

Case Scheduling/Rescheduling Advice

Printed on 03/21/2000 at 11:53

Page 1 of 1

To:

<input checked="" type="checkbox"/> Commissioner Deason <input checked="" type="checkbox"/> Commissioner Clark <input type="checkbox"/> Commissioner Jacobs <input checked="" type="checkbox"/> Commissioner Jaber <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Deputy Executive Director/Technical <input checked="" type="checkbox"/> Appeals Director <input checked="" type="checkbox"/> Legal Director <input checked="" type="checkbox"/> Auditing & Financial Analysis Director <input type="checkbox"/> Telecommunications Director <input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/> Electric & Gas Director <input checked="" type="checkbox"/> Records & Reporting Director <input checked="" type="checkbox"/> PAI Director <input checked="" type="checkbox"/> Water & Wastewater Director <input checked="" type="checkbox"/> Court Reporter <input type="checkbox"/> Staff Contact
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From: Office of Chairman Joe Garcia

Docket Number: 990080-WS

Docket Title: Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference		11/27/2000	Tallahassee, Room 148	1:30 PM - 5:00 PM
Hearing		12/13/2000	Lake County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JC	JB		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JC	JB		
		X	X		X		

Prehearing Officer

Commissioners					
GR	DS	CL	JC	JB	ADM

Commissioners					
GR	DS	CL	JC	JB	ADM
		X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 990080-WS Date Docketed: 01/22/1999 Title: Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: _____ ADM _____ AFA _____ APP _____ CAF X CMU _____ EAG _____ GCL _____ (LEG) X RAR _____ PAI _____ WAW X
 ("()") indicates OPR)

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module A9

Staff Assignments

<u>OPR Staff</u>	<u>* T Vaccaro</u>
_____	_____
_____	_____
_____	_____
_____	_____
<u>Staff Counsel</u>	<u>T Vaccaro</u>
_____	_____
<u>DCRs (WAW)</u>	<u>M Golden, S Rieger</u>
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WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION.

FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level

3

Due Dates

Previous Current

1.*Staff Recommendation	06/17/1999	11/04/1999
2.*Agenda - Deferred from 11/16/99	SAME	01/18/2000
3.*PAA Order - Automatic Closing	12/06/1999	02/07/2000
4.*Protest Filed	SAME	02/29/2000
5. Order Establishing Procedure	NONE	04/03/2000
6. Notice of Issue Identification	NONE	07/24/2000
7. Issue Identification	NONE	08/04/2000
8. Testimony - Company	NONE	09/12/2000
9. Testimony - Complainant	NONE	10/10/2000
10. Testimony - Staff	NONE	10/24/2000
11. Testimony - Rebuttal	NONE	11/02/2000
12. Notice of Prehearing	NONE	11/10/2000
13. Prehearing Statements	NONE	11/14/2000
14. Pre-prehearing	NONE	11/16/2000
15. Prehearing	NONE	11/27/2000
16. Notice of Hearing	NONE	11/28/2000
17. Discovery Actions Cutoff	NONE	12/06/2000
18. Hearing	NONE	12/13/2000
19. Late-Filed Exhibits	NONE	12/20/2000
20. Transcripts Due	NONE	12/27/2000
21. Briefs Due	NONE	01/10/2001
22. Staff Recommendation	NONE	02/08/2001
23. Agenda - Regular	NONE	02/20/2001
24. Standard Order	NONE	03/12/2001
25. Close Docket or Revise CASR	NONE	04/27/2001
26.		
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40.		

Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel X
 Hearing Examiner _____ Staff _____

Date filed with RAR: 03/24/2000

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

CSRA

- Hearing Officer(s)

- Prehearing Officer

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JC	JB		
		X	X	X			

Commissioners					ADM
GR	DS	CL	JC	JB	
		X			

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: *JS / n/s*
 Date: 03/24/2000

Case Scheduling/Rescheduling Advice

Printed on 03/30/2000 at 08:48

Page 1 of 1

To:

<input checked="" type="checkbox"/> Commissioner Deason <input checked="" type="checkbox"/> Commissioner Clark <input checked="" type="checkbox"/> Commissioner Jacobs <input checked="" type="checkbox"/> Commissioner Jaber <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Deputy Executive Director/Technical <input checked="" type="checkbox"/> Appeals Director <input checked="" type="checkbox"/> Legal Director <input checked="" type="checkbox"/> Auditing & Financial Analysis Director <input type="checkbox"/> Telecommunications Director <input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/> Electric & Gas Director <input checked="" type="checkbox"/> Records & Reporting Director <input checked="" type="checkbox"/> PAI Director <input checked="" type="checkbox"/> Water & Wastewater Director <input checked="" type="checkbox"/> Court Reporter <input type="checkbox"/> Staff Contact
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From: Office of Chairman Joe Garcia

Docket Number: 990080-WS

Docket Title: Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

1. Schedule Information

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Prehearing Conference		11/27/2000	Tallahassee, Room 148	1:30 PM - 5:00 PM
Hearing		12/13/2000	Lake County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JC	JB		
					1		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL	JC	JB		
		X	X	A			

Prehearing Officer

Commissioners					
GR	DS	CL	JC	JB	ADM

Commissioners					
GR	DS	CL	JC	JB	ADM
		X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Panel Changed.

Case Scheduling/Rescheduling Advice

Last Revised 07/05/2000 at 09:59

Page 1 of 1

Printed on 07/05/2000 at 17:12

To:

<input checked="" type="checkbox"/> Commissioner Clark	<input checked="" type="checkbox"/> Deputy Executive Director/Tech	<input type="checkbox"/> Safety & Electric Reliability Director
<input checked="" type="checkbox"/> Commissioner Jacobs	<input checked="" type="checkbox"/> Appeals Director	<input checked="" type="checkbox"/> Records & Reporting Director
<input type="checkbox"/> Commissioner Jaber	<input checked="" type="checkbox"/> Legal Director	<input checked="" type="checkbox"/> PAI Director
<input checked="" type="checkbox"/> New Commissioner	<input type="checkbox"/> Economic Regulation Director	<input checked="" type="checkbox"/> Regulatory Oversight Director
<input checked="" type="checkbox"/> Executive Director	<input type="checkbox"/> Competitive Services Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input checked="" type="checkbox"/> Staff Contact - Tim Vaccaro

From: Office of Chairman Terry Deason

Docket Number: 990080-WS

Docket Title: Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

1. Schedule Information

Event	Former Date	New Date	Location	Time

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		
	1						

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		
		X	X		X		

Prehearing Officer

Commissioners					
DS	CL	JC	JB	NC	ADM

Commissioners					
DS	CL	JC	JB	NC	ADM
	X				

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: Panel Changed. NEW COMMISSIONER REPLACED CHAIRMAN DEASON.

Case Scheduling/Rescheduling Advice

Last Revised 07/20/2000 at 08:37

Page 1 of 1

Printed on 07/20/2000 at 12:48

To: Commissioner Jacobs Deputy Executive Director/Tech Safety & Electric Reliability Director
 Commissioner Jaber Appeals Director Records & Reporting Director
 New Commissioner Legal Director PAI Director
 New Commissioner-SC Economic Regulation Director Regulatory Oversight Director
 Executive Director Competitive Services Director Court Reporter
 Public Information Officer Consumer Affairs Director Staff Contact - Tim Vaccaro

From: Office of Chairman Terry Deason

Docket Number: 990080-WS

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2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	DS	JC	JB	NC	SC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	DS	JC	JB	NC	SC		
		X		X	X		

Prehearing Officer

Commissioners					
DS	JC	JB	NC	SC	ADM

Commissioners					
DS	JC	JB	NC	SC	ADM
	X				

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: New Commissioner (SC) replaced Com. Clark on panel. Com. Jacobs is PHO. PH - 11/27; H - 12/13.

Case Scheduling/Rescheduling Advice

Last Revised 11/08/2000 at 14:57

Page 1 of 1

Printed on 11/13/2000 at 17:02

To:

<input checked="" type="checkbox"/> Commissioner Jacobs <input type="checkbox"/> Commissioner Jaber <input checked="" type="checkbox"/> Commissioner Baez <input checked="" type="checkbox"/> New Commissioner-SC <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Deputy Executive Director/Tech <input checked="" type="checkbox"/> Appeals Director <input checked="" type="checkbox"/> Legal Director <input type="checkbox"/> Economic Regulation Director <input type="checkbox"/> Competitive Services Director <input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/> Safety & Electric Reliability Director <input checked="" type="checkbox"/> Records & Reporting Director <input checked="" type="checkbox"/> PAI Director <input checked="" type="checkbox"/> Regulatory Oversight Director <input checked="" type="checkbox"/> Court Reporter <input checked="" type="checkbox"/> Staff Contact - Tim Vaccaro
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From: Office of Chairman Terry Deason

Docket Number: 990080-WS

Docket Title: Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	11/27/2000	Cancelled	Tallahassee, Room 148	1:30 PM - 5:00 PM
Hearing	12/13/2000	Cancelled	Lake County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	DS	JC	JB	BZ	SC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	DS	JC	JB	BZ	SC		
		X		X	X		

Prehearing Officer

Commissioners						
DS	JC	JB	BZ	SC	ADM	

Commissioners						
DS	JC	JB	BZ	SC	ADM	
	X					

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:



Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
JULIA L. JOHNSON
E. LEON JACOBS, JR.

DIVISION OF RECORDS & REPORTING
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770



Public Service Commission

January 25, 1999

Linda J. McKenna
Shagri-La by the Lake
134 Shanghai Island Road
Leesburg, Florida 34788

Re: Docket No. 990080-WS

Dear Ms. McKenna:

This will acknowledge receipt of a complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County, which was filed by this office on January 22, 1999 and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6078 or FAX (850) 413-6079.

Division of Records and Reporting
Florida Public Service Commission



STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
JULIA L. JOHNSON
E. LEON JACOBS, JR.



DIVISION OF RECORDS & REPORTING
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770

Public Service Commission

NOTICE OF COMPLAINT

TO

SHANGRI-LA BY THE LAKE UTILITIES, INC.

Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

You are hereby notified that the above complaint, a copy of which is attached, has been filed with this Commission.

You may respond to this complaint by forwarding a response to this Division, with a copy to the complainant.

By **DIRECTION** of The Florida Public Service Commission, this 25th day of January, 1999.

A handwritten signature in cursive script that reads "Blanca S. Bayó".

Blanca S. Bayó, Director
Division of Records and Reporting

BSB/abf
Attachment
cc: Office of Public Counsel
Division of Legal Services
Division of Consumer Affairs
Division of Water and Wastewater

cc: BLANCO S. BARR

Shangri La by the Lake Homeowners Association
c/o Linda McKenna, Secretary
134 Shanghai Island Road
Leesburg, FL 34788

February 20, 1999

Jack Schreve, Esq.
Public Advocate Counsel
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd
Tallahassee FL 32399-0850

Re: Petition filed by Customers of Shangri La by the Lake
Utilities, Inc., Lake County Docket No. 990080-WS

Dear Mr. Schreve:

As you are aware, 55 customers of the above utility filed a
Petition requesting review of the application and license of the
utility, as well as review of the rates. You have already done some
initial investigation into the issues for us.

As public counsel advocate, will you represent our interests at any
hearings that may be scheduled? The utility has hired expert legal
counsel to represent it in this issue. We trust that as public advocate
counsel, you would appear on behalf of the customers.

As I will be leaving Florida in April, would you please direct any
correspondence after March 31 to:

George Shepit, 206 N. Bangkok Island Rd., Leesburg, FL 34788

Thank you. We look forward to hearing from you.

Sincerely,

Linda J. McKenna
Linda J. McKenna

cc: Bill Lowe, Asst. Director
Charles Hill, Director
Tim Vaccaro, Esq.
Harold Rogers, Pres., HOA

a\schreve.1tr

RECEIVED PSC
FEB 24 PM 1:55
OFFICE OF THE
REGULATORY

Shangri La by the Lake Homeowner's Association
c/ Linda J. McKenna, Secretary,
134 Shanghai Island Road
Leesburg, FL 34788

February 20, 1999

Tim Vaccaro, Esq.
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd
Tallahassee FL 32399-0850

Re: Complaint Docket No. 990080-WS
Petitioners v. Shangri La by the Lake Utilities, Inc.
Lake County, Florida

Dear Mr. Vaccaro:

Since I will be returning to Maine in April and not available to receive any future notices regarding the petition filed by customers of Shangri La by the Lake Utilities, Inc., all future correspondence regarding the above docketed matter should be forwarded to:

George Shepit, Committee Chairman
Shangri La by the Lake
206 N. Bangkok Island Lane
Leesburg, FL 34788

as well as to ALL OF THE OTHER PETITIONERS LISTED.

Thank you.

Sincerely,



Linda J. McKenna
Association Secretary

cc: Bill Lowe, Asst. Director
Martin S. Friedman, Esq.
Jack Schreve, Esq., Consumer Advocate
Blanca S. Bayo, Director - Div. of Records
and Reporting

a:\psc-vacc.ltr

Done
2/26/99

RECEIVED PSC
20 FEB 24 PM 1:54
RECORDS AND
REPORTING



Public Service Commission

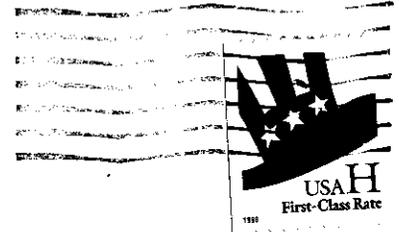
-M-E-M-O-R-A-N-D-U-M-

DATE: March 8, 1999
TO: Blanca Bayo, Director, Division of Records and Reporting
FROM: Melinda Butler, Assistant to Commissioner Jacobs *MB*
RE: Intercepted Communications From an Interested Party Received in
 Docket No: 990080

RECEIVED-PPSC
 89 MAR - 8 PM 3:32
 RECORDS AND
 REPORTING

This office has received the attached correspondence of Mrs. Linda J. McKenna and petitioners. The correspondence has not been viewed or considered in any way by Commissioner Jacobs. Under the terms of the advisory opinion from the Commission on Ethics (issued July 24, 1991 as COE 91-33-JULY 19, 1991), the following letter does not constitute an ex parte communication by virtue of the fact that it was not shown to the Commissioner. Because it is not deemed to be an ex parte communication, it does not require dissemination to parties pursuant to the provisions of Section 350.042, Florida Statutes. However; in such cases Commissioner Jacobs has requested that a copy of the correspondence and this memo, as a matter of routine, be placed in the correspondence side of the file in this docket.

Ms. Linda J. McKenna
134 Shanghai Island Rd.
Leesburg FL 34788



DU

E, Leon Jacobs, Jr.
PublicService Commission
2540 Shumard Oak Blv
TallahasseeFL 32399-0850

32399X0850 01



Mr. and Mrs. H. D. McKenna, Sr.
Shangri La by the Lake
134 Shanghai Island Road
Leesburg, FL 34788

January 19, 1979

Director of the Division
of Records and Reporting, and
Julia L. Johnson, Chairman
J. Terry Deason, Joe Garcia
Susan F. Clark, E. Leon Jacobs, Jr.
Public Service Commissioners
Capital Circle Office Center
2540 Shumard Oak Blvd
Tallahassee FL 32399-0870

Re: Shangri La by the Lake Utilities, Inc./William W. Werner
Order PSC 96-0062-FOF-WS Docket No. 940653-WS
Certificates 567-W and 494-S

Dear Director and Commissioners:

Enclosed please find a Petition filed by and on behalf of 54 customers who were adversely affected by the Commission's decision relating to Shangri La by the Lake Utilities, Inc. We are requesting, among other pleas, that a formal hearing be held so that affected customers can be heard. No notice was ever given to the affected customers of the application that was filed by the utility. In reading the petition, you will note there are several issues which should be addressed by the Public Service Commission.

Due to the utility's failure to notify affected customers of its application for license and establishment of fees, the adversely affected customers were not able to timely file a motion for reconsideration by the Director and are hereby doing so.

We hope it will not be necessary to seek legal counsel and expend funds for legal fees to take this matter to the First District Court of Appeals as all petitioners are senior citizens on limited incomes and unable to afford such an expense. It is through no fault of the customers that a petition could not be filed timely. It is anticipated you will consider our request fairly in light of the utility owner's calculated and deliberate failure to notify anyone of his intent.

We are hopeful you will honor this petition and offer us some redress for the egregious situation that exists. The addresses of all petitioners are noted on the petition, all of whom are of Leesburg, Florida 34788 and residents of the mobile home park owned by the utility owner.

Sincerely,



Linda J. McKenna
and all 54 petitioners as
noted on the enclosed Petition

cc: Charles H. Hill, Director
Bill Lowe, Assistant Director

TO: FLORIDA PUBLIC SERVICE COMMISSION
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

FROM: Affected Customers of Shangri La By the Lake Utilities, Inc.,
c/o Linda J. McKenna, Secretary, Shangri La by the Lake
Mobilehome Owners' Association, 134 Shanghai Island Road
Leesburg, FL 34788

RE: Certificate(s) 494S, 567W Company Code: WS728
William Werner d/b/a Shangri La by the Lake Utilities, Inc.
Order No. PSC-96-0062-FOF-WS Docket No. 940653- WS

PURSUANT TO RULE 25-22.029(4) OF THE FLORIDA ADMINISTRATIVE CODE, THE UNDERSIGNED HEREBY PETITION THE FLORIDA PUBLIC SERVICE COMMISSION TO SCHEDULE A FORMAL PROCEEDING WITH REGARD TO THE ABOVE REFERENCED UTILITY IN AN EFFORT TO ALLOW AFFECTED CUSTOMERS TO BE HEARD. THE AFFECTED CUSTOMERS, WHOSE NAMES AND ADDRESSES APPEAR BELOW, REQUEST A HEARING WITHIN SIXTY (60) DAYS AND STATE THE FOLLOWING:

1. THE NAME AND ADDRESS OF THE APPLICANT IS WILLIAM WERNER, D/B/A SHANGRI LA BY THE LAKE UTILITIES, INC., P.O. BOX 345, SPARTA, MI 49345.
2. AFFECTED CUSTOMERS DID NOT RECEIVE NOTICE THAT THE APPLICANT INTENDED TO LICENSE THE UTILITY AND CHARGE ITS CUSTOMERS FOR WATER AND SEWER AND THE APPLICANT IS IN VIOLATION OF FLORIDA ADMINISTRATIVE CODE, RULE 25-30.030, AND IS THEREFORE NOT ENTITLED TO THE BENEFITS AND MONETARY PROFITS TO BE GAINED FROM SUCH LICENSE.
3. THE BASE RATE ESTABLISHED IS UNFAIR AND ERRONEOUS AS IT WAS NOT BASED ON COMPETENT SUBSTANTIAL EVIDENCE OR ACCURATE COST RECORDS BUT MERELY ON ASSERTIONS MADE BY THE APPLICANT WHICH HAVE NO BEARING ON FACT.
4. THERE IS NO SEASONAL RATE ESTABLISHED FOR PART-TIME RESIDENTS, WHICH IS UNJUST AND UNFAIR IN THAT SUCH NON-USERS ARE REQUIRED TO PAY THE MINIMUM \$23.91 PER MONTH EVEN WHEN THE WATER AND SEWER IS SHUT OFF.
5. THE APPLICANT ASSERTS HIS OPERATING EXPENSES AMOUNT TO \$14.13 PER MONTH PER HOME, WHICH CONTRADICTS THE CALCULATIONS OF THE PUBLIC SERVICE COMMISSION AT \$43.48 PER MONTH. THE TRUE OPERATING EXPENSES SHOULD BE ESTABLISHED IN ORDER TO SET A FAIR AND EQUITABLE BASE RATE CHARGE TO CUSTOMERS.
6. THE AFFECTED CUSTOMERS ARE ENTITLED TO BE HEARD IN AN EFFORT TO REACH A FAIR AND EQUITABLE FACILITY CHARGE. THE DOCUMENTS AVAILABLE TO THE UNDERSIGNED INDICATE THE UTILITY WILL BE EARNING A MINIMUM PROFIT OF 10.82% BUT CHARGING ITS CUSTOMERS 350% MORE THAN ITS COSTS, WHICH IS AN UNFAIR PERCENTAGE OF RETURN FOR A PUBLIC SERVICE MONOPOLY.
7. THE PETITIONERS HAVE A SUBSTANTIAL INTEREST AS A RESULT OF THE DETERMINATION ISSUED BY THE PSC WITH REGARD TO THE UTILITY IN THAT EGREGIOUS AND UNFAIR CHARGES ARE BEING MADE TO PETITIONERS FOR THE COST OF WATER AND SEWER, WHICH COSTS WERE CALCULATED AND BASED ON INACCURATE ESTIMATES PROVIDED BY THE APPLICANT.

March 9, 1999

RECEIVED
MAR 11 9 02 AM '99

ADMINISTRATION
MAIL ROOM

RECEIVED

MAR 11 1999

Florida Public Service Commission
Division of Water and Wastewa-

Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Ref: Shangri-La Utilities (Sewer & Water)

Dear Sirs,

It is my feeling that the above Utility Company is operating under questionable circumstances. Nobody has read our meter since it was installed, but we are being billed for usage, an amount that is beyond our comprehension.

Some of the homes in the community do not have meters and do not pay for water and sewer. Those of us who are metered are apparently paying for the entire community.

We embarked on a "little or almost no water usage" program. Our lawn has not been irrigated since December, we are doing laundry and washing the car and taking necessary showers at my daughter's home, using the dishwasher only once a week, showering (1 minute showers) only twice a week at home, flushing when very necessary. This is not the way we choose to live. We can't account for the 2000 gallons we are billed for, and for a retired couple on a very limited income, the rates are not in line.

Sincerely,

M. Koepplinger

Margaret A. Koepplinger
147 Shanghai Island Rd.
Leesburg, FL 34788

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
JULIA L. JOHNSON
E. LEON JACOBS, JR.



DIVISION OF WATER & WASTEWATER
CHARLES H. HILL
DIRECTOR
(850) 413-6900

Public Service Commission

March 30, 1999

RECEIVED-FPSC
99 APR - 1 PM 5: 12
RECORDS AND REPORTING

Ms. Margaret A. Koeplinger
147 Shanghai Island Rd.
Leesburg, FL 34788

RE: Docket No. 990080-WS, Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County

Dear Ms. Koeplinger:

I am writing in response to your March 9, 1999 letter regarding Shangri-La by the Lake Utilities, Inc. (Shangri-La or utility.) On January 22, 1999, the Commission received a formal complaint signed by 55 of Shangri-La's customers. The Commission is currently reviewing the rates and billing practices of the utility in Docket No. 990080-WS, entitled "Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-la by the Lake Utilities, Inc. in Lake County." My staff is scheduled to present a recommendation regarding their findings at the Commission's Agenda Conference on June 29, 1999. We will include your letter for consideration in that docket.

You are correct that some customers are paying based on metered service and some are not. However, let me assure you that the metered customers are not paying the full costs of the utility. The rates charged by the utility were approved by this Commission. The Commission determined the utility's rates taking into consideration the total number of customers in the mobile home park. Consequently, each customer only pays their share of the costs even if some customers are not yet metered. The customers who are not yet metered are still paying for their water and wastewater service through their rent, as you previously paid for your service through your rent. The utility is in the process of installing the meters and converting to metered billing as each tenant's lease comes up for renewal and can be modified to reflect this change. All of the customers will eventually be metered.

Some of Shangri-La's customers previously questioned the quality and accuracy of the water meters installed by the utility. My staff has verified that the meters installed by the utility are a good brand of meters and were new when installed. Meters are tested at the factory prior to installation, therefore, it is unlikely that a new meter would malfunction. However, as part of our investigation,

Ms. Margaret A. Koeplinger

Page 2

March 30, 1999

my staff engineer visited your area in February and was present while several of your neighbor's meters were field tested. All of the meters tested were found to be accurate.

Having ruled out the likelihood of meter failure, some other explanations for your unexpected usage level are: (1) you may have a leak in your house, (2) the utility may have read the meter incorrectly, or (3) you in fact used the water for which you were billed. Many people are unaware of the significant amount of water that can be lost through an undetected leak. If you are not aware of any leaks in your house, there is a quick test you can perform to check for leaks. First, make sure that no water is running inside or outside your house, such as a shower, dishwasher, or garden hose. Then watch your water meter for a few minutes. If the dial is moving even though all of the water is turned off, you have a leak somewhere in the house.

Alternatively, if you believe the utility has made an error in reading your meter, you may likewise read your meter and compare it to the amount of usage for which you are billed. For future reference, the utility plans to read the meters on the 15th of each month to the extent possible. There may be occasions when the meters will be read a day earlier or later than that, such as if the weather is bad or the 15th falls on a weekend. If you so desire, you may read your own meter around that time and compare your reading to the amount billed by the utility.

Because the meter will continue to move as you use water, your reading and the utility's reading will vary unless you read the meter at the exact same time that the utility reads your meter. However, you should still be able to determine if you are being billed for the correct number of gallons. The utility plans to bill for usage by rounding down to the nearest 1,000 gallon level for billing purposes. For example, if your first meter reading was 2,500 gallons, the utility only billed you for the first 2,000 gallons. The remaining 500 gallons will not be billed until the meter reading has reached the next 1,000 gallon increment, which for purposes of this example is 3,000 gallons. Carrying the example one more month, let's assume your meter reading for the second month is 3,900 gallons. The utility will only bill you for 1,000 gallons that month because the meter reading has reached the 3,000 gallon level, but has not yet passed the 4,000 gallon level.

Finally, it is not uncommon for customers who are switched from unmetered to metered service to be surprised that they are actually using more water than they thought they were. Although your initial meter reading seems high to you, it is in fact below the average usage that is used by our agency and other regulatory agencies in our regulation of the water and wastewater industry. The average usage per person is estimated to be 100 gallons per day. For a retired couple, this equates to approximately 6,000 gallons per month. Therefore, even considering your water conservation efforts, it is possible that you may have used 2,000 gallons in one month.

Many areas of Florida will be facing water quality and quantity problems in the future if efforts are not undertaken to preserve our valuable water resources now. I would like to commend you on your water conservation efforts. By monitoring your water usage over the next several months and checking for leaks, you should be able to determine if you are in fact using the amount of water for

Ms. Margaret A. Koeplinger

Page 3

March 30, 1999

which you are being billed. I hope you will find this information helpful. If you have any questions about the information contained in this letter, please call Ms. Martha Golden at (850) 413-7015.

Sincerely,



bill lowe

Assistant Director

cc: Mr. Martin Friedman

Mr. William Werner

Division of Legal Services (Jaber, Vaccaro)

Division of Records and Reporting

Division of Water and Wastewater (Hill, Lowe, Williams, Bethea, Golden, Rieger)

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
JULIA L. JOHNSON
E. LEON JACOBS, JR.



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

RECEIVED-FPSC
93 NOV -5 PM 3:45
RECORDS AND REPORTING

Public Service Commission

November 5, 1999

Martin S. Friedman, Esquire
Rose, Sundstrom & Bentley, LLP
2548 Blairstone Pines Dr.
Tallahassee, Florida 32301

Re: Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Friedman:

Enclosed is a copy of the Staff Recommendation filed in this matter on November 4, 1999. The Commission is expected to consider this Recommendation at its November 16, 1999, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

If you wish to attend, please arrive promptly at the beginning of the Agenda Conference, as we cannot state the exact time at which this item will be heard. You are welcome to come to this Agenda Conference and observe and/or participate in the discussion of this item. If you have any questions, please feel free to call me at (850) 413-6181.

Sincerely,

Tim Vacarro
Senior Attorney

TV/dr

cc: Division of Water and Wastewater (Golden, Rieger)
Division of Records and Reporting

1:990080RL.TV

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
JULIA L. JOHNSON
E. LEON JACOBS, JR.



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

November 5, 1999

Mr. George Shepit
206 N. Bangkok Island Lane
Leesburg, Florida 34788

Re: Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Shepit:

Enclosed is a copy of the Staff Recommendation filed in this matter on November 4, 1999. The Commission is expected to consider this Recommendation at its November 16, 1999, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script, appearing to read "Tim Vacarro for".

Tim Vacarro
Senior Attorney

TV/dr

cc: Division of Water and Wastewater (Golden, Rieger)
Division of Records and Reporting

I:990080RL.TV

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
JULIA L. JOHNSON
E. LEON JACOBS, JR.



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

November 5, 1999

Mr. James Hollingshead
St. Johns River Water Management District
618 E. South Street
Orlando, Florida 32801

Re: Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Hollingshead:

Enclosed is a copy of the Staff Recommendation filed in this matter on November 4, 1999. The Commission is expected to consider this Recommendation at its November 16, 1999, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in black ink, appearing to read "Tim Vacarro".

Tim Vacarro
Senior Attorney

TV/dr

cc: Division of Water and Wastewater (Golden, Rieger)
Division of Records and Reporting

LA990080RL.TV

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E. LEON JACOBS, JR.



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

November 5, 1999

Mrs. Linda J. McKenna
5 Tarklin Hill Road
Raymond, ME 04071

Re: Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mrs. McKenna:

Enclosed is a copy of the Staff Recommendation filed in this matter on November 4, 1999. The Commission is expected to consider this Recommendation at its November 16, 1999, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script that reads "Tim Vacarro".

Tim Vacarro
Senior Attorney

TV/dr

cc: Division of Water and Wastewater (Golden, Rieger)
Division of Records and Reporting

I:\990080RL.TV

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STATE OF FLORIDA

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JULIA L. JOHNSON
E. LEON JACOBS, JR.



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

November 5, 1999

Mrs. Linda J. McKenna
134 Shanghai Island Road
Leesburg, Florida 34788

Re: Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mrs. McKenna:

Enclosed is a copy of the Staff Recommendation filed in this matter on November 4, 1999. The Commission is expected to consider this Recommendation at its November 16, 1999, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script, appearing to read "Tim Vacarro".

Tim Vacarro
Senior Attorney

TV/dr

cc: Division of Water and Wastewater (Golden, Rieger)
Division of Records and Reporting

IA990080RL.TV

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
JULIA L. JOHNSON
E. LEON JACOBS, JR.



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

November 5, 1999

Mrs. Virginia Lennon
170 Taiwan Island Road
Leesburg, Florida 34788

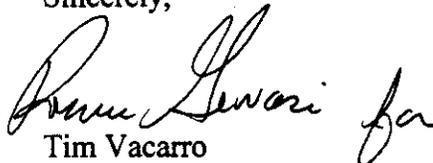
Re: Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mrs. Lennon:

Enclosed is a copy of the Staff Recommendation filed in this matter on November 4, 1999. The Commission is expected to consider this Recommendation at its November 16, 1999, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,


Tim Vacarro
Senior Attorney

TV/dr

cc: Division of Water and Wastewater (Golden, Rieger)
Division of Records and Reporting

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E. LEON JACOBS, JR.



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

November 5, 1999

Mr. Fenwick Hill
153 Formosa Island Road
Leesburg, Florida 34788

Re: Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Hill:

Enclosed is a copy of the Staff Recommendation filed in this matter on November 4, 1999. The Commission is expected to consider this Recommendation at its November 16, 1999, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script, appearing to read "Tim Vacarro".

Tim Vacarro
Senior Attorney

TV/dr

cc: Division of Water and Wastewater (Golden, Rieger)
Division of Records and Reporting

1\990080RL.TV

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
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E. LEON JACOBS, JR.



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

November 5, 1999

Mr. Harold Rogers
110 China Lane
Leesburg, Florida 34788

Re: Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Rogers:

Enclosed is a copy of the Staff Recommendation filed in this matter on November 4, 1999. The Commission is expected to consider this Recommendation at its November 16, 1999, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script that reads "Tim Vacarro" followed by a flourish.

Tim Vacarro
Senior Attorney

TV/dr

cc: Division of Water and Wastewater (Golden, Rieger)
Division of Records and Reporting

I:\990080RL.TV

STATE OF FLORIDA

Commissioners:
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DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

November 5, 1999

Mr. William Werner
Werner & Werner, Inc.
11654 Long Lake Drive
Sparta, MI 49345

Re: Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Werner:

Enclosed is a copy of the Staff Recommendation filed in this matter on November 4, 1999. The Commission is expected to consider this Recommendation at its November 16, 1999, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in black ink, appearing to read "Tim Vacarro".

Tim Vacarro
Senior Attorney

TV/dr

cc: Division of Water and Wastewater (Golden, Rieger)
Division of Records and Reporting

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STATE OF FLORIDA

Commissioners:
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E. LEON JACOBS, JR.



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

November 5, 1999

Mr. Jack Shreve
Office of Public Counsel
111 W. Madison Street
Tallahassee, Florida 32399-1400

Re: Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Shreve:

Enclosed is a copy of the Staff Recommendation filed in this matter on November 4, 1999. The Commission is expected to consider this Recommendation at its November 16, 1999, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in black ink, appearing to read "Tim Vacarro".

Tim Vacarro
Senior Attorney

TV/dr

cc: Division of Water and Wastewater (Golden, Rieger)
Division of Records and Reporting

1A990080RL TV

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Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

RECEIVED-PPSC
NOV - 8 PM 4: 21
RECORDS AND REPORTING

DATE: November 8, 1999
TO: Division of Records and Reporting
FROM: Tim Vaccaro, Senior Attorney, Division of Legal Services
RE: Docket No. 990080-WS - Complaint and request for hearing by Linda J. McKenna and 54 petitioners regarding unfair rates and charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Please place the following names on the list of interested persons for the above-referenced docket.

Mrs. Virginia Lennon
170 Taiwan Island Road
Leesburg, Florida 34788

Mr. George Shepit
206 N. Bangkok Island Lane
Leesburg, Florida 34788

Mr. Fenwick Hill
153 Formosa Island Road
Leesburg, Florida 34788

Mr. James Hollingshead
St. Johns River Water Management District
618 E. South Street
Orlando, Florida 32801

Mr. Harold Rogers
110 China Lane
Leesburg, Florida 34788

TV/dr

cc: Division of Water and Wastewater (Golden, Rieger)

1A990080IP.TV

Done 11/08/99

M E M O R A N D U M

November 16, 1999

RECEIVED - FPSC
53 NOV 17 PM 3:52
RECORDS AND REPORTING

TO: DIVISION OF RECORDS AND REPORTING
FROM: DIVISION OF LEGAL SERVICES (VACCARO) *TV*
RE: . DOCKET NO. 990080-WS - COMPLAINT AND REQUEST FOR HEARING
BY LINDA J. MCKENNA AND 54 PETITIONERS REGARDING UNFAIR
RATES AND CHARGES OF SHANGRI-LA BY THE LAKE UTILITIES,
INC. IN LAKE COUNTY.

2254-PCO

Attached is an ORDER ACKNOWLEDGING INTERVENTION, to be issued
in the above-referenced docket.

(Number of pages in order - 1)

TV/dr

Attachment

cc: Division of Water and Wastewater (Golden, Rieger)

I:\990080AI.TV

*copy of 2/2
mailed -*

MEMORANDUM

February 8, 2000

RECEIVED-FPSC

00 FEB -7 PM 4:55

RECORDS AND REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (VACCARO) *OV 1/18*

RE: DOCKET NO. 990080-WS - COMPLAINT AND REQUEST FOR HEARING BY LINDA J. MCKENNA AND 54 PETITIONERS REGARDING UNFAIR RATES AND CHARGES OF SHANGRI-LA BY THE LAKE UTILITIES, INC. IN LAKE COUNTY.

0259-PAA

Attached is an ORDER AUTHORIZING COLLECTION OF RATES IN THE EVENT OF A PROTEST AND NOTICE OF PROPOSED AGENCY ACTION ORDER DENYING REQUEST FOR INJUNCTION, DENYING REQUEST FOR REVOCATION OF CERTIFICATES, ADJUSTING RATES, ESTABLISHING NEW CLASS OF SERVICE, AND AUTHORIZING COLLECTION OF METER CHARGES FOR IRRIGATION, to be issued in the above-referenced docket.

(Number of pages in order - ~~32~~
40)

TV/dr

Attachment

cc: Division of Water and Wastewater (Golden)

I:\990080OR.TV

attach's not online

8 parties

1- Clerk. LAXE

*sent - to M.R.
2/8/00*

MEMORANDUM

March 27, 2000

RECEIVED-FRSC

00 APR -3 PM 1:41

RECORDS AND
REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (VAN LEUVEN) *DMB*

RE: DOCKET NO. 990080-WS - COMPLAINT AND REQUEST FOR HEARING
BY LINDA J. MCKENNA AND 54 PETITIONERS REGARDING UNFAIR
RATES AND CHARGES OF SHANGRI-LA BY THE LAKE UTILITIES,
INC. IN LAKE COUNTY.

6629-PCU

Attached is an ORDER ESTABLISHING PROCEDURE, to be issued in
the above-referenced docket.

(Number of pages in order - 9)

MUST GO TODAY

DTV/dm

Attachment

cc: Division of Water and Wastewater (Golden, Rieger)

I:\990080EP.DTV

2/2

MEMORANDUM

July 10, 2000

RECEIVED-PPSC
08 JUL 10 AM 10:46

RECORDS AND
REPORTING

on pg

TO: DIVISION OF RECORDS AND REPORTING
FROM: DIVISION OF LEGAL SERVICES (VAN LEUVEN)
RE: DOCKET NO. 990080-WS - COMPLAINT AND REQUEST FOR HEARING
BY LINDA J. MCKENNA AND 54 PETITIONERS REGARDING UNFAIR
RATES AND CHARGES OF SHANGRI-LA BY THE LAKE UTILITIES,
INC. IN LAKE COUNTY.

1239 - fol

Attached is an ORDER MODIFYING ORDER NO. PSC-00-0629-PCO-WS
AND DEFERRING RULING ON ESTABLISHING THE BURDEN OF PROOF, to be
issued in the above-referenced docket.

(Number of pages in order - 6)

DTV/dm

Attachment

cc: Division of Regulatory Oversight (Rieger)

I:\9900800R.DTV

*2f
7m*

MEMORANDUM

August 23, 2000

✓ RECEIVED FPSC

00 AUG 25 AM 10:43

RECORDS AND REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (VAN LEUVEN) *DTV*

RE: DOCKET NO. 990080-WS - COMPLAINT AND REQUEST FOR HEARING BY LINDA J. MCKENNA AND 54 PETITIONERS REGARDING UNFAIR RATES AND CHARGES OF SHANGRI-LA BY THE LAKE UTILITIES, INC. IN LAKE COUNTY.

1549-PCO

Attached is an ORDER DENYING ORAL ARGUMENT AND GRANTING IN PART AND DENYING IN PART THE OFFICE OF PUBLIC COUNSEL'S MOTION IN LIMINE TO LIMIT ISSUES CONSISTENT WITH PRIOR COMMISSION RULINGS, to be issued in the above-referenced docket.

(Number of pages in order - 6)

*pg 1 + 3
make corrections*

DTV/dm

Attachment

cc: Division of Regulatory Oversight (Rieger)
Division of Policy Analysis & Interagency Liaison (Golden)

I:\990080-O.DTV

MUST GO TODAY

2/2

MEMORANDUM

September ²⁶~~25~~, 2000

RECEIVED-PPSC
00 SEP 27 PM 1:41
RECORDS AND
REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (VAN LEUVEN) *DL*

RE: DOCKET NO. 990080-WS - COMPLAINT AND REQUEST FOR HEARING
BY LINDA J. MCKENNA AND 54 PETITIONERS REGARDING UNFAIR
RATES AND CHARGES OF SHANGRI-LA BY THE LAKE UTILITIES,
INC. IN LAKE COUNTY.

1765-PCO

Attached is an ORDER GRANTING MOTION FOR EXTENSION OF TIME TO
FILE PREFILED TESTIMONY AND REVISING CONTROLLING DATES, to be
issued in the above-referenced docket.

(Number of pages in order - 3)

MUST GO TODAY

DTV/dm

Attachment

cc: Division of Regulatory Oversight (Rieger)
Division of Policy Analysis & Interagency Liaison (Golden)

I:\990080ET.DTV

2/2

LAW OFFICES
ROSE, SUNDBSTROM & BENTLEY, LLP
2548 BLAIRSTONE PINES DRIVE
TALLAHASSEE, FLORIDA 32301

(850) 877-6555

*i docketed
maller*

CHRIS H. BENTLEY, P.A.
F. MARSHALL DETERDING
MARTIN S. FRIEDMAN, P.A.
JOHN R. JENKINS, P.A.
STEVEN T. MINDLIN, P.A.
JOSEPH P. PATTON
DAREN L. SHIPPY
WILLIAM E. SUNDBSTROM, P.A.
DIANE D. TREMOR, P.A.
JOHN L. WHARTON

MALING ADDRESS
POST OFFICE BOX 1567
TALLAHASSEE, FLORIDA 32302-1567

TELECOPIER (850) 656-4029

October 13, 2000

ROBERT M. C. ROSE
OF COUNSEL

**Ms. Martha Golden
Florida Public Service Commission
Division of Water & Wastewater
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850**

**Re: Shangri-La by the Lake Utilities, Inc.; Docket No. 990080-WS
Our File No. 28087.04**

Dear Martha:

As you know, the Office of Public Counsel and Shangri-La by the Lake Utilities, Inc. have entered into a Settlement Agreement resolving the OPC's protest of the Commission's PAA Order resolving the customers' complaints. I want to again express my appreciation to you for putting together the financial analysis of the various positions without which we could not have reached a settlement. I realize that effort was over and above your duties in this proceeding and wanted to make sure how much we appreciated that effort.

Very truly yours,



MARTIN S. FRIEDMAN
For the Firm

MSF/brm

**cc: Commissioner Terry Deason
Commissioner Leon Jacobs
Commissioner Lila Jaber
Commissioner Braulio L. Baez**

RECEIVED

OCT 17 2000

Florida Public Service Commission
COMMISSIONER BAEZ

State of Florida



RECEIVED -FPSC

00 OCT 18 PM 3:13

RECORDS AND
REPORTING

-M-E-M-O-R-A-N-D-U-M-

DATE: October 17, 2000

TO: Blanca Bayo, Director, Division of Records & Reporting

FROM: Ignacio Ortiz-Petit, Aide to Commissioner Baez

RE: Docket #990080-WS

This office has received the attached letter in connection with the above referenced docket. The correspondence has been placed in our intercept file; Commissioner Baez has no knowledge of it, and no *ex parte* communication has taken place.

Please place the letter in the correspondence side of the docket file.

iao

Attachment

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

October 26, 2000

Martin S. Friedman Esquire
Rose, Sundstrom & Bentley, LP
2548 Blairstone Pines Drive
Tallahassee, Florida 32301

Re: Docket No. 990080-WS - Complaint and request for hearing by
Linda J. McKenna and 54 petitioners regarding unfair rates and
charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Friedman:

Enclosed is a copy of the Staff Recommendation filed in this matter on October 26, 2000. The Commission is expected to consider this Recommendation at its November 7, 2000, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

If you wish to attend, please arrive promptly at the beginning of the Agenda Conference, as we cannot state the exact time at which this item will be heard. You are welcome to come to this Agenda Conference and observe and/or participate in the discussion of this item. If you have any questions, please feel free to call me at (850) 413-6185.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Tyler Van Leuven".

D. Tyler Van Leuven
Staff Attorney

DTV/dm

Enclosure

cc: Division of Regulatory Oversight (Rieger)
Division of Policy Analysis & Interagency Liaison (Golden)
Division of Records and Reporting

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DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

October 26, 2000

Mr. Fenwick Hill
153 Formosa Island Road
Leesburg, Florida 34788

Re: Docket No. 990080-WS - Complaint and request for hearing by
Linda J. McKenna and 54 petitioners regarding unfair rates and
charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Hill:

Enclosed is a copy of the Staff Recommendation filed in this matter on October 26, 2000. The Commission is expected to consider this Recommendation at its November 7, 2000, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Division of Records and Reporting

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BRAULIO L. BAEZ



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

October 26, 2000

Ms. Virginia Lennon
170 Taiwan Island Road
Leesburg, Florida 34788

Re: Docket No. 990080-WS - Complaint and request for hearing by
Linda J. McKenna and 54 petitioners regarding unfair rates and
charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Ms. Lennon:

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Staff Attorney

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DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

October 26, 2000

Ms. Linda J. McKenna
5 Tarkiln Hill Road
Raymond, ME 04071

Re: Docket No. 990080-WS - Complaint and request for hearing by
Linda J. McKenna and 54 petitioners regarding unfair rates and
charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Ms. McKenna:

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D. Tyler Van Leuven
Staff Attorney

DTV/dm

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Division of Policy Analysis & Interagency Liaison (Golden)
Division of Records and Reporting

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DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

October 26, 2000

Jack Shreve, Esquire
Stephen Burgess, Esquire
c/o The Florida Legislature
111 W. Madison Street, #812
Tallahassee, Florida 32399-1400

Re: Docket No. 990080-WS - Complaint and request for hearing by
Linda J. McKenna and 54 petitioners regarding unfair rates and
charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Messrs. Shreve and Burgess:

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D. Tyler Van Leuven
Staff Attorney

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Division of Policy Analysis & Interagency Liaison (Golden)
Division of Records and Reporting

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DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

October 26, 2000

Mr. Harold Rogers
110 China Lane
Leesburg, Florida 34788

Re: Docket No. 990080-WS - Complaint and request for hearing by
Linda J. McKenna and 54 petitioners regarding unfair rates and
charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Rogers:

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D. Tyler Van Leuven
Staff Attorney

DTV/dm

Enclosure

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DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

October 26, 2000

Mr. George Shepit
206 N. Bangkok Island Lane
Leesburg, Florida 34788

Re: Docket No. 990080-WS - Complaint and request for hearing by
Linda J. McKenna and 54 petitioners regarding unfair rates and
charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Shepit:

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D. Tyler Van Leuven
Staff Attorney

DTV/dm

Enclosure

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Division of Policy Analysis & Interagency Liaison (Golden)
Division of Records and Reporting

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NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

RECEIVED FPSC
OCT 27 PM 3:40
RECORDS AND REPORTING

Public Service Commission

October 26, 2000

Mr. James Hollingshead
St. Johns River Water Management District
618 E. South Street
Orlando, Florida 32801

Re: Docket No. 990080-WS - Complaint and request for hearing by
Linda J. McKenna and 54 petitioners regarding unfair rates and
charges of Shangri-La by the Lake Utilities, Inc. in Lake County.

Dear Mr. Hollingshead:

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Sincerely,

D. Tyler Van Leuven
Staff Attorney

DTV/dm

Enclosure

- cc: Division of Regulatory Oversight (Rieger)
- Division of Policy Analysis & Interagency Liaison (Golden)
- Division of Records and Reporting

L:990080RL.DTV

RAR Official Filing:

11/3/00*** 12:34 PM*****Linda Williams*****1**

Linda Williams

2094-PCO

From: Dorothy Menasco
Sent: Friday, November 03, 2000 12:23 PM
To: RAR - Orders-Notices
Cc: Janet Harrison; Pat Dunbar
Subject: Docket No. ~~990080~~-WS - Shangri-La by the Lake Utilities, Inc.

Sensitivity: Private

File name: 990080or.rg

Signed by Commissioner Jacobs

RECEIVED-FPSC
00 NOV -3 PM 1:54
RECORDS AND REPORTING

2/7

RAR Official Filing:

11/27/00*****1:50 PM*****Matilda Sanders*****1

Matilda Sanders

AS - 2244

From: Lysa White
Sent: Monday, November 27, 2000 1:51 PM
To: RAR - Orders-Notices
Cc: Dorothy Menasco; Janet Harrison; Pat Dunbar
Subject: RE: orders

1/1 psp

Please excuse the error; 990089 should have been 990080.

-----Original Message-----

From: Lysa White
Sent: Monday, November 27, 2000 1:32 PM
To: RAR - Orders-Notices
Cc: Dorothy Menasco; Janet Harrison; Pat Dunbar
Subject: orders

The following orders have been saved in WP9 and transferred electronically to Records:

i:\001138or.dtv

i:\990089or.dtv ~~990089or.dtv~~

Attachment Not Deline

9 mailed

Trak to mailroom 11/27/00 @ 5:30pm