

State of Florida



# Public Service Commission

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

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DATE: December 22, 1999  
 TO: Blanca S. Bayó, Director, Division of Records & Reporting  
 FROM: Sonica C. Hines, Regulatory Analyst I, Division of Water and Wastewater  
 RE: DOCKET NO. 980678-WU-Initiation of show cause proceedings against Gem Estates Utilities, Inc., in Pasco County for violation of Rule 25-30.110(3), F.A.C., Annual Report, and Rule 25-30.120, F.A.C., Regulatory Assessment Fees.

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Attached is an original and a copy of a letter from Mrs. Holly Malberg, owner of Gem Estates Utilities, Inc. Please file in the above-mentioned docket file.

RECEIVED-FPSC  
 99 DEC 22 AM 11:43  
 RECORDS AND REPORTING

- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_
- MAS \_\_\_\_\_
- OPC \_\_\_\_\_
- RRR \_\_\_\_\_
- SEC   1
- VAW \_\_\_\_\_
- OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

**15648** DEC 22 99

FPSC-RECORDS/REPORTING

980678  
15648-99

Holly Malberg  
Gem Estates  
P.O. Box 2016  
Zephyrhills, FL 33539-2106  
Dec. 11, 1999  
Commissioners  
Public Service Commission  
Tallahassee, Florida

RECEIVED-FPSC

99 DEC 23 PM 4:38

RECORDS AND REPORTING

RECEIVED

DEC 16 1999

Florida Public Service Commission  
Division of Water and Wastewater

Dear Sirs:

Thank you for considering this matter before the Commission. April 16, 1999 I took over Gem Estates Utilities, Inc. It was a very troubled system at the time. My sister Jacqueline Cahill had been in charge, but she had been ignoring responsibilities. She had ignored communication from the DEP. As I wrote in a prior letter to the PSC, I immediately set to work on the DEP's requirements. They were met. This included getting an interconnect set up with the city of Zephyrhills (\$3430.00) and a concrete slab around the 6" well (\$260.00). This does not include the attorney's fees connected with this situation with the DEP.

I needed records of residents' payments, amounts due etc. There were none. I do not have these records. As I explained in the previous letter my sister's house was in great disarray---letters, Utility information etc. mixed in with literally hundreds of newspapers all over her house from one end to the other. She has since told me she did not keep records. She has had some extreme emotional problems, which caused the negligence. She became so severely depressed that she was unable to function as a manager. Her behavior patterns were very irregular. Some payments she deposited, and some she did not. Thus there was tremendous disorder. (Our family is still trying to help her with her personal situation.)

As people have made payments, I have kept records and deposited the money. The 1998 Annual Report has been done. I have paid the RAFs (\$3183.18). The well was hit by lightning, and we of course had to pay for the repair. I keep up, of course, with all the normal operating expenses of the system. My sister had gotten severely behind on the taxes; I had to pay for that out of my own money. Of course all of these situations have caused our funds to be very low.

The above situations make it virtually impossible to pay the fines. Thank you again for your consideration.

Sincerely,



Holly Malberg

Holly Malberg  
Gem Estates  
P.O. Box 2016  
Zephyrhills, FL 33539-2106  
Dec. 11, 1999

Commissioners  
Public Service Commission  
Tallahassee, Florida

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**DEC 16 1999**

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