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Public Service Commission

February 25, 2011

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 00590-11		
DISTRIBUTION: _____		

100472-WS

Ms. Linda Doepker
303 50th Avenue Plaza
West Bradenton, FL 34207

Re: Docket No. 100472-WS – Application for a staff-assisted rate case in Manatee County by Heather Hills Estates Utilities, LLC

Dear Ms. Doepker:

Thank you for your letter in which you expressed your concerns about the scheduling of the customer meeting and the proposed rate increase for Heather Hills Estates Utilities, LLC. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware that sometimes residents are unable to attend customer meetings for various reasons. Unfortunately, the timing of the customer meeting is dictated by the time the application for a staff assisted rate case is initiated. Because this case was initiated on December 28, 2010, the schedule for this case required that the customer meeting be scheduled for late June so that the Commission could issue a Proposed Agency Action Order (PAA Order) no later than September 12, 2011. Florida Statutes (F.S.) dictates the timing of the case. Pursuant to Section 367.0814, F.S., the Legislature has given the Commission a certain amount of time in which it must issue a final order. To issue a PAA Order by that date, Commission staff must complete an initial draft of its recommendation on the rate increase by August 4, 2011, with a final recommendation being filed on August 11, 2011, for consideration by the Commission at the August 23, 2011, Commission Conference. To adequately address issues or concerns raised by the customers, staff needs at least six weeks from the date of the customer meeting (or the date that the information was obtained from the customer) in which to conduct further investigation and draft its recommendation.

Ms. Doepker
Page 2
February 25, 2011

If you, or others, are unable to attend the customer meeting, you may send written comments to the following address:

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

All correspondence should refer to "Docket No. 100472-WS, Staff Assisted Rate Case for Heather Hills Estates Utilities, LLC" Any written comments provided by customers are treated in the same manner as if you had spoke at the customer meeting. Also, if you wish to contact the Commission regarding complaints about service, you may call the Commission's Division of Service, Safety and Consumer Assistance at the following toll-free number: 1-800-342-3552.

Finally, if you wish to contact staff members assigned to this docket, you may call me at 850-413-7021 for technical questions, or Lee Eng Tan at 850-413-6185 for legal questions.

Sincerely,



Shannon J. Hudson
Regulatory Analyst IV

SH/

cc: Division of Economic Regulation (Maurey, Fletcher, Williams, Daniel, Bruce, Stallcup)
Office of the General Counsel (Tan)
Office of Commission Clerk (Docket No. 100472-WS)

Marguerite McLean

100472-WS

From: Marguerite McLean
Sent: Thursday, February 17, 2011 5:15 PM
To: Ann Cole
Cc: Ruth McHargue; Rhonda Hicks
Subject: RE: To CLK Docket 100472

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 00590-11
DISTRIBUTION: _____

Linda Doepker
303 50th Avenue Plaza West
Bradenton, Florida 34207
Phone: 941-753-7357
Email: Doecottage@aol.com

Linda Doepker has been added as an interested person, with the above information, in Docket 100472-WS.

A copy of this e-mail will be placed in "Docket correspondence - Parties and Interested Persons."

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

From: Ann Cole
Sent: Thursday, February 17, 2011 3:40 PM
To: Marguerite McLean
Cc: Ruth McHargue; Rhonda Hicks
Subject: FW: To CLK Docket 100472

Hey Marguerite,

Please follow up on this e-mail. Thanks.

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

From: Ruth McHargue
Sent: Thursday, February 17, 2011 2:10 PM
To: Ann Cole
Cc: Rhonda Hicks
Subject: FW: To CLK Docket 100472

Hi Ann,

This customer has requested to be added as an interested party to the above docket.
Thanks,
Ruth

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

From: Consumer Contact
Sent: Thursday, February 17, 2011 12:44 PM
To: Ruth McHargue

Subject: To CLK Docket 100472

Copy on file, see 995371C. DH

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Thursday, February 17, 2011 11:27 AM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 28047

Complaint filed with PSC

Select County: MANATEE
CUSTOMER INFORMATION

Name: Linda Doepker

Telephone: 941-753-7357

Email: Doecottage@aol.com

Address: 303 50th Avenue Plaza West Bradenton 34207

BUSINESS INFORMATION

Business Account Name: Linda Doepker

Account Number:

Address: 303 50th Avenue Plaza West Bradenton Florida 34207

COMPLAINT INFORMATION

Complaint: Other Complaint against Heather Hills Estates Utilities, LLC

Details:

The new owners of this utility have scheduled a meeting for the public regarding their rate increase request for June 30, 2011. This is a giant problem for the users of this company as 2/3 of the home owners will not be in residence, but will have returned to their northern homes. Chris Stepehns is well aware of this fact, and yet, did not give any consideration to those who will be affected by this rate increase if it granted, when she requested a public meeting to discuss this issue. Will you please consider rescheduling this meeting so the majority of utility customers can attend? The needs and concerns of the residents who will be affected by the outcome of this rate increase request appear not to be of any importance to the new owners, only the income they can generate from the customers. This is supported by the scheduling of a meeting when the most customers are not in Florida to express their complaints, concerns, and objections to this request, and to discuss in detail the many issues we have with the operations of this utility by the new owners.

PLEASE ADD MY NAME AS AN INTERESTED PARTY TO ANY AND ALL REQUESTS CONCERNING THE UTILITY COMPANY THAT SERVES HEATHER HILLS ESTATES.

Thank you.

Linda Doepker

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900
RECEIVED - FPSC

11 JAN 25 AM 9:00

COMMISSION
CLERK

Public Service Commission

January 24, 2011

100472-WS

PARTIES

Heather Hills Estates Utilities, LLC
Attn: Chris Stephens
4925 3rd Street West
Bradenton, FL 34207

Re: Application for staff-assisted rate case in Manatee County by Heather Hills Estates Utilities, LLC

Dear Mrs. Stephens:

This letter is to follow-up our phone conversation and to confirm our reservation of the Heather Hills Estates' Clubhouse for Thursday, June 30, 2011, from 6:00 p.m. to 10:00 p.m. We are planning a general customer meeting beginning at 6:00 p.m. We may finish the general customer meeting before 10:00 p.m. depending on the number of attendees and the number of comments received.

I understand that the Heather Hills Estates' Clubhouse seats at least 100 people and an audio system will be available for our use. I am enclosing a diagram of the standard set-up for the meeting. If you have any questions, please contact me at (850) 413-7021. Thank you.

Sincerely,

A handwritten signature in black ink that reads "Shannon J. Hudson".

Shannon J. Hudson
Regulatory Analyst IV

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Enclosure

cc: Division of Economic Regulation (Maurey, Fletcher, Daniel, Williams, Bruce, Stallcup)
Office of General Counsel (Tan)
Office of Commission Clerk (100472-WS)

DOCUMENT NUMBER CASE
00590 JAN 25 =
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