

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



DIVISION OF WATER & WASTEWATER
DANIEL M. HOPPE, DIRECTOR
(850) 413-6900

Public Service Commission

August 27, 1999

Mr. & Mrs. Robert L. Fitterling, Sr.
256 Central Drive
Lake Wales, Florida 33853

Re: Docket No. 980778-SU, Application for a Staff-Assisted Rate Case in Polk County by Crooked Lake Park Sewerage Company

Dear Mr. & Mrs. Fitterling:

On August 16, 1999, we received your correspondence addressing concerns about Crooked Lake Park Sewerage company's proposed rate increase. Your correspondence will be placed in the docket file and your concerns will be addressed in staff's recommendation.

Staff's recommendation addressing the case is tentatively scheduled to be filed with Records and Reporting on September 23, 1999 for the Commission's review. The Commission is tentatively scheduled to consider and vote on staff's recommendation at the October 5, 1999 Agenda Conference. The Agenda will be held at the Capital Circle Office Center, 2540 Shumard Oak Boulevard, Easley Building, Room 148, Tallahassee, Florida. The Agenda will begin at 9:30 a.m., but due to the number of items to be considered, I cannot say exactly when your item will be considered. If you wish to attend, please arrive promptly at the beginning of the Agenda Conference. Any interested party is welcome to attend this Agenda Conference and may observe or participate in the discussion of this item.

If you have any questions, please call Paulette Dewberry at (850) 413-6962 or Min Chu at

(850) 413-6968.

- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- MAS _____
- OPC _____
- PAI _____
- SEC _____
- WAW _____
- OTH _____

Sincerely,

bill lowe, Assistant Director
Division of Water and Wastewater

cc: DP:tys(fitterlg.ltr)
Division of Records and Reporting
Division of Water and Wastewater (Rendell, Dewberry, Chu)
Division of Legal Services (Jaeger)

DOCUMENT NUMBER - DATE

10269 AUG 26 99

FPSC-RECORDS/REPORTING

Request No. 274134W Name FITTERLING, SR. ,ROBERT MR. Business Name _____



FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:
MARSHALL WILLIS

DATE DUE: 09/02/1999

Name <u>ROBERT L FITTERLING,</u>	Company <u>CROOKED LAKE PARK SEWERAGE</u>	Request No. <u>274134W</u>
Business Name _____ Address _____ <u>256 CENTRAL DRIVE</u>	Attn. <u>Kenneth J.</u> Consumer's Telephone # _____ Response Needed From Company? <u>N</u> Can be Reached _____ Note _____	By <u>MWM</u> Time <u>07:15</u> Date <u>08/18/1999</u> Type _____ Phone <u>MAIL</u> Apparent Rule Violation _____ Closed by _____ Date <u>/ /</u>
County <u>Polk</u>	City/Zip <u>Lake Wales 33853-</u>	Informal Conf. <u>N</u> Outreach <u>OTHER</u>
Account Number _____	Caller's Name <u>ROBERT L FITTERLING,</u>	Reply Received <u>/ /</u>
Mailing Address: _____ <u>256 CENTRAL DRIVE</u>	Mail City: <u>LAKE WALES</u> Mail Zip: <u>33853-</u>	St: <u>FL</u>

Request No. 274134W Name FITTERLING, SR. ,ROBERT MR. Business Name _____

Crooked Lake Park Sewerage Company, Inc.

DOCKET NO. 980778-SU

WAW

RECEIVED-FPSC

AUG 16 AM 9:56

RECORDS AND REPORTING

Name Robert L. Fitterling Sr./Jean A. Fitterling (Home-owners)
Address 256 Central Dr. C.L.P.
Lake Wales, Fl 33853

RECEIVED

AUG 16 1999

Florida Public Service Commission
Division of Water and Wastewater

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in the correspondence file of this case.

CUSTOMER COMMENTS

It is very nice to receive your June 1999 Special Report. However, it was taped to the front door of our home on Sunday, August 8, 1999 - a little late to enable us to attend the local meeting.

According to the Special Report, an 8.77% increase is requested in order to "recover expenses and earn 9.98% return on investment. If, in fact, the management went over budget last year, it seems prudent to look at current business practices rather than others having to "bail them out" because of overspending. If additional fees were needed, approval should have been made before the fact, not after.

Additionally, it would be very nice, indeed, to receive a 9.98% return on our investments and asking someone else to provide the funds to do so.

We are not opposed to nominal increases from time to time - but 8.77% all at once - NEVER. Shame on them.