24

25

1 F L O R I D A )  
2 :  
3 COUNTY OF LEON)

CERTIFICATE OF REPORTER

4 I, Carol C. Causseaux, CSR, RPR, Official  
5 Commission Reporter.

6 DO HEREBY CERTIFY that the hearing in this  
7 cause, Docket No. 920199-WS, was heard by the Florida  
8 Public Service Commission at the time and place herein  
9 stated; it is further

10 CERTIFIED that I reported in shorthand the  
11 said proceedings; that the same has been transcribed  
12 under my direct supervision, and that this transcript,  
13 consisting of 92 pages, constitutes a true and accurate  
14 transcription of my notes of said proceedings; it is  
15 further

16 CERTIFIED that I am neither of counsel nor  
17 related to the parties in said cause and have no  
18 interest, financial or otherwise, in the outcome of  
19 this docket.

20 IN WITNESS WHEREOF, I have hereunto set my  
21 hand at Tallahassee, Leon County, Florida, this 28th  
22 day of August, A. D., 1992.

23   
24 Carol C. Causseaux CSR, RPR  
25 Official Commission Reporter  
FPSC Bureau of Reporting  
(904) 488-5981