

State of Florida

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DIVISION OF WATER &  
WASTEWATER  
CHARLES HILL  
DIRECTOR  
(904) 488-8482

Public Service Commission

February 4, 1993

Mr. John Wharton  
2548 Blairstone Pines Drive  
Tallahassee, FL 32301

Re: Docket No. 92-2076-WS. Application for certificates to provide water and wastewater service under grandfather rights in Alachua County by Family Diner, Inc. and Turkey Creek, Inc. d/b/a Turkey Creek Utilities

Dear Mr. Wharton:

This letter is in response to Mr. Hope's letter of January 29, 1993 to JoAnn Chase. In his letter, Mr. Hope requested that we send copies of all complaints regarding the service provided by Turkey Creek Utilities (Turkey Creek). Pursuant to this request, I am forwarding copies of the written complaints which we have received to you as well as Mr. Hope.

The questions in our January 25, 1993 letter to Mr. Hope were very specific and should not require this material for answers. Therefore, we request that a written response to our January 25, 1993 letter be sent to this office by **February 15, 1993**. If we do not receive a response by February 15, we will proceed with our recommendation with the information we have in our files. If you have any questions, please feel free to contact me.

- ACK \_\_\_\_\_
- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_ **EHX**
- LIN 6 cc:
- OPC \_\_\_\_\_
- RCH \_\_\_\_\_
- SEC 1
- WAS 1
- DJH \_\_\_\_\_

Sincerely,

Edith H. Xanders  
Regulatory Analyst

Charles H. Hill, Division of Water and Wastewater  
Troy Rendell, Division of Water and Wastewater  
Karen Asher-Cohen, Division of Legal Services

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DOCUMENT NUMBER 017311 FEB 15 93

Mr. John Wharton  
February 4, 1993  
Page 2

Division of Records and Reporting  
Steve Reilly, Office of Public Counsel

Mr. Norwood Hope  
Turkey Creek Utilities  
2900 Turkey Creek Boulevard  
Alachua, FL 32615

Mr. Jim Cherry, President  
Turkey Creek Master Owners Association  
Suite 30  
P.O. Box 147050  
Gainesville, FL 32614-7050

Enclosures

September 3, 1992

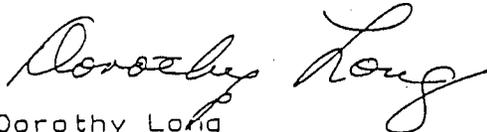
SUBJECT: Water Quality at Turkey Creek

TO: Turkey Creek Master Owners Association, Inc.

Please consider the following comments on the quality of water at Turkey Creek. This matter has always been of concern to me because of the taste and, sometimes, the odor. I hope the water is being tested for quality and that we will receive a report of the test.

I would also like to state that this is the first house we've lived in where we are constantly replacing faucets, inside and outside, and the works in the toilet tanks. We've also had to replace parts in the water heater due to corrosion eating away the pipe and connection as well as the heating element. There is far too much mineral buildup on all the faucets and on the icemaker. The entire plumbing system is a worry because of the water. Is there some treatment that should be implemented by the water company to improve the quality so that the water is not so damaging to the plumbing?

Thank you, for your consideration and attention to the water problems at Turkey Creek.



Dorothy Long  
for Valley View Dairy, Inc.

"Exhibit K"

9-11-92

TURKEY CREEK MANAGEMENT ASSOC.

I WOULD LIKE TO FILE A COMPLAINT ABOUT THE WATER SITUATION AT 7115-1 N. BAHIA, IN TURKEY CREEK. THE SMELL IS ABSOLUTELY NAUSEATING.

I HAVE BEEN TO THE OFFICE 4 TIMES TO ASK ABOUT IT. EACH TIME THEY SAY THEY WILL CORRECT IT. BUT AS 9/11/92 IT IS NOT ANY BETTER.

IT IS VERY HARD TO BATH, BRUSH YOUR TEETH, DRINK, AND COOK WITH THIS WATER. THE WHOLE HOUSE HAS THIS ODOR.

THE PRICE OF WATER IN TURKEY CREEK IS SO OUTRAGEOUS, YOU WOULD THINK IT WOULD SMELL BETTER.

MARJORIE TATE  
7115-1 N. BAHIA  
ALACHUA, FL.  
116 TURKEY CREEK  
32615

"Exhibit L"

TCMOA Board of Directors  
c/o Association Management Services  
Suite 30, P.O.Box 147050  
Gainesville, Fl. 32614-7050

Aug. 24 1992

Attention Board Members;

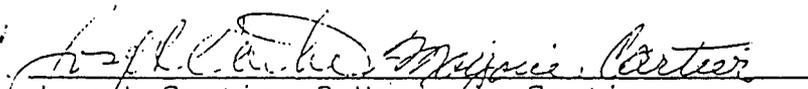
This writing will serve to offer our support to the apparent and overall dissatisfaction on the part of many residents in this community towards Turkey Creek Utilities.

We too, have found our monthly bill for water usage to be exorbitant; far in excess for similar charges we experienced in like communities where we previously resided. Absents while on vacation for two to three week periods revealed no relief on our monthly statement. The standard procedure of "minimum charge", we believe, is not a good standard. One should be required to pay for what one uses.

Also, we would like to mention that on several occasions a contaminated and/or discolored water discharge rendered the water unusable until numerous gallons passed as waste through the lines, adding to an already high bill.

We will eagerly anticipate further information emanating from the meetings of the Board of Directors following their meeting with city of Alachua utilities officials.

Yours truly,

  
Joseph Cartier & Marjorie Cartier

"Exhibit M"

August 20 1992

TCMCA  
C/O ASSOCIATION MANAGEMENT SERVICES  
SUITE 30  
P.O. BOX 147050  
GAINESVILLE FLA 32614-7050

RE: WATER SYSTEM

To Whom It May Concern:

You have asked for written statements concerning the utility services provided by Turkey Creek Inc.

My family and I have been residents here since Sept. 1991. We love the neighborhood and see great potential for Turkey Creek and future property owners in this area.

Upon moving in we discovered that Dry Creek B at the corner of 75th & 38th Pl has a major drainage problem. We had a sink hole due to a leak in the storm sewer pipes which was reported to Turkey Creek Inc. (Oct. 1991) and was dealt with very shabbily. The flooding of the intersection as well as all four corner lots should be ample evidence that there is a definite problem here (our sink hole keeps coming back due to improperly repaired pipes.

Any attention to be given to this matter would be greatly appreciated.

Re: water service--Is this run off from Deer Haven, Gates Energy Products, or is getting pumped from the pond on the golf course??

The quality of water her is unexceptable due to smell, taste, and heavy lime or chemical content which destroys all appliances (the ones that need water as dishwasher, washing machine, etc.)

I have a 10 year old child who I have instructed not to drink the water here (we buy bottled water) and I wonder if it's safe to bath in!!

Change is good, we like it here.

Sincerely,

John D. Benyo

*J.D. Benyo*

"Exhibit W"

Turkey Creek Master Owners Association, Inc.

Suite 30, P.O. Box 147050  
Gainesville, Fl 32614-7050

September 29, 1992

Ms. Joann Chase  
Regulatory Analyst Supervisor  
Florida Public Service Commission  
Fax #: 904-487-0509

Dear Ms. Chase:

This will follow-up on our telephone conversation of yesterday. As we discussed, and as is set forth in your letter of Sept. 23rd, the PSC now is responsible for regulating Turkey Creek Utilities, Inc. (TCU).

TCU has just raised rates without the consent of the PSC or the City of Alachua. As an example, I'm including my August and September bills. A review will show that 29,500 gallons cost \$33.80 in September, while 31,100 gallons cost less in August. The wastewater fee is raised from \$35.45 to \$37.25. Also, a pass through of government charges is added.

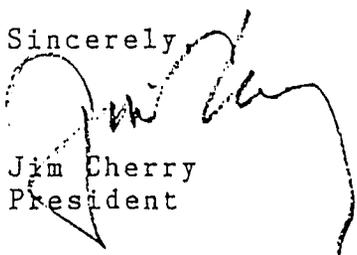
I called TCU today and spoke to Tom, the bookkeeper. He verified that the rates are higher this month.

On behalf of the homeowners of Turkey Creek, I would ask that the PSC immediately enjoin TCU from implementing this increase and that TCU promptly mail out revised bills.

I appreciate your assistance in this matter. I can be reached at telephone: (904)-372-4026 and Fax: (904)-372-9400.

I will be writing you with a more detailed explanation of our concerns. This unauthorized rate increase is typical of the conduct of TCU.

Sincerely



Jim Cherry  
President

JC:rs1

255

"Exhibit 0"

TURKEY CREEK UTILITIES  
KEEP THIS HALF FOR YOUR RECORDS

	AMOUNT	CODE
8/28/92 514,300		
GAL USED 20,500	37.28	10
WASTEWATER	37.28	120
10% CITY TAX	3.33	04
PASS THRU		
GOVT. CHARGES	.25	00
PREVIOUS BALANCE	72.17	
PAYMT-THANK YOU	72.17	

LATE FEE APPLIED IF NOT PAID

\$	\$	\$
AMOUNT PAST DUE	CURRENT BILLING	TOTAL

BILLS ARE DELINQUENT AFTER THE 10TH OF THE MONTH.

BILLING DATE	ACCOUNT NO.
	11111111111111111111

TURKEY CREEK UTILITIES  
KEEP THIS HALF FOR YOUR RECORDS

	AMOUNT	CODE
PRIOR 453,700		
8/27/92 484,800		
GAL USED 31,100	33.34	10
WASTEWATER	33.43	120
10% CITY TAX	3.34	04
PREVIOUS BALANCE	61.88	
PAYMT-THANK YOU	61.88	

*Handwritten: 9/5/92*

LATE FEE APPLIED IF NOT PAID BY 10TH. SERVICE DISCONNECTED IF NOT PAID BY 20TH.

\$	\$	\$
AMOUNT PAST DUE	CURRENT BILLING	TOTAL
		72.17

BILLS ARE DELINQUENT AFTER THE 10TH OF THE MONTH.

BILLING DATE	ACCOUNT NO.
8/28/92	2.0034000.2

Turkey Creek Master Owners Association, Inc.  
Suite 30, P.O. Box 147050  
Gainesville, FL 32614-7050

September 18, 1992

Mr. Norwood Hope  
158 Turkey Creek  
Alachua, FL 32615

RE: Turkey Creek Utilities - Water

Dear Norwood:

The Board of Directors have asked me to inquire about the water bills paid by the association each month. The concern which exists is that in August, as well as many other months, the irrigation has not been turned on. In the past eight months, the only irrigation used was for the front island when the annuals were planted.

The August bills showed meter readings using 30,000 gallons, 90,000 gallons, 80,000 gallons, 90,000 gallons, 80,000 gallons, for a grand total of 370,000 gallons.

You advised us in your letter of July 8, 1992 that there are no meters. The Board has serious concerns about this issue, but we paid the August bill so as not to incur penalties or late charges while we resolve the matter.

Please advise in writing why the association receives bills totalling \$393.55 when no water is used.

Sincerely,

*Beverly K. Smith*

Beverly K. Smith  
Manager

cc: Board of Directors

"Exhibit e"

131 Turkey Cr.  
Alachua FL

TCMOA Board of Directors  
Gainesville FL

Following is a list of complaints  
we have concerning TC water system.

1. Sulfur content is so high that we have to use bottled water.
2. In seven years we have replaced two water heaters, faucets, and pipes that have been damaged from TC water, according to plumbers.
3. We pay exorbitant prices to "treat" all water, even that used for lawn.
4. We receive no warning before hydrant flushings which dumps sediment into our supply.

Sincerely,  
Emerson and  
Jane Babb

9-28-92  
181 Turkey Creek  
ALACHUA, FL. 32615

TURKEY CREEK UTILITIES  
155 TURKEY CREEK  
ALACHUA, FL. 32615

Mrs. Hope,

I AM ENCLOSED A COPY OF MY LAST WATER BILL. I EXPECTED IT TO BE THE MINIMUM CHARGE THIS MONTH. MY HUSBAND HAS BEEN AWAY THREE WEEKS, I HAVE NOT HAD ANY COMPANY, I HAVE NOT WASHED THE CAR, I HAVE WATERED NOTHING AS WE HAVE HAD PLENTY OF RAINFALL. NOW, YOU EXPLAIN TO ME, WHY IS THIS BILL SO HIGH? COME BEFORE, I WENT INTO YOUR OFFICE TO COMPLAIN ABOUT A BILL THAT WAS OVER FORTY EIGHT DOLLARS AND YOU DIDN'T HAVE THE GUTS TO FACE ME. YOU SENT YOUR SECRETARY HELEN WHO SAID TO ME, "YOU KNOW YOU DON'T HAVE TO LIVE IN HERE."

I AM FED UP WITH THE WAY YOU HAVE TREATED PEOPLE (YOUR NEIGHBORS), AND YOU STILL CONTINUE TO DO SO!

Copy to: Homeowners Assoc. Sincerely,  
Copy to: Public Service Commission M. Joycie Carter 259

Aug. 26, 1992

TCMOA Board of Directors  
c/o Association-Management Services  
Suite 30, P.O. Box 147050  
Gainesville, Fl 32614-7050

Gentlemen:

I am responding to your request for written statements regarding price structure charged by Turkey Creek Utilities. Although I do not reside in the home I own at Turkey Creek, my Mother does, and she has told me many times about the high cost of the Turkey Creek Utilities. She previously lived in the City of Alachua and can give accurate information comparing rates.

In particular - she once had a plumbing problem and a very bad leak that necessitated turning the water off. It cost \$70.00 to turn the water off, then on again. This was not a time-consuming, labor intensive, technical situation. She could have turned it off herself with a pair of pliers. This \$70.00 charge by Turkey Creek Utilities (i.e. Norwood Hope) is an example of a monopoly by a utility company. He has the residents at his "mercy" - one must pay the high fees or no water. Isn't this against the law? If not against the written law, it most certainly is against the laws of fairness and good business.

If you'd like more information, please contact my mother Lorraine McFarland at 462-1891 or at the Alachua Recreation Dept. 462-1610.

Sincerely,

*Tom McFarland*

Tom McFarland

" Exhibit 6 "

August 10, 1992

Events of Water Hook-up @ Turkey Creek:

- 1) Before construction started, Ralph Fenstermacher and myself (Dan Whitcraft) went to Turkey Creek office to get hook-up fee. Quoted \$170.00.
- 2) During stem wall stage, the water was ready to be used and immediately a lock was placed on it.
- 3) Melissa Whitcraft went to the Turkey Creek office to pay the fee so we could start the water service, She paid a sum of \$170.00 on each house we were doing, which is Paul & Ingrid Moore on Cellon Cir, and Ralph & Arlene Fenstermacher on Oak Dr. When she returned home with her receipt in hand showing she had paid and water would be turned on, Turkey Creek office called and demanded her return that afternoon to pay a total sum of \$1925.00 for each home under construction. Needless to say my wife and I were in total shock.
- 4) My wife then called the city of Alachua to find out rates for water hook-up in there city and find out why Turkey Creek was so high, She did discover that Turkey Creek had an increase on hook-up fees without approved permission from the board. And the City of Alachua's fee was 1/2 the cost of Turkey Creek.
- 5) We did not pay the fee immediately because we were so upset at what had happened to us.  
On July 6, 1992 Church's Plumbing called and complained that Turkey Creek would not stake out for plumbing, So I immediately got my personal check book, Called my wife on mobile (she had the business checkbook) and told her to transfer \$3850.00 into our personal account. Turkey Creek tried to cash the check while my wife was depositing the money.  
The check bounced. 2 days later I received a certified letter stating I must pay in full with cash (No money order) which the bank suggested, and 20% value of the check. I immediately called Barnett Bank to find out what had happened, (why my check in fact has bounced) they said Turkey Creek must have tried to CASH the check the same day as received, Barnett Bank sent a Certified Letter stating that the check bounced in error, But there was no response. Barnett covered the 20% and I paid in full. \$4,042.50 CASH.
- 6) The \$4042.50 was paid on July 16, 1992. On Monday July 20, 1992 the water had not been turned on. Dan Whitcraft called Turkey Creek and asked that the

water be turned on. 3:30 that afternoon the water was on.

7) Our water was turned on Monday July 20, 1992. On Saturday July 25, 1992 we received a bill for water usage, when in fact we have only had water hook-up for approximately 4 1/2 days, and had not used a drop of water.

8) Dan Whitcraft called Turkey Creek on Monday July 27, 1992 to ask about our bill, we were told to disregard the bill.

9) Melissa Whitcraft called Turkey Creek on Wednesday July 29, 1992, to receive something in writing stating that we indeed had a credit for the bill received. (On the bill it states if payments are not received by the 20th of the month, water will be disconnected.) Our request for something in writing was denied.

10) Melissa Whitcraft paid Turkey Creek Utilities on Thursday July 30, 1992 and received in writing a receipt.

Whitcraft Homes

904-332-8279

September 1, 1992

TCMOA Board of Directors  
c/o Association Management Services  
Suite 30, P. O. Box 147050  
Gainesville, Florida 32614-7050

Dear TCMOA Board of Directors:

The last thing you need is another complaint letter and we are probably repeating what has already been said by our friends and neighbors but here we go anyway - - - -

We have enclosed a copy of our most recent water bill. As you can see by the previous balance there is an increase of \$11.60 this month. We did wash our car once and water a few flower beds a couple of times - does this constitute an \$11.60 increase? There are 2 adult people in our household and the \$35.14 seems extremely high but the \$46.74 is exorbitant. The comparison to other water supplies, i.e., Gainesville, is absolutely ridiculous.

Mr. Hope's lots are something to behold. How can we let him get away with down grading our Turkey Creek this way?

Please continue your efforts to put this individual in his place. We understand his 4th grade mentality as we have lived here for nearly 9 years. Hopefully he will get his spanking soon and things can progress as they should in Turkey Creek. We sincerely appreciate what you are doing and have done. This is the first time we have been able to feel comfortable living here.

Sincerely,

Jean and June Reguignot

"Exhibit H"

TURKEY CREEK UTILITIES  
**KEEP THIS HALF FOR YOUR RECORDS**

	AMOUNT	CODE
PRIOR	551.200	
8/27/92	557.600	
GAL USED	6,400	12.39 10
WASTEWATER		33.11 20
10X CITY TAX		1.24 04
PREVIOUS BALANCE	35.14	
PAYMT-THANK YOU	35.14	

LATE FEE APPLIED IF NOT PAID  
 BY 10TH. SERVICE DISCONNECTED  
 IF NOT PAID BY 20TH.

\$	\$	\$ 46.74
AMOUNT PAST DUE	CURRENT BILLING	TOTAL

BILLS ARE DELINQUENT AFTER THE 10TH OF THE MONTH.

BILLING DATE	ACCOUNT NO.
8/28/92	10.1001000.1

TURKEY CREEK UTILITIES  
 158 Turkey Creek  
 Alachua, FL 32615-9513



PEQUIGNOT, JEAN AND JUNE  
 138 TURKEY CREEK  
 ALACHUA, FL 32615-9513

TC 10 BL 10 LOT 1

RETURN THIS HALF WITH PAYMENT

\$	\$	\$ 46.74
AMOUNT PAST DUE	CURRENT BILLING	TOTAL

BILLING DATE	ACCOUNT NO.
8/28/92	10.1001000.1

September 1, 1992

Cole and Judy Saxon  
188 Turkey Creek  
Alachua, Florida 32615

Mr. James Cherry, President  
Board of Directors  
Turkey Creek Home Owners' Association  
Alachua, Florida

Dear Jim,

I would like to bring to your attention my concern regarding our recent 8/27/92 billing from Turkey Creek Utilities. I don't believe our usage was 42% higher than the same time period of 1991 (See attached copies of bills).

Also, below you will find the "Gal. Used", per previous bills, for the years of 1991 and 1992 to be used for comparable historical analysis of billings for presumed gallons used:

<u>1992 Billing Dates</u>	<u>1991 Billing Dates</u>	<u>Variance</u>
01-27-92 16,300 Gal.	01-24-91 20,700 Gal.	- 4,400 Gal.
02-25-92 13,900	02-26-91 15,500	- 1,600
03-26-92 19,400	03-23-91 12,700	+ 6,700
04-23-92 14,500	04-24-91 21,300	- 6,800
05-26-92 35,100	05-28-91 19,600	+ 15,500
06-25-92 28,300	06-25-91 15,500	+ 12,800
07-23-92 32,800	07-26-91 16,900	+ 15,900
08-27-92 34,000	08-27-91 19,700	+ 14,300
	09-24-91 15,800	
	10-24-91 14,000	
	11-25-91 15,800	
	12-26-91 15,800	

I can think of absolutely no reason that my family could be consuming 40% to 50% more water in 1992 than it was using in 1991. Because Turkey Creek Utilities has had virtually no governmental agency effectively controlling it's operation since inception, I am very concerned about the accuracy and integrity of its billings procedures, as well as the quality of water.

" Exhibit I "

The second issue I'd like to address is the matter of Turkey Creek having locks on water valves from the street to each house, which prevents people from turning their water on/off into their house unless they have a separate valve installed at their house. Turkey Creek Utilities charges \$35.00 to have someone come to our house to turn the water off, and another \$35.00 to have someone come to our house to turn the water back on (See my enclosed 6/25/92 bill). This service was requested by us because we were repair work we were having performed on our property. Though sometime back, Turkey Creek did send letters to residents advising them to install separate valves in order to avoid this charge, I still do not believe this justifies the billing by Turkey Creek of a total of \$70.00. Even more ludicrous is the fact that it takes less than two minutes of time for the person to actually turn the valve off, or on; with Turkey Creek Utilities' plant and staff all located within five minutes, max, of any home within Turkey Creek Development, surely 'travel time' cannot substantiate the balance of the billing. Also, no special vehicle is needed to perform this service; only a certain type of wrench. If this same request was given to the City of Alachua or to the City of Gainesville, by their water customer, absolutely no charge at all would be assessed; this was verified by me today with each city.

A final issue I'd like to discuss is the \$20.00, late fee (equal sometimes to 50% or more of some given monthly water bills) that is charged if the water bill payment is not in the Turkey Creek Utility office by the 10th of each month. The City of Alachua requires utility payments to be postmarked by the 10th of each month. There have been several discrepancies between various residents and T.C.U. regarding the date payments were received in the office by T.C.U.--- to the point that I have, for the past year, received a date and signature of the person accepting payment for my water bill, which means I must take my bill into the office rather than mailing it. I would like to see the deadline changed to reflect all postmarked payments by the 10th would be timely payment; also, for any late fee charged, Turkey Creek Utility would be required to keep the mailed envelope (for at least three months) in which the relevant payment was received---to justify T.C.U.'s bill, in case a customer questions the late fee assessment.

I will very much appreciate your attention to this matter, and I trust that you will forward copies of this letter to the appropriate people such as Beverly Smith, as well as any governmental agencies that might be able to address any issues contained herein.

Sincerely,



Judy L. Saxon

7/10/92

(date)

My signature below indicates that I have accepted, on behalf of TURKEY CREEK INC., a payment from Cole Saxon in the amount of \$ 139.55 for W & S 6/26/92

Hand delivered to me on: 7/10/92 (date)

Signature of Receipt: [Signature]

TURKEY CREEK UTILITIES  
KEEP THIS HALF FOR YOUR RECORDS

	AMOUNT	CODE
PRIOR 5/25/92	53,500	
6/25/92	81,800	
GAL USED	28,300	31.00 10
WASTEWATER		35.45 20
10% CITY TAX		3.10 04
PREVIOUS BALANCE		75.91
CONNECTION		35.00 13
PAYMT-THANK YOU		75.91
DISCONNECTION		35.00 15

*cut out off for sprinkler R&M*

LATE FEE APPLIED IF NOT PAID BY 10TH. SERVICE DISCONNECTED IF NOT PAID BY 20TH.

TURKEY CREEK UTILITIES  
158 Turkey Creek  
Alachua, FL 32615-9513



SAXON, COLE  
188 TURKEY CREEK  
ALACHUA, FL 32615-9513

TC 1 LOT 19

RETURN THIS HALF WITH PAYMENT

\$	\$	\$ 139.55
AMOUNT PAST DUE	CURRENT BILLING	TOTAL

\$	\$	\$ 139.55
AMOUNT PAST DUE	CURRENT BILLING	TOTAL

TURKEY CREEK UTILITIES  
KEEP THIS HALF FOR YOUR RECORDS

	AMOUNT	CODE
PRIOR 8/27/92	114,600	
8/27/92	148,600	
GAL USED	34,000	35.85 10
WASTEWATER		35.45 20
10% CITY TAX		3.59 04
PREVIOUS BALANCE		73.76
PAYMT-THANK YOU		73.76

LATE FEE APPLIED IF NOT PAID BY 10TH. SERVICE DISCONNECTED IF NOT PAID BY 20TH.

*8/27/92 34,000  
- 19,700 ← 8/27/92  
14,300 diff*

TURKEY CREEK, INC.  
KEEP THIS HALF FOR YOUR RECORDS

	AMOUNT	CODE
PRIOR 8/27/91	3073,200	
8/27/91	3072,900	
GAL USED	19,700	23.69 10
WASTEWATER		35.45 20
10% CITY TAX		2.37 04
PREVIOUS BALANCE		58.89
PAYMT-THANK YOU		58.89

LATE FEE APPLIED IF NOT PAID BY 10TH. SERVICE DISCONNECTED IF NOT PAID BY 20TH.

\$	\$	\$ 74.89
AMOUNT PAST DUE	CURRENT BILLING	TOTAL

\$	\$	\$ 61.51
AMOUNT PAST DUE	CURRENT BILLING	TOTAL

267

TC -  
Water - Complaints

MARCEL E. MARTY  
1101 OFFICE NW 39TH AVENUE  
GAINESVILLE, FL. 32609  
1-904-373-6800

September 4, 1992

TCOMA BOARD OF DIRECTORS  
ASSOCIATION MANAGEMENT SERVICES  
SUITE #30  
BOX 147050  
GAINESVILLE, FLORIDA 32614

RE: REQUEST FOR WRITTEN STATEMENTS / WATER SERVICE

Dear Members of the Board;

My water bill at Turkey Creek averages approximately \$28.00 a month.

I am one person living alone and I am home approximately 3 weeks of the month. My home receives light use as I have showers and kitchen at my office in Gainesville and spend more time at work than at home.

I am enclosing five water bills for apartments in Gainesville.

1. 1001 NW 39th avenue is a four unit apartment building.
2. 1009 NW 39th Avenue is a four unit apartment building.
3. 1020 NW 39th Avenue is a four unit apartment building.
4. 1023 NW 39th Avenue is a four unit apartment building.
5. 310 NW 13th Avenue is a two family duplex.

All of the above properties use the same meter for exterior use watering as for interior use. My home at Turkey Creek has separate supply for the exterior watering.

The monthly bills are as follows:

1. \$27.32
2. \$28.48
3. \$66.33
4. \$45.03
5. \$22.71

The conclusion you should draw from the enclosed information is water is too expensive at Turkey Creek. In some cases, it is less expensive to pay for water in a four unit apartment building in Gainesville than for one person to live in a Villa at Turkey Creek.

"Exhibit 1"

Additionally, the late fee for a late payment of a water bill in Gainesville is 10% of the bill. This seems to be an industry standard for water in Florida.

The late fee for water at my home in Turkey Creek is a flat fee of \$25.00. A late fee of \$25.00 on an average bill of \$28.00 is an 89% late fee.

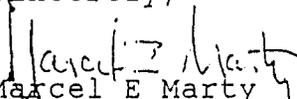
It is my belief that a 89% late fee is excessive.

I would like to suggest that a 89% late fee is even abusive.

I know that examples such as mine outlined above are plentiful. I did want the Board of Directors to know by the time taken to compose this letter that I approve of the leadership and the direction of the Board and that you have my cooperation.

Thank you.

Sincerely,

  
Marcel E Marty

NAME DUPLEX 13 APTS  
 SERVICE 310 NW 13 AV WAT  
 ADDRESS GAINESVILLE, FL

DAYS SERVICE ON BILL 30  
 CUSTOMER CLASS R

ACCOUNT NUMBER 55018103-01-7		PREVIOUS BALANCE \$3.63	← TO AVOID DISCONNECTION - PLEASE PAY BY 06/16/92	
TYPE OF SERVICE		AMOUNT DUE	READING	USAGE
WATER -GEN SERV		\$9.27	678	7000
SEWER -RES		\$12.51		
UTILITY TAX		\$.93		
METER READ DATE 06/03/92		CURRENT CHARGES → \$22.71	← PLEASE PAY CURRENT CHARGES BY 06/29/92	
BILL DATE 06/09/92		<b>TOTAL AMOUNT DUE</b> → \$26.34		
E L E C T R I C	METER NO.		METER NO.	34617874
	MULTIPLIER		MULTIPLIER	
	AVERAGE KWH USED PER DAY SAME MONTH LAST YEAR		AVERAGE THERMS USED PER DAY SAME MONTH LAST YEAR	
	AVERAGE KWH USED PER DAY THIS MONTH		AVERAGE THERMS USED PER DAY THIS MONTH	
			W A T E R	GALLONS WATER USED SAME MONTH LAST YEAR
				MAXIMUM GAL. FOR WASTE WATER 2252

301 S.E. 4 Avenue  
Gainesville, Florida

NAME MARCEL MARTY  
SERVICE 1020 NW 38 AV WAT  
ADDRESS GAINESVILLE, FL

DAYS SERVICE ON BILL 30  
CUSTOMER CLASS R

ACCOUNT NUMBER 67224000-01-5		PREVIOUS BALANCE \$0.00		← TO AVOID DISCONNECTION - PLEASE PAY BY	
TYPE OF SERVICE		AMOUNT DUE	READING	USAGE	
WATER -GEN SERV		\$22.92	270	22000	
SEWER -RES		\$41.12			
UTILITY TAX		\$2.29			
METER		CURRENT CHARGES →	\$66.33	← PLEASE PAY CURRENT CHARGES BY 06/30/92	
READ DATE 06/04/92		<b>TOTAL AMOUNT DUE</b> →	\$66.33		
BILL DATE 06/10/92					
E L E C T R I C	METER NO.		METER NO.		METER NO. 44507931
	MULTIPLIER		MULTIPLIER		
	AVERAGE KWH USED PER DAY SAME MONTH LAST YEAR		AVERAGE THERMS USED PER DAY SAME MONTH LAST YEAR		GALLONS WATER USED SAME MONTH LAST YEAR 19
	AVERAGE KWH USED PER DAY THIS MONTH		AVERAGE THERMS USED PER DAY THIS MONTH		MAXIMUM GAL. FOR WASTE WATER 4222

NAME MARCEL MARXTY  
SERVICE 1023 NW 39 AV WAT  
ADDRESS GAINESVILLE, FL

DAYS SERVICE ON BILL 30  
CUSTOMER CLASS R

ACCOUNT NUMBER 67225600-01-3		PREVIOUS BALANCE \$0.00		← TO AVOID DISCONNECTION - PLEASE PAY BY	
TYPE OF SERVICE		AMOUNT DUE	READING	USAGE	
WATER -GEN SERV		\$13.82	6665	12000	
SEWER -RES		\$29.83			
UTILITY TAX		\$1.38			
METER READ DATE 06/04/92		CURRENT CHARGES →	\$45.03	← PLEASE PAY CURRENT CHARGES BY 06/30/92	
BILL DATE 06/10/92		AMOUNT DUE	\$45.03		
ELECTRIC	METER NO.		METER NO.		METER NO. 18310252
	MULTIPLIER		MULTIPLIER		
	AVERAGE KWH USED PER DAY SAME MONTH LAST YEAR	GAS	AVERAGE THERMS USED PER DAY SAME MONTH LAST YEAR	WATER	GALLONS WATER USED SAME MONTH LAST YEAR 9
	AVERAGE KWH USED PER DAY THIS MONTH		AVERAGE THERMS USED PER DAY THIS MONTH		MAXIMUM GAL. FOR WASTE WATER 3096

NAME MARCEL MARTY  
SERVICE 1009 NW 39 AV WAT  
ADDRESS GAINESVILLE, FL

DAYS SERVICE ON BILL 30  
CUSTOMER CLASS R

ACCOUNT NUMBER 67229207-01-1		PREVIOUS BALANCE \$0.00		← TO AVOID DISCONNECTION - PLEASE PAY BY	
TYPE OF SERVICE		AMOUNT DUE	READING	USAGE	
WATER -GEN SERV		\$9.27	578	7000	
SEWER -RES		\$18.28			
UTILITY TAX		\$.93			
METER READ DATE 06/04/92		CURRENT CHARGES →	\$28.48	← PLEASE PAY CURRENT CHARGES BY 06/30/92	
BILL DATE 06/10/92		<del>TOTAL AMOUNT DUE</del>	\$28.48		
ELECTRIC	METER NO.	GAS	METER NO.	WATER	METER NO. 38525824
	MULTIPLIER		MULTIPLIER		
	AVERAGE KWH USED PER DAY SAME MONTH LAST YEAR		AVERAGE THERMS USED PER DAY SAME MONTH LAST YEAR		GALLONS WATER USED SAME MONTH LAST YEAR 7
	AVERAGE KWH USED PER DAY THIS MONTH		AVERAGE THERMS USED PER DAY THIS MONTH		MAXIMUM GAL. FOR WASTE WATER 3659

NAME MARCEL MART  
 SERVICE 1001 NW 39 AV WAT  
 ADDRESS GAINESVILLE, FL

DAYS SERVICE ON BILL 30  
 CUSTOMER CLASS R

ACCOUNT NUMBER 67248147-01-5		PREVIOUS BALANCE \$0.00	← TO AVOID DISCONNECTION - PLEASE PAY BY	
TYPE OF SERVICE		AMOUNT DUE	READING	USAGE
WATER -GEN SERV		\$11.09	744	9000
SEWER -RES		\$15.12		
UTILITY TAX		\$1.11		
METER READ DATE 06/04/92		CURRENT CHARGES → \$27.32	PLEASE PAY CURRENT CHARGES BY 06/30/92	
BILL DATE 06/10/92		TOTAL AMOUNT DUE \$27.32		
ELECTRIC	METER NO.	METER NO.	WATER	METER NO. 37004875
	MULTIPLIER	MULTIPLIER		GALLONS WATER USED SAME MONTH LAST YEAR
	AVERAGE KWH USED PER DAY SAME MONTH LAST YEAR	GAS AVERAGE THERMS USED PER DAY SAME MONTH LAST YEAR		GALLONS WATER USED SAME MONTH LAST YEAR
	AVERAGE KWH USED PER DAY THIS MONTH	AVERAGE THERMS USED PER DAY THIS MONTH		MAXIMUM GAL. FOR WASTE WATER 1408

Feb. 2, 1993

Jo. Ann Chase  
Florida Public Service Commission  
101 East Gaines St.  
Tallahassee, FL 32399-0850

RECEIVED  
1993 FEB -4 11:24  
MAIL ROOM

Dear Ms. Chase:

I understand that the attached is but a drop in the bucket and that there is nothing the PSC can do about it; however, as a matter of principle over this latest ripoff from Norwood Hope and his Turkey Creek Inc. I am bringing it to your attention.

It is the largest bill we have ever received for water and sewer at Turkey Creek. Although the bill doesn't show what period it covers, something Hope does so his customers don't fully know how to calculate how he has ripped them off each month, I assume it covers approximately 30 days.

That would mean the period started approximately Christmas Day. We were in Jacksonville from Dec. 25 to Jan. 4 and our house was unoccupied. That means we only used water for approximately 75 percent of this period.

I understand the PSC has been investigating this man and it is with very good reason that you do so. In my opinion, based on personal relationships with him, he will stoop to any depth to find a way to chisel money out of people.

Just to get it off my mind, here is the most astounding example of this that I have been involved in with him:

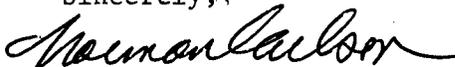
We mailed him a check to his business address for a utility bill due on the 10th of last March. It was mailed on March 2 in Alachua to another Alachua address. On March 11, one day after the due date, I found it lying on the ground outside my mailbox at Turkey Creek with some sort of writing on it like the postman had put it there.

I took it to the post office and told them what happened. They said the letter didn't come from them and they had not written the little scribbling on it. Then I went to Hope's office and they said the bill was one day late and that would be a \$20 late charge.

There is absolutely no question in my mind that Hope held the letter until after the due date, scribbled something on it to make it appear the post office had messed up the mailing and then laid it outside my box. All to gouge another \$20 out of somebody.

Thanks for listening. I feel better until the next ripoff from Turkey Creek Utilities...or Turkey Creek Inc...or Family Diners or whatever else Hope calls himself to avoid taxes.

Sincerely,



Norman Carlson  
38 Turkey Creek  
Alachua, FL 32615

275

RECEIVED

FEB 04 1993

Florida Public Service Commission  
Division of Water and Wastewater

TURKEY CREEK UTILITIES  
**KEEP THIS HALF FOR YOUR RECORDS**

	AMOUNT	CODE
PRIOR 1/25/93 194,700		
1/25/93 201,900		
GAL. USED 7,200	14.39	10
WASTEWATER	42.60	20
10% CITY TAX	1.44	04
PREVIOUS BALANCE	51.07	
PAYMT-THANK YOU	51.07	
PAYMENT DUE: 02/15/93		

TURKEY CREEK UTILITIES

158 Turkey Creek  
 Alachua, FL 32615-9513



CARLSON, NORMAN & SYLVIA  
 38 TURKEY CREEK  
 ALACHUA, FL 32615-9513

TC 3 LOT 34

**RETURN THIS HALF WITH PAYMENT**

\$	\$	\$ 58.43	\$	\$	\$ 58.43
AMOUNT PAST DUE	CURRENT BILLING	TOTAL	AMOUNT PAST DUE	CURRENT BILLING	TOTAL

BILLS ARE DELINQUENT AFTER THE 10TH OF THE MONTH.

BILLING DATE 1/25/93

ACCOUNT NO. 3.0031.000.1

BILLING DATE 1/25/93

ACCOUNT NO. 3.0031.000.1