

State of Florida



Public Service Commission
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

100471-SU

RECEIVED-FPSC

JUL 27 PM 1:35

COMMISSION CLERK

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

DATE: July 27, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Robert Simpson, Engineering Specialist II, Division of Economic Regulation
RE: Docket No. 100471-SU; Application for staff-assisted rate case in Marion County by S & L Utilities, Inc.

Attached are letters from S&L customers which were handed over to me during a customer meeting held on June 23, 2011 in Ocala, Florida. The letters should be added to the correspondence section of this docket.

Should you have any questions, regarding this matter, please contact me.

Attachments



COPY

April 8, 1991

The Honorable Lawton Chiles
Governor, State of Florida
The Capitol
Tallahassee, Florida 32399-1400

Dear Governor Chiles:

Your attention, aid and assistance is solicited regarding the sewer rates forced upon a part of the residents in Sleepy Hollow, a sub-division located in southeast Ocala, Marion County, Florida.

A small utility, S & L Utilities, Inc. services 77 of the 89 dwellings. The utility refuses to hook up the newer dwellings and they are on septic tanks.

There are sub-divisions to the north, east and west and mini-farms to the south with all manner of animals - churches abound - all on septic tanks.

Why are these 77 dwellings singled out to save the environment and pay thousands of dollars per year with the cost continuing to escalate? Rates have increased from \$7.00 in 1981 to a present amount of \$40.16.

We request your favorable consideration to assist in gaining equitable relief.

Sincerely,

Lolita J. Beaman
340 S.E. 54th Avenue
Ocala, Florida 32671

GOVERNOR

The Honorable Lawton Chiles
Governor, State of Florida
The Capitol
Tallahassee, Florida 32399-1400

SENATOR

Senator Karen Thurman
4th District
The Florida Senate
No.1 Courthouse Square Room 102
Inverness, Florida 32650
or
211 Senate Office Building
Tallahassee, Florida 32399-1100

REPRESENTATIVE

Representative George Albright
Florida House of Representatives
District 25
111 S.E. 25th Avenue
Ocala, Florida 32671
or
434 House Office Building
Tallahassee, Florida 32399-1300

PUBLIC SERVICE COMMISSION

Public Service Commission
Division of Water & Sewer
Charles H. Hill, Director
Fletcher Building
101 East Gaines Street
Tallahassee, Florida 32399-0873

Mr. Jack Shreve, Public Counsel
812 Pepper Building
111 West Madison Street
Tallahassee, Florida 32399-1400

My name is JoAnn Hawkins. My husband and I have been residents of Sleepy Hollow since 1981. In 1981 S& L Utilities flat fee was \$7.00 a month. Over the years the flat fee has risen. The proposal rate hike is not only outrageous but unfair. This flat rate does not take into consideration the amount of water we use and therefore dispose of. My husband and I use much less water than a family of 6 would. Yet we pay the same amount. We are able to reduce our costs for electric by using less, our natural gas, our water, etc.. Yet with this sewer service we are not able to conserve or control our cost.

Sleepy Hollow homes are declining in value. Our entrance is shabby and need of repair. Our streets are covered with uneven patches. We are a mixed income community. We have rented houses, empty homes, single family homes, retired and young families struggling with the present poor economy. We feel that this rate hike proposal would make our homes even more difficult to sell in the future.

PETITION

DOCKET #100471-SU . Rate increase for S&L Utilities.

We residents of Sleepy Hollow and customers of S&L Utilities hereby petition the Florida Public Service Commission to deny the request by S&L to increase their rates across the board. A rate increase would put undue burden on many of the homeowners of Sleepy Hollow, particularly the families that are struggling financially and those that are living on fixed incomes.

We ask instead that the Commission examine the rate structure as charged by S&L to determine if their across the board method is fair and equitable if the size of home, number of bathrooms, and total occupants were to be considered.

SIGNED (print)

Robert M. Hawkins (ROBERT HAWKINS) 5420 FT. KING ST.
Joyce B. Laird (Joyce B. Laird) 5430 E. FT. KING ST
Ruth Swanson (Ruth Swanson) 5360 E. FT. KING ST.
Cheridia Howard (Cheridia Howard) 5470 E FT KING ST
Gerry Rathmann (Gerry RATHMANN) 5401 SE 2ND ST.
Wanda Clifford 313 SE 52nd Court
Lisa Kimmig 325 S.E. 52nd CT.
Darlene Weaver 181 SE 52 CT
Steve Stark 5410 E Ft King St.
Carmen A. Freytes - CARMEN A. Freytes - 5471 S.E. 2nd ST.
~~Suber Mace~~ - Tulsa Mace - 245 SE 54th CT
Ted ~~Stark~~ 219 SE 54th Ct. Ocala
William Bley 340 SE 53RD Ct. E
William Bley 324 SE 53RD Ct.
Derek Breiden 5374 E. Ft. King St.
David Kuhn 221 SE 53rd Ct
Ming ~~Stark~~ 5411 SE 2nd ST

Heather Regnier 5375 SE 2nd St

Tom Smith 244 SE 54 ave

Richard S. Saalfeld 270 SE 54 Ave

SHARON PHILLIPS 324 SE 54th Ave

SUSAN DESPRES 360 SE 54th Ave

LOLITA J. BEAMAN - 340 S.E. 56th AVE.

Kay Putty - Kay Putty 341 SE 54th Ave

2 3 COPY

April 8, 1991

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Governor, State of Florida
The Capitol
Tallahassee, Florida 32399-1400

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No.1 Courthouse Square Room 102
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PUBLIC SERVICE COMMISSION

Public Service Commission
Division of Water & Sewer
Charles H. Hill, Director
Fletcher Building
101 East Gaines Street
Tallahassee, Florida 32399-0873

Mr. Jack Shreve, Public Counsel
812 Pepper Building
111 West Madison Street
Tallahassee, Florida 32399-1400

Mrs. Lolita J. Beaman
Avenue

340 S. E. 54th
Ocala, Fl 34480-3467

JUNE 23, 2011

Mr. Chairman:

I'm Lolita J. Beaman -moving to Ocala and Sleepy Hollow at 340 S.E. 54th Avenue in June 1985. As I'm not a public speaker, will read or present my thoughts why this is an outrageous increase in sewage fees and should not be allowed by the county. Moving to Sleepy Hollow was not aware or informed that we weren't on a water-sewage meter, but a privately owned sewage system by Paul Fletcher (S & L Utilities, Inc.) and also owning Fletcher Construction Company. In July 1985 my first sewage bill was \$16.93 increasing to \$44.16 - present fee now. This sewage bill was never fair as everyone paid the same amount whether there were 1 or 10 persons in a home.

In the 1980's especially on windy days (to put it mildly) the odor was over-powering two streets away from retention area. Nothing was done until different neighbors called the County about this problem. S. & L. Utilities, Inc. was informed that their system had to be up-graded. On April 8, 1991 a 52nd Court resident Mr. Jack. Bauler and I wrote a letter to Honorable Governor Lawton Chiles and others (copy attached) asking for relief. We received negative replies - probably too expensive a project.

According to my calculations, 76 customers at \$44.16 a month and for 12 months is \$40,273.92 rather than \$38,468.00 as stated in S. & L. Utilities, Inc. letter. The operating expense of \$27,102.00 for 2010 - would like to have a statement showing how this figure was calculated. To my knowledge very little over-head expense is incurred over the years to run the system - one individual's salary plus chemicals to keep system working - very little administrative expense - post card bill is sent each month - not even an envelope to return payment.

The County has done very little for Sleepy Hollow residents for our tax dollars - no sidewalks, street lights and different individuals have practically begged over the years to have the deep pot holes repaired.

With the economy in such a bad situation, I strongly urge that the County should deny the increase from \$44.16 to Phase I - \$65.70 and Phase II - \$70.64 which is a steep increase.

Thank you.

Lolita J. Beaman

P.S. Attached is a list recorded by month and year (beginning in July 1985) by sewage fees.

Sewage Fees from July 1985 to May 2011

July 1985 - \$16.93	October 1988 - <u>28.55</u>	October 1992 - \$41.07
August 1985 - 16.93	November 1988 - <u>36.15</u>	November 1992 - 41.07
September 1985 - 16.93	December 1988 - 36.15	December 1992 - 41.07
October 1985 - 16.93	January 1989 - <u>36.64</u>	January 1993 - 41.07
November 1985 - 16.93	February 1989 - 36.64	February 1993 - <u>41.98</u>
December 1985 - 16.93	March 1989 - 36.64	March 1993 - 41.98
January 1986 - 16.93	April 1989 - 36.64	April 1993 - 41.98
February 1986 - 16.93	May 1989 - 36.64	May 1993 - 41.98
March 1986 - 16.93	June 1989 - 36.64	June 1993 - 41.98
April 1986 - 16.93	July 1989 - 36.64	July 1993 - 41.98
May 1986 - 16.93	August 1989 - <u>37.37</u>	August 1993 - 41.98
June 1986 - 16.93	September 1989 - 37.37	September 1993 - 41.98
July 1986 - 16.93	October 1989 - 37.37	October 1993 - 41.98
August 1986 - <u>17.36</u>	November 1989 - 37.37	November 1993 - 41.98
September 1986 - 17.36	December 1989 - 37.37	December 1993 - 41.98
October 1986 - 17.36	January 1990 - 37.37	January 1994 - 41.98
November 1986 - 17.36	February 1990 - 37.37	February 1994 - 41.98
December 1986 - 17.36	March 1990 - 37.37	March 1994 - 41.98
January 1987 - 17.36	April 1990 - 37.37	April 1994 - <u>42.68</u>
February 1987 - 17.36	May 1990 - <u>38.48</u>	May 1994 - 42.68
March 1987 - 17.36	June 1990 - 38.48	June 1994 - 42.68
April 1987 - 17.36	July 1990 - 38.48	July 1994 - 42.68
May 1987 - <u>17.82</u>	August 1990 - 38.48	August 1994 - 42.68
June 1987 - 17.82	September 1990 - 38.48	September 1994 - 42.68
July 1987 - 17.82	October 1990 - 38.48	October 1994 - 42.68
August 1987 - 17.82	November 1990 - 38.48	November 1994 - 42.68
September 1987 - 17.82	December 1990 - 38.48	December 1994 - 42.68
October 1987 - 17.82	January 1991 - <u>40.16</u>	January 1995 - 42.68
November 1987 - 17.82	February 1991 - 40.16	February 1995 - 42.68
December 1987 - 17.82	March 1991 - 40.16	March 1995 - <u>43.39</u>
January 1988 - <u>20.94</u>	April 1991 - 40.16	April 1995 - 43.39
February 1988 - 20.94	May 1991 - 40.16	May 1995 - 43.39
March 1988 - 20.94	June 1991 - 40.16	June 1995 - 43.39
April 1988 - 20.94	July 1991 - 40.16	July 1995 - 43.39
May 1988 - 20.94	August 1991 - 40.16	August 1995 - 43.39
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September 1988 - 20.94	December 1991 - 40.16	December 1995 - 43.39
	January 1992 - <u>41.07</u>	January 1996 - 43.39
	February 1992 - 41.07	February 1996 - 43.39
	March 1992 - 41.07	March 1996 - 43.39
	April 1992 - 41.07	April 1996 - 43.39
	May 1992 - 41.07	May 1996 - 43.39
	June 1992 - 41.07	June 1996 - 43.39
	July 1992 - 41.07	July 1996 - 43.39
	August 1992 - 41.07	August 1996 - 43.39
	September 1992 - 41.07	September 1996 - 43.39

Sewage Fees from July 1985 to April 2011

\$ 43.39

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Sewer Fees from July 1985 to May 2011

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 February 2011 - 44.16
 March 2011 - 44.16
 April 2011 - 44.16
 May 2011 - 44.16

Darlene Weaver
181 SE 52 Ct
Ocala, Florida 34471
June 23, 2011

In October 2004 they were given a permit to operate plant and it expired in 2009 I would like to know if they have a permit to operate

In December 2004 they were told to fix the problems

In April 2005 they were told to fix the problems

In November 2006 they which they failed to report to the DEP
mary

IN January 2007 they had a back up which they failed to report to the DEP me

In February 2007 I had sewer back up into my house causing \$4087.20 damage to the inside of my house that we had just finished remodeling. My husband asked Mr. Yandle if S&L would help pay for the damages he said NO that is your problem.

In October 2007 they were fined \$1750

In December 2010 the splice they used to connect the new pumps to the trunk line broke and it was spewing for at least 2 weeks that is how long I heard it I thought it was my neighbors sprinkler system coming on I finally found it when my dog would not come in went to look for her and she was playing in the sewer water on my property. I am a widow for two years and lost my dog in January.

S&L has contaminated my house and my land since we moved here in April 2006

It is now 2011 and the problems are still there and now S&L wants us to pay for the repairs

The latest blockage Eisley plumbing snaked their camera down the sewer and got it caught on something so they dug down to the line and broke holes in the line to get their camera back then they used a patch that look liked rubber with Cclamps to holed it in place

then closed the hole up (I wonder if they reported that to the DEP) I wonder how many complaints S&L has had over the years and how many they did not report to the DEP. I am the one that called the EPA on S&L because all the sewerage that has been spilled on the ground. S&L idea when it over flowed was to shake some lime on it. You get to the point that you don't even keep track of the blockages any more and they can't keep someone to look after the plant and pump stations because they want them not to say any thing and that's puts the companies in jeopardy of loosening their licenses.

RECEIVED-FPSC

11 JUL 20 AM 10:44

COMMISSION
CLERK

Application for staff-assisted rate case in Marion County by

S & L Utilities, Inc.

DOCKET NO. 100471-SU

STATE SERVICE CENTER
11 JUL 20 AM 7:21
SC, CLK CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04215 11
DISTRIBUTION:

Name Paul Schwambach

Address 361 S.E.54th Avenue

Ocala, FL 34480

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I checked with some of the private water/sewer companies in Marion County and none appeared to be as high as S & L's current \$44.17 monthly rate. Since the percolation pond has apparently never been cleaned out, and based on complaints at the June 23, 2011 meeting of sewage back-ups and indoor sewer odors, it appears due diligence in past maintenance may possibly not have been made--I don't know--but it seems unfair to increase the phase 1 sewer rate to about \$65.19 (\$789.48 yearly) or \$70. 4 (\$847.68 yearly) for phase 2. People won't be able to sell (i.e. find buyers for) their homes or even maintain them due to such high sewer charges. However, something must be done. Is federal or state or local help or grants available?

The requested 10% return on investment due to risk seems kind of high when perhaps the customers are taking the most financial risk (high monthly sewer costs).

Possible options: Allow the 76 customers to put in septic tanks if desired to lighten the sewer load, or allow S & L to sell the company to Marion Utilities (the current water company) or anyone else if desired, or give state and local tax breaks to S & L to help hold down costs, etc.

Finally, please think "outside the box" based on your professional experience at PSC in seeking a solution that is fair and reasonable to all parties, including the consumers.

Thank you for the opportunity to comment.

Fold and tape - - see back for address

STAMP

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

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Tape

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PAUL SCHWAMBACH
361 S.E. 54TH AVE.
OCALA, FL 34480

GAINESVILLE/GRV
FL 326-2 T
19 JUL 2011 PM



FLORIDA PUBLIC SERVICE COMMISSION
OFFICE OF COMMISSION CLERK
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

3239990850



Application for staff-assisted rate case in Marion County by

S & L Utilities, Inc.

DOCKET NO. 100471-SU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04215-11
DISTRIBUTION: _____

RECEIVED-FPSC
11 JUL 18 PM 12:45
COMMISSION
CLERK

Name Robert M. Burns
Address 360 SE 54th CT.
OCALA, FL 34480

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

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CONSUMER COMMENTS

I UNDERSTAND THE NEED FOR A FAIR RETURN ON THE OWNERS INVESTMENT ON S & L UTILITIES. MY CONCERN IS THAT PROPER MAINTENANCE IS DONE TO THE FACILITY TO INSURE IT RUNS PROPERLY AND KEPT UP TO CODE. THE SMELL THAT COMES FROM IT MAKES ME WONDER IF IT IS MAINTAINED PROPERLY.

Fold and tape - - see back for address

R. BURNS
360 SE 54th St
DUNN, FL 34480

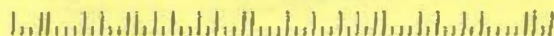
JACKSONVILLE FL 322

16 JUL 2012 PM 3 T



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

32399-0850



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RECEIVED-FPSC

Application for staff-assisted rate case in Marion County b#1 JUL 12 AM 11:14

S & L Utilities, Inc.

DOCKET NO. 100471-SU

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04215-11
DISTRIBUTION: _____

Name George & Barbara Million
Address 221 S.E. 54 Ave
DeKalb, FL 34480-3466

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CONSUMER COMMENTS

- 1/ water tastes funny
- 2/ Toilet Bowl Has Black around water Rim
- 3/ No maintenance has been made to system in years

Fold and tape -- see back for address

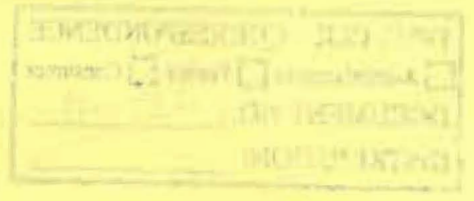
George Million
221 SE 54 Ave
Ocala, FL 34480

GAINESVILLE, FL 32621
05 JUL 2011 08



DISTRIBUTION CENTER

11 JUL 12 AM 6:57



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

323990850



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RECEIVED-FPSC

Application for staff-assisted rate case in Marion County by 11 JUN 30 AM 8: 32

S & L Utilities, Inc.

DOCKET NO. 100471-SU

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04215-11
DISTRIBUTION:

Name GERRY RATHMANN

Address 5401 SE 2ND ST.
Ocala, FL. 34480

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CONSUMER COMMENTS
I have lived in this neighborhood for 33 years and there has been an odor close to the sewer site on many occasions that is very offensive. I am also aware that several neighbors have had back up debris into their homes over the years and most of the time the owners of the sewer system are very hard if not impossible to contact. I think before a raise in the monthly payment is approved the owners need to have an overhaul and service done to the sewer site plus show a better attitude toward the people using their site.

Fold and tape - - see back for address



Gerry Rathmann
 5401 SE 2nd St
 Ocala, FL 34480

GAINESVILLE, FL 326
 29 JUN 2011 PM



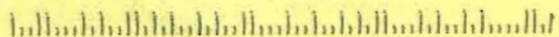
DISTRIBUTION CENTER

11 JUN 30 AM 7:01

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



32399930850



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RECEIVED-FPSC

Application for staff-assisted rate case in Marion County by **11 JUN 28 AM 8:43**

S & L Utilities, Inc.

DOCKET NO. 100471-SU

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04215-11</u>		
DISTRIBUTION: _____		

Name Sam Strawbridge

Address 245 SE 54th Ct

Deale, FL 34480

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CONSUMER COMMENTS

My experience with S+L has been extremely frustrating. Took 2 months to get in touch with them concerning changing acct over to my renter. The phone number on the bill to contact them is incorrect. Extremely poorly run business. Hard to contact. Very inadequate service.

Sam Strawbridge

Fold and tape -- see back for address

352.875.8746

245 SE 54th Ct
Ocala, FL 34480



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

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RECEIVED-FPSC

Application for staff-assisted rate case in Marion County by **11 JUN 28 AM 8:43**

S & L Utilities, Inc.

DOCKET NO. 100471-SU

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 04215-11
 DISTRIBUTION: _____

Name Jed & Mary Lu Strawbridge
 Address 219 SE 54th Court
Ocala, FL 34480

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

The one time I tried to get in touch with S & L Utilities they were very difficult to reach. I left numerous messages. We personally have not had any sewer issues but I know other neighbors have and they were very displeased and discouraged with their response and the service. Please do not allow S & L Utilities to raise their rates at this time. Their service is not good. At the very least they need to seriously evaluate their service to the homeowners in Sleepy Hollow subdivision.

Thank you,
 Mary Lu Strawbridge
 352-694-3283

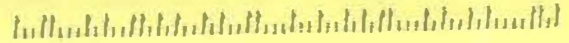
Fold and tape - - see back for address

Strombridge
219 SE 54th Ct
Ocala, FL 34480



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

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RECEIVED-FPSC

Application for staff-assisted rate case in Marion County by

11 JUN 28 AM 8:45

S & L Utilities, Inc.

COMMISSION
CLERK

DOCKET NO. 100471-SU

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 04215-11

DISTRIBUTION: _____

Name Joe + Heather Regnier

Address 5375 SE 2nd St
Ocala FL 34480

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

When we moved here 8 yrs ago, we were not told our sewage was privately owned. I've tried many times over the years to contact S+L to see what my money is going for + have never been able to contact them. They have a PO Box + no available phone number. If there is a problem, they do not take care of it and are not accessible by phone. A portion of our bill should be to maintain the upkeep + for improvements as well as fix problems for their customers.

The location of S+L is in the neighborhood + it constantly smells foul as it is clearly not maintained.

Raising rates 50% in this economy + for terrible service is unethical + appalling.

I will not pay this bill.

Heather Regnier

Fold and tape - - see back for address



Joe & Heather Regnier
5375 SE 2nd St
Ocala FL 34480

STAMP

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



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June 20th, 2011

RECEIVED-FPSC

11 JUN 21 AM 9:25

Commission Clerk, Office of Commission Clerk

COMMISSION
CLERK

Florida Public Service Commission

2540 Shumard Oak Blvd

Tallahassee, Fl 32399-0850

100471-SU

11 JUN 21 09:17:28

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04215-11		
DISTRIBUTION: _____		

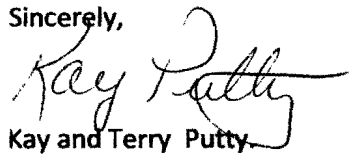
I am writing to protest the S&L Utilities rate increase as stated to me in the notification letter June 1st. While I do not begrudge the company their fair profit, the amount suggested seems pretty steep in light of a number of things:

I have lived in this subdivision for about 15 yrs and our water bill runs between \$15 and \$27 and depends on whether we have added water to the pool (in the summer). We have a meter which allows for fair billing. I do not understand how the same water that comes into my home somehow cost 3-4 times that amount to take out of my home. I can only assume that I am paying for someone else's extravagance. As recent "empty nesters" we also are using far less of everything and find it hard to understand the rate increase. The fair choice would be meters so all could pay for what they use.

Also the housing crisis has been hard on Ocala and our subdivision is no exception. We have about 5 homes in foreclosure in our in our small development.

Thank you for your time.

Sincerely,



Kay and Terry Putty

341 SE 54th Ave

Ocala, Fl 34480

352-694-4015

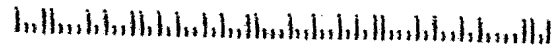


GAINESVILLE/FL
FL 32611
20 JUN 2013 PM



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11 JUN 20 AM 10:51

COMMISSION
CLERK

Claudia Spiewak & Mark Waiwada
PO Box 524
Silver Springs, FL 34489
(352) 624-3496
June 17, 2011

11 JUN 20 AM 11:26

Commission Clerk
Office of Commission Clerk
Florida Public Service Commission (FPSC)
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

CONSUMER

RE: Docket #100471-SU, S&L Utilities, Inc.

Commissioners and Staff:

Please enter this letter for the record in response to the Staff Assisted Rate Increase for S&L Sewer. We request that this letter be read at the public meeting on June 23rd to protest the 48% rate hike as we are unable to attend the meeting.

We reside at 231 SE 52nd Court in the Sleepy Hollow Development in Ocala. Our home is three doors up from the pump station at the end of the sewer line. We have had many sewage backups, disruptions in service, and unsatisfactory responses from S&L contract representative, Mr. Yandel. In order to resolve our sewer problems we have been forced to call County Public Health and lodge formal complaints with FDEP and FPSC in October 2006 and repeatedly in summer and fall of 2007.

We have obtained a copy of your Staff Report dated May 31, 2011 and we firmly protest the proposed 48% rate increase on the following grounds.

Issue 1 – Quality of service: As recently as March 2011, sewage backup occurred while the system lacked pumping ability requiring contractor service. The history of S&L has been to tell us customers the problem is in our line and when proven wrong (we have seen many backups in the main line beneath the sewer cover), to drag their feet making only minimal repairs without solving major system flaws. Now, we customers are being asked to pay for upgrades that the utility has failed to make after years of profit taking.

FPSC Staff Report Background shows a history of S&L's failure to provide timely reports, violations (page 3), and non compliance in cleaning the percolation pond (a state mandated condition for permit in Feb 2010) (page 4). In July 2010, a fine was given for effluent spillage without reporting to DEP. Corrective action was not confirmed until March of 2011.

It seems to us that the staff report has spent excessive emphasis on S&L's inadequate bookkeeping in order to guarantee that S&L continues to make an ample profit (Issues 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13,) rather than looking at the atrocious service of S&L and S&L NOT upgrading their system with our payments. Then, there are the long term ramifications beyond our development of polluting our drinking water and contributing to the degradation of our world class Silver Springs only a couple miles down the road.

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

In fact, staff has NOT made a determination of the Utility's Quality (see Issue 7, #3, page 15 of staff report.). S&L has still not even fulfilled a DEP condition to clean the percolation pond as mandated in February 2010, with no monetary penalties against them. Your 24 pages of financial analysis promoting a 48% rate increase without having completed a Quality Assessment of Services is putting the cart before the horse.

If S&L needs to make upgrades costing about \$56K (Issue 13, page 24), why can't they get a loan based on their years of profit and asset value? They made an \$11K profit in 2010 with an excessive expense over \$15.6K (Issue 6, page 11) going for bookkeeping and a few phone calls for service contractors in the field. How much time does it take to mail 76 flat rate invoices each month, post payments, and take the money to the bank? This appears to be an excessive payment for a contractor who just stonewalls customers and is at the core of the problems with S&L. If S&L has not been able to comply with DEP mandates, a professional entity should take over the system.

Additionally, we have done research on other local sewer fees. Almost all bills are tied to water usage which is fairer to the small household and environmentally conscientious users than a flat rate. If our water company, Marion Utilities, provided our sewer service, we would pay only \$22.27 for last month. Their flat rate customers in another development pay only \$39.33 per month. Interestingly, their water rates are increasing next month by \$.08 per base and \$.02 per 1000 gallons, about a 1% increase.

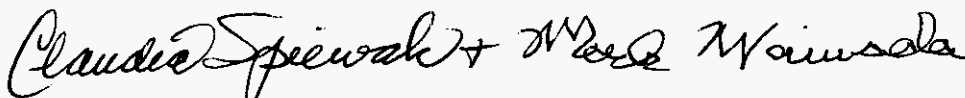
If Marion County was our sewer company, we would have paid \$49.14 last month based on our water usage. Their per 1000 gallon addition caps off at 6000 gallons making the MOST any big wasting water/sewage user could pay would be \$61.54 per month.

Lastly, we believe it is outrageous that after raising our rates 48% to \$66.12 per month to pay for upgrades that should have been done continually over the years, we then get an additional 6.8% increase to pay \$70.64 each month! After upgrades are made, we customers should receive a REDUCTION in rate. Service complaints should become unwarranted thus making S&L profits increase even more. It's a travesty of justice! I seriously question who the Commission staff is working for – the private utility owner or us 76 public consumer families at their mercy.

Most of us take our sewer service for granted until you have raw excrement coming into your shower, can't use your toilet, can't run laundry, or use your kitchen sink to prepare a meal. And, you can't run to your neighbor's house because they have the same problem.

The Public Service Commission is responsible for regulating the mandatory service provided by a private utility. Please do your civic duty and force S&L to provide the public service we require without rewarding S&L for their negligence and making us citizens pay for such flagrant irresponsibility.

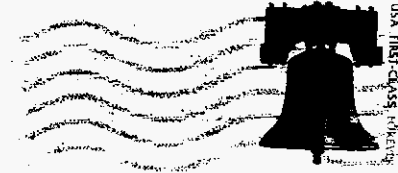
Sincerely,



Claudia Spiewak & Mark Waiwada

 **Ms. Claudia Spiewak**
PO Box 524
Silver Springs, FL 34489-0524

GAINESVILLE/MSNV
FL 326 2 L
17 JUN 2011 PM



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

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