

Case Assignment and Scheduling Record

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

Docket No. 980495-TP Date Docketed: 04/06/1998 Title: Complaint of Intermedia Communications, Inc. against BellSouth Telecommunications, Inc. for breach of terms of Florida Partial Interconnection Agreement under Sections 251 and 252 of the Telecommunications Act of 1996 and request for relief.

Company: BellSouth Telecommunications, Inc.
Intermedia Communications, Inc.

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

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

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

Time Schedule

Program/Module A20(b)

Staff Assignments

OPR Staff M Sirianni

Staff Counsel C Pellegrini

OCRs () _____

() _____

() _____

() _____

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

0

1. Transcripts Due
2. Hearing 6/11-12/98
3. Transcripts Due
4. Briefs Due
5. Staff Recommendation
6. Agenda - Regular
7. Standard Order
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Due Dates

Previous Current

	Previous	Current
1. Transcripts Due	NONE	05/18/1998
2. Hearing 6/11-12/98	NONE	06/11/1998
3. Transcripts Due	NONE	06/15/1998
4. Briefs Due	NONE	06/30/1998
5. Staff Recommendation	NONE	07/23/1998
6. Agenda - Regular	NONE	08/04/1998
7. Standard Order	NONE	08/24/1998
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Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: 04/22/1998

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

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

- Prehearing Officer

Commissioners					ADM
JN	DS	CL	GR	JC	
	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: [Signature] **CSRA**
 Date: 04/22/1998

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

Docket No. 980495-TP Date Docketed: 04/06/1998 Title: Complaint of Intermedia Communications, Inc. against BellSouth Telecommunications, Inc. for breach of terms of Florida Partial Interconnection Agreement under Sections 251 and 252 of the Telecommunications Act of 1996 and request for relief.

Company: BellSouth Telecommunications, Inc.
Intermedia Communications, Inc.

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

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

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

Time Schedule

Program/Module A20(b)

Staff Assignments

OPR Staff C Bedell, J Miller

Staff Counsel C Bedell, J Miller

OCRs (CMU) A Marsh

**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

5

Due Dates

Previous Current

1. <u>Agenda - Regular</u>	<u>06/29/1999</u>	<u>07/06/1999</u>
2. <u>Standard Order</u>	<u>07/19/1999</u>	<u>07/26/1999</u>
3. <u>Revised CASR Due</u>	<u>09/01/1999</u>	<u>10/01/1999</u>
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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: 06/21/1999

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

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

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JN	JC	
	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: _____

Date: 06/29/1999

STATE OF FLORIDA

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



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

Public Service Commission

April 8, 1998

Ms. Donna L. Canzano, Attorney
c/o Intermedia Communications Inc.
2145 Delta Boulevard
Tallahassee, Florida 32303

Re: Docket No. 980495-TP

Dear Ms. Canzano:

This will acknowledge receipt of a complaint by Intermedia Communications Inc. against BellSouth Telecommunications, Inc. for breach of terms of Florida Partial Interconnection agreement under Sections 251 and 252 of the Telecommunications Act of 1996, and request for relief, which was filed in this office on April 6, 1998 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

DOCUMENT NO.

17582-01

ERVIN, VARN, JACOBS & ERVIN

ATTORNEYS AT LAW

THOMAS M. ERVIN, JR.
C. EVERETT BOYD, JR.
MELISSA FLETCHER ALLAMAN
ROBERT N. ERVIN, JR.
J. STANLEY CHAPMAN
DAVID R. WESTCOTT

305 SOUTH GADSDEN STREET
P. O. DRAWER 1170 (32302)
TALLAHASSEE, FLORIDA 32301
TELEPHONE (850) 224-9135
TELECOPIER (850) 332-9164

COUNSEL CONSULTANT
ROBERT M. ERVIN
OF COUNSEL
WILFRED C. VARN
RICHARD W. ERVIN
MARILYN K. MORRIS
JOSEPH C. JACOBS
(1982-1988)
LEROY COLLINS
(1988-1991)

April 16, 1998

RECEIVED

APR 16 1998

FPSC - Records/Reporting

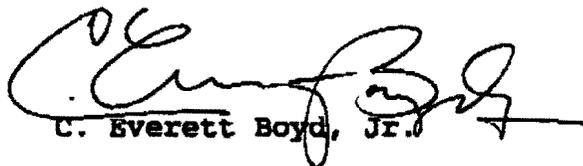
Honorable Blanca S. Bayo
Director - Records and Reporting
Florida Public Service Commission
Room 110
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Docket No. 980495-TP

Dear Ms. Bayo:

Please place my name on the mailing list for the referenced docket to receive all notices, orders and other communication from the Commission. Thank you for your assistance.

Sincerely,


C. Everett Boyd, Jr.

CEBJr/bc



Public Service Commission

State of Florida

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

DATE:

TO: Blanca Bayó, Director, Records and Reporting

FROM: Joy Kelly, Chief, Bureau of Reporting

RE: DOCKET NO. 971478, 980184, 980495, 980499

RE: *Complaint & request by Wald com et al - BellSouth*

DOCUMENT NO:

04273 Aug. 15, 98

The transcript for the above transcribed hearing has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

- 2 to legal (Pellegri)*
- 1 to AFDD*
- 1 " CMY ~~REDACTED~~*

Acknowledged by:

mas

JK/pc

PSC/RAR 28 (Rev7/94)

Hearing Transcript dated 04/13/1998, document no. 04273-98, is filed with Docket no. 971478-TL.



RECEIVED

950495-WS

SEP 18 1998
FPSC - Records/Reporting

Lee
1998
Index
FROM
M 8 06

NOTICE TO CUSTOMERS
IN

Bradford, Brevard, Charlotte, Citrus, Clay, Duval, Highlands, Lake, Lee, Marion, Martin, Nassau, Osceola, Pasco, Putnam, Seminole, St. Johns, St. Lucie, Volusia and Washington Counties.

Dated: September 1998

Dear Customer:

Florida Water Services Corporation ("Florida Water"), on July 23, 1998, filed with the Florida Public Service Commission ("Commission") to change rates to index certain expenses upward by the Consumer Price Index and to reflect an increase approved by the Commission in Florida Water's last rate case, Docket #950495-WS.

The index of expenses referenced above is made pursuant to Florida law. In July of 1980, the Florida Legislature passed a law permitting water and wastewater utilities to adjust their rates without the utilities' customers bearing the additional expense of a public hearing. This law can be found in the Florida Statutes, Section 367.081(4)(a). The law permits a utility to adjust certain expenses that are required to provide utility service for the Consumer Price Index. "Price Index Rate Adjustments" result from increases or decreases in non-controllable expenses subject to inflationary pressures. These expenses include chemicals and other general operation and maintenance costs. Pursuant to this provision of Florida law and Rule 25-30.420, Florida Administrative Code, Florida Water filed its Price Index Rate Adjustment. If approved by the Commission as submitted, rates on average will increase 0.966% for water and 0.718% for wastewater for the price index.

In Florida Water's last rate case, the Commission reduced the utility's return on equity based on its belief that the utility exercised less than efficient management and for the utility's marginally satisfactory quality of service. The reduction to equity was ordered to be in effect for two years. The two-year period has expired, and, pursuant to the Commission's vote, Florida Water is allowed to increase its rates to remove the reduction to the return on equity. The average effect of this increase will be 0.610% in water rates and 0.598% in wastewater rates on a consolidated basis.

The total average increase due to the index application and the increase to the return on equity will be 1.576% for water and 1.316% for wastewater rates on a consolidated basis. The schedule set forth on the back of this page shows the current and new rates for your service area. The new rates will be effective for service rendered on or after September 21, 1998.

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- LIN _____
- OPC _____
- RCH _____
- SEC _____
- WAS _____
- OTH _____

If you have any questions concerning your bill or this notice, please call our Customer Service Representatives toll-free at (800) 432-4501 between the hours of 7:00 a.m. and 7:00 p.m. weekdays.

Written comments to the Commission regarding Florida Water, its rates or service may be directed to the following address: Director, Division of Records and Reporting, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. Such correspondence should refer to the 1998 Price Index. You may also call the Commission's Division of Consumer Affairs at the following toll-free number: (800) 342-3552.

Sincerely for Florida Water Services Corporation,

Judy Lee Sweat
Manager, Customer Business Office

I do not agree. This is about average of last 2 yrs in INFLATION rate besides why should any company be guaranteed a profit? (overpriced).
 DENVER A BYRD
 119 OAK ST
 ALLAMONTA SPRINGS, FL 32714
 407-862-5041

Utilities are a mess

Water For Florida's Future

FLORIDA WATER SERVICES CORPORATION
NOTICE OF COMMISSION APPROVED FINAL RATES - 1998 RATE INDEX AND PASS THROUGH
SERVICE AREA: MEREDITH MANOR
COUNTY: SEMINOLE
RATE SCHEDULE - MONTHLY RATES

Plant 330

CLASS/ METER SIZE	COMMISSION APPROVED	
	PRESENT RATES	NEW RATES

WATER

Residential, General and Multi-Family Service

Base Facility Charge:

5/8" x 3/4" meters	\$9.12	\$9.27
3/4" meters	\$13.69	\$13.92
1" meters	\$22.81	\$23.19
1 1/2" meters	\$45.62	\$46.38
2" meters	\$72.99	\$74.21
3" meters	\$145.99	\$148.44
4" meters	\$228.11	\$231.93
6" meters	\$456.21	\$463.87
8" meters	\$729.95	\$742.20
10" meters	\$1,049.30	\$1,066.90

Gallage Charge (per 1,000 gals): \$1.97 \$2.00

Private Fire Protection

Base Facility Charge:

2" meters	\$6.08	\$6.18
3" meters	\$12.16	\$12.37
4" meters	\$19.01	\$19.33
6" meters	\$38.02	\$38.66
8" meters	\$60.84	\$61.86
10" meters	\$87.44	\$88.90

Gallage Charge (per 1,000 gals): \$0.00 \$0.00

CLASS/ METER SIZE	COMMISSION APPROVED	
	PRESENT RATES	NEW RATES

WASTEWATER

Residential Service

Base Facility Charge:

All meter sizes	\$17.14	\$17.41
Gallage Charge (per 1,000 gals):	\$2.57	\$2.61
Sewer Cap (gallons)	6,000	6,000
All Excess Gallons	\$0.00	\$0.00

Residential Wastewater Only

All meter sizes \$29.74 \$30.20

General and Multi-Family Service

Base Facility Charge:

5/8" x 3/4" meters	\$17.14	\$17.41
3/4" meters	\$25.72	\$26.12
1" meters	\$42.86	\$43.53
1 1/2" meters	\$85.72	\$87.07
2" meters	\$137.14	\$139.29
3" meters	\$274.29	\$278.59
4" meters	\$428.58	\$435.30
6" meters	\$857.16	\$870.60
8" meters	\$1,371.46	\$1,392.95
10" meters	\$1,971.46	\$2,002.35

Gallage Charge (per 1,000 gals): \$3.09 \$3.14

RECEIVED



Ralph J. Schmitt
72 Pine St
Homosassa, FL 34446-4655

SEP 22 1998

9/17/98

- ACK _____
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Florida Public Service Commission
Tallahassee, Fl.

98 SEP 21 11 08 AM
MAIL ROOM
STATE OF FLORIDA

What little money I have is invested in Electric Utilities, so it is directly affected by the actions of P.S.C's. Therefore I wonder why there is so much difference in their actions and yours. As I understand it, the P.S.C. is supposed to protect the public from the monopolies, else they could treat us as they pleased. This Florida Water Service has done that here every since they purchased our Sugarmill Woods Water Company. In two or three years my bill went from about \$12.50 per month to \$22.50 approx. you know what happened. Then it came down to 20.00 area. Now it is up to \$27. to \$28. per month. After all the meetings, etc. We were supposed to get a refund from them for what they overcharged us. Of course they do not want to return it and I suppose you have gone along with them. Why? Please, can you explain this.

Ralph J. Schmitt

RALPH SCHMITT
72 PINE ST SMW

PLANT # 989
CUST # 103134

HOMOSASSA FL

34446-4655

980495

RECEIVED-FPSC

98 SEP 22 PM 4:58

RECORDS AND REPORTING

980495

98 SEP 21 PM 8:41
MAIL ROOM

September 17, 1998

Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Director:

Reference: Price Index Rate Adjustment, for Florida Water Service.

I object to any price increase in our water rates until Florida Water Services improve the water we purchase from them.

1. The water taken from a tap has a lot of small black specks in it. The water taken from the tap has such a chlorine taste in it on certain days that it is undrinkable. The strainer on the tap must be cleaned often due to sand or other substance blocking the water.
2. Certain times of the day you have a problem taking a shower due to water pressure.
3. I have observed crew members from Florida Water Services repairing a line or cutting in a new service customer in my neighborhood. They do not chlorinate the new line nor do they protect the line from dirt or disease.

Thank you for your consideration.

David M. Bozeman
Customer number 21636
Plant number 18001

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- OPC _____
- RCH _____
- SEC _____
- WAS 1

September 18, 1998

98 SEP 22 AM 8:11

MAIL ROOM

Ms. Judy Sweat
Manager, Customer Business Office
Florida Water Services Corporation
P.O. Box 609520
Orlando, FL 32860-9520

* 950495-WS

Dear Ms. Sweat:

Let me see how much sympathy I can muster for your announced intention to increase the rate we pay for the water supplied and processed by you, at Sugar Mill Country Club, in Volusia County.

After essentially doubling the cost of our water and waste water treatment a couple of years ago, we are now supposed to believe that you can't make ends meet unless you arbitrarily bump your rates marginally again.

I only occupy my house in Florida about six months out of the year - - in months where there is no activity on my meter it still costs me \$28.26 just to be hooked up with your system.

In 1995, in my heaviest activity month, when my water usage was about 6600 gallons, you charged me \$47.84 for the service.

Two years later after your exorbitant increase in rates, the equivalent charge for the same number of gallons was almost \$90 - - \$89.73 to be exact.

When I'm not residing in Florida, my days are spent in Minnesota - - typical cost for all the water I choose to use, which includes vegetation sprinkling, is \$13 or \$14.

Fortunately for those of us that live near New Smyrna Beach, we'll have an opportunity to say "yes" to an annexation vote in a month or so - - the primary benefit of that affiliation will be that we can have our water supplied by a public utility entity that doesn't have a reputation for banditry which Florida Water has earned.

Cordially,



Charlie Herrmann

- ACK _____
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- RCH _____
- SEC _____
- WAS 1* _____
- OTH _____

Post Office Box 463
Owatonna, MN 55060

jm

cc: Director, Division of Records and Reporting
Florida Public Service Commission
Tallahassee, FL

* - appears to pertain to 950495-WS

RECEIVED

SEP 22 1998

FPSC - Records/Reporting

98 SEP 21 AM 8:48 MAIL ROOM

15 Dagoon Court South
Homosassa, Florida 34446-8922
September 17, 1998

Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Attention: Director

Enclosure: (a). Florida Water Service Notice To Customers

Director:

We take this opportunity to oppose the proposed rate increase as per enclosure (a). Florida Water Service has not demonstrated to us or anybody else that they have improved their less than efficient management and service. The only thing they have done is change the name and try to hide the fact that they are part of a larger organization (i.e. Minnesota Power and Light).

To blame inflation as their reason for the rate increase is pure hogwash. Federal standards show that inflation is at a standstill, and it is only through companies like Florida Water Services' actions (i.e. rate increases) that inflation does go up.

Please reject the Florida Water Services request for a rate increase at this time.

Sincerely,

Anna M. Zajic

Anna M. Zajic

Jerome C. Zajic

Jerome C. Zajic

- ACK _____
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THIS IS AN ELECTION YEAR



NOTICE TO CUSTOMERS
IN

Bradford, Brevard, Charlotte, Citrus, Clay, Duval, Highlands, Lake, Lee, Marion, Martin, Nassau,
Osceola, Pasco, Putnam, Seminole, St. Johns, St. Lucie, Volusia and Washington Counties.

Dated: September 1998

Dear Customer:

Florida Water Services Corporation ("Florida Water"), on July 23, 1998, filed with the Florida Public Service Commission ("Commission") to change rates to index certain expenses upward by the Consumer Price Index and to reflect an increase approved by the Commission in Florida Water's last rate case, Docket #950495-WS.

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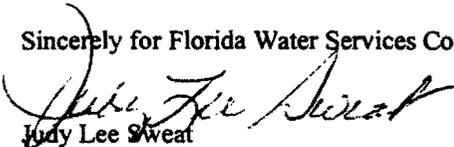
In Florida Water's last rate case, the Commission reduced the utility's return on equity based on its belief that the utility exercised less than efficient management and for the utility's marginally satisfactory quality of service. The reduction to equity was ordered to be in effect for two years. The two-year period has expired, and, pursuant to the Commission's vote, Florida Water is allowed to increase its rates to remove the reduction to the return on equity. The average effect of this increase will be 0.610% in water rates and 0.598% in wastewater rates on a consolidated basis.

The total average increase due to the index application and the increase to the return on equity will be 1.576% for water and 1.316% for wastewater rates on a consolidated basis. The schedule set forth on the back of this page shows the current and new rates for your service area. The new rates will be effective for service rendered on or after September 21, 1998.

If you have any questions concerning your bill or this notice, please call our Customer Service Representatives toll-free at (800) 432-4501 between the hours of 7:00 a.m. and 7:00 p.m. weekdays.

Written comments to the Commission regarding Florida Water, its rates or service may be directed to the following address: Director, Division of Records and Reporting, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. Such correspondence should refer to the 1998 Price Index. You may also call the Commission's Division of Consumer Affairs at the following toll-free number: (800) 342-3552.

Sincerely for Florida Water Services Corporation,



Judy Lee Sweet

Manager, Customer Business Office

FLORIDA WATER SERVICES CORPORATION
NOTICE OF COMMISSION APPROVED FINAL RATES - 1998 RATE INDEX AND PASS THROUGH
SERVICE AREA: SUGARMILL WOODS
COUNTY: CITRUS
RATE SCHEDULE - MONTHLY RATES

Plant 989

CLASS/ METER SIZE	COMMISSION APPROVED	
	PRESENT RATES	NEW RATES
<u>WATER</u>		
<i>Residential, General and Multi-Family Service</i>		
Base Facility Charge:		
5/8" x 3/4" meters	\$4.89	\$4.97
3/4" meters	\$7.35	\$7.47
1" meters	\$12.24	\$12.45
1 1/2" meters	\$24.48	\$24.89
2" meters	\$39.16	\$39.82
3" meters	\$78.32	\$79.64
4" meters	\$122.39	\$124.44
6" meters	\$244.78	\$248.88
8" meters	\$391.63	\$398.20
10" meters	\$562.98	\$572.43
Gallage Charge (per 1,000 gals):	\$1.02	\$1.04
<i>Private Fire Protection</i>		
Base Facility Charge:		
2" meters	\$3.27	\$3.32
3" meters	\$6.53	\$6.64
4" meters	\$10.20	\$10.37
6" meters	\$20.40	\$20.75
8" meters	\$32.64	\$33.19
10" meters	\$46.92	\$47.70
Gallage Charge (per 1,000 gals):	\$0.00	\$0.00

CLASS/ METER SIZE	COMMISSION APPROVED	
	PRESENT RATES	NEW RATES
<u>WASTEWATER</u>		
<i>Residential Service</i>		
Base Facility Charge:		
All meter sizes	\$7.49	\$7.60
Gallage Charge (per 1,000 gals):	\$2.27	\$2.31
Sewer Cap (gallons)	6,000	6,000
All Excess Gallons	\$0.00	\$0.00
<i>Residential Wastewater Only</i>		
All meter sizes	\$18.15	\$18.43
<i>General and Multi-Family Service</i>		
Base Facility Charge:		
5/8" x 3/4" meters	\$7.49	\$7.60
3/4" meters	\$11.23	\$11.41
1" meters	\$18.71	\$19.00
1 1/2" meters	\$37.41	\$38.00
2" meters	\$59.87	\$60.81
3" meters	\$119.73	\$121.61
4" meters	\$187.07	\$190.01
6" meters	\$374.15	\$380.04
8" meters	\$598.64	\$608.06
10" meters	\$860.55	\$874.09
Gallage Charge (per 1,000 gals):	\$2.73	\$2.77
<i>Emergency Temporary Service</i>		
Base Facility Charge:		
All meter sizes	\$7.49	\$7.60
Gallage Charge (per 1,000 gals):	\$2.73	\$2.77



USA Richard Blackwell
662 Inverness Ct
New Smyrna, FL 32168-7974

98 SEP 21 AM 8:40
MAIL ROOM

NOTICE TO CUSTOMERS
IN

Bradford, Brevard, Charlotte, Citrus, Clay, Duval, Highlands, Lake, Lee, Marion, Martin, Nassau,
Osceola, Pasco, Putnam, Seminole, St. Johns, St. Lucie, Volusia and Washington Counties.

Dated: September 1998

Dear Customer:

Florida Water Services Corporation ("Florida Water"), on July 23, 1998, filed with the Florida Public Service
Commission ("Commission") to change rates to index certain expenses upward by the Consumer Price Index
and to reflect an increase approved by the Commission in Florida Water's last rate case, Docket #950495-WS.

The index of expenses referenced above is made pursuant to Florida law. In July of 1980, the Florida
Legislature passed a law permitting water and wastewater utilities to adjust their rates without the utilities'
customers bearing the additional expense of a public hearing. This law can be found in the Florida Statutes,
Section 367.081(4)(a). The law permits a utility to adjust certain expenses that are required to provide utility
service for the Consumer Price Index. "Price Index Rate Adjustments" result from increases or decreases in
non-controllable expenses subject to inflationary pressures. These expenses include chemicals and other
general operation and maintenance costs. Pursuant to this provision of Florida law and Rule 25-30.420, Florida
Administrative Code, Florida Water filed its Price Index Rate Adjustment. If approved by the Commission as
submitted, rates on average will increase 0.966% for water and 0.718% for wastewater for the price index.

In Florida Water's last rate case, the Commission reduced the utility's return on equity based on its belief that
the utility exercised less than efficient management and for the utility's marginally satisfactory quality of
service. The reduction to equity was ordered to be in effect for two years. The two-year period has expired,
and, pursuant to the Commission's vote, Florida Water is allowed to increase its rates to remove the reduction
to the return on equity. The average effect of this increase will be 0.610% in water rates and 0.598% in
wastewater rates on a consolidated basis.

The total average increase due to the index application and the increase to the return on equity will be 1.576%
for water and 1.316% for wastewater rates on a consolidated basis. The schedule set forth on the back of this
page shows the current and new rates for your service area. The new rates will be effective for service rendered
on or after September 21, 1998.

If you have any questions concerning your bill or this notice, please call our Customer Service Representatives
toll-free at (800) 432-4501 between the hours of 7:00 a.m. and 7:00 p.m. weekdays.

Written comments to the Commission regarding Florida Water, its rates or service may be directed to the
following address: Director, Division of Records and Reporting, Florida Public Service Commission, 2540
Shumard Oak Boulevard, Tallahassee, FL 32399-0850. Such correspondence should refer to the 1998 Price
Index. You may also call the Commission's Division of Consumer Affairs at the following toll-free number:
(800) 342-3552.

Sincerely for Florida Water Services Corporation,

Judy Lee Sweat
Manager, Customer Business Office

Note: When large corporations
have a crash (financial) they cut
back in order to operate on a
tight budget. You idiots try to tell
legislature for permission to raise
your rates. Shame on you! RB

FLORIDA WATER SERVICES CORPORATION
NOTICE OF COMMISSION APPROVED FINAL RATES - 1998 RATE INDEX AND PASS THROUGH
SERVICE AREA: SUGAR MILL
COUNTY: VOLUSIA
RATE SCHEDULE - MONTHLY RATES

Plant 1801

CLASS/ METER SIZE	COMMISSION APPROVED	
	PRESENT RATES	NEW RATES

WATER

Residential, General and Multi-Family Service

Base Facility Charge:

5/8" x 3/4" meters	\$9.41	\$9.50
3/4" meters	\$14.12	\$14.26
1" meters	\$23.53	\$23.76
1 1/2" meters	\$47.06	\$47.51
2" meters	\$75.29	\$76.02
3" meters	\$150.60	\$152.05
4" meters	\$235.31	\$237.58
6" meters	\$470.61	\$475.16
8" meters	\$752.97	\$760.24
10" meters	\$1,082.40	\$1,092.85

Gallage Charge (per 1,000 gals): \$4.27 \$4.31

Private Fire Protection

Base Facility Charge:

2" meters	\$6.28	\$6.34
3" meters	\$12.54	\$12.66
4" meters	\$19.61	\$19.80
6" meters	\$39.22	\$39.60
8" meters	\$62.75	\$63.36
10" meters	\$90.20	\$91.07

Gallage Charge (per 1,000 gals): \$0.00 \$0.00

CLASS/ METER SIZE	COMMISSION APPROVED	
	PRESENT RATES	NEW RATES

WASTEWATER

Residential Service

Base Facility Charge:

All meter sizes	\$18.90	\$19.20
Gallage Charge (per 1,000 gals):	\$5.59	\$5.68
Sewer Cap (gallons)	6,000	6,000
All Excess Gallons	\$0.00	\$0.00

Residential Wastewater Only

All meter sizes \$35.42 \$35.97

General and Multi-Family Service

Base Facility Charge:

5/8" x 3/4" meters	\$18.90	\$19.20
3/4" meters	\$28.35	\$28.79
1" meters	\$47.26	\$48.00
1 1/2" meters	\$94.52	\$96.00
2" meters	\$151.23	\$153.60
3" meters	\$302.47	\$307.21
4" meters	\$472.60	\$480.00
6" meters	\$945.20	\$960.01
8" meters	\$1,512.32	\$1,536.01
10" meters	\$2,173.97	\$2,208.04

Gallage Charge (per 1,000 gals): \$6.71 \$6.82

RECEIVED-PPSC

98 SEP 22 AM 11:10

RECORDS AND REPORTING

LAW OFFICE OF
HAROLD K. GRUNE
ATTORNEY-AT-LAW
15 SOUTH LIBERTY DRIVE (9W)
STONY POINT, NEW YORK 10980
(914) 942-2233
FAX (914) 942-2018

RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION

98 SEP 22 AM 8:09

MAIL ROOM

September 18, 1998

Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

*950495-WS

Dear Director:

I have owned property in Marion County in a sub-division entitled Marion Oaks for 20 years. We use the home very sparingly and may get to Florida 3 times a year for no more than 10 days at a time.

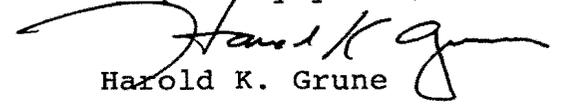
We have to pay for water and sewerage even though we are not using either service for approximately 11 months of the year when we are not in residence.

What prompted my letter to you was a notice I received from the Florida Water Services requesting an increase.

I think that paying for water and sewer when one doesn't use it is unfair. I want to voice my objection to a rate increase especially since the water is not being used.

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG 1 HKG/kb
- LIN _____
- OPC _____
- RCH _____
- SEC _____
- WAS 1* - appears to pertain to 950495
- OTH _____

Very truly yours,


Harold K. Grune

*950495-WS

RECEIVED - FWS

SEP 22 AM 11:42

FLORIDA WATER SERVICES
P O BOX 609520
ORLANDO, FL 32860-9520

RECORDS AND REPORTING

98 SEP 22 AM 8:47
C.B. ISAAC
P O BOX 748
MELROSE, FL 32666

RE: ACCOUNT NUMBER 096850-3-01095-9

6391 BAKER RD

GENTLEMEN:

352-475-1372

I RECEIVED YOUR NOTICE OF SEPTEMBER 1998 REGARDING A NEW INCREASE FOR MY WATER SERVICE. I'M OUTRAGED !!!

I HAVE ATTACHED COPIES OF SOME OF MY WATER BILLS. AS YOU CAN SEE THEY ARE EXTREMELY HIGH FOR WATER ONLY. WHEN 20,000 GALLONS OF WATER COSTS \$30 PLUS, THEN SOMEONE HAS MADE A MISTAKE. IN AN EFFORT TO FIND OUT IF I WAS WRONG, I CALLED THE PUBLIC COUNSEL (JACK SHIREVE) FOR THE STATE OF FLORIDA, AND ASKED FOR SOME HELP. THEY WERE UNBELIEVING THAT MY AND MY NEIGHBORS BILLS COULD BE SO HIGH. I ASKED FOR A COMPARATIVE LIST FOR ALL THE FLORIDA WATER SERVICES CUSTOMERS IN KEYSTONE HEIGHTS AND SURROUNDING AREAS. I HAVE ATTACHED A COPY OF THIS LIST TO THIS CORRESPONDENCE. MY RATE IS THE HIGHEST IN KEYSTONE AND AS FAR AS I CAN TELL, MUCH HIGHER THAN ANYONE ELSE ON THIS ABBREVIATED RATE SCHEDULE IN SURROUNDING COMMUNITIES. MY QUESTION TO YOU, HOW IN THE WORLD DO YOU JUSTIFY CHARGING THESE RIDICULOUS RATES FOR THIS SMALL WATER SYSTEM THAT CANNOT BE MORE THAN 2 MILES IN LENGTH. WE DO NOT USE A WASTE-WATER SYSTEM, JUST WATER. AS FAR AS I KNOW, THERE IS ONLY ONE WELL SERVING THIS SYSTEM, THE SAME ONE THAT HAS BEEN SERVING AT LEAST 15 YEARS. YOU PUT IN SOME NEW PIPE A COUPLE YEARS AGO, BECAUSE THE OLD ONES WERE THE ORIGINAL PIPES AND CRUDED TO A POINT OF BEING BLOCKED. IN OUR SMALL SYSTEM, THE COST OF THIS COULDN'T NEAR JUSTIFY THE HIGH INCREASE IN YOUR RATES. AT LEAST NOT TO THE EXTREME WE HAVE COMPARED TO OTHER SYSTEMS.

WHEN I BUILT MY HOUSE I PAID YOU A CONNECTION FEE, WHICH SHOULD HAVE BEEN SET UP AS A REPLACEMENT FUND FOR NEW EQUIPMENT, NOT AS A PROFIT TO YOUR COMPANY. I PAID THE AMOUNT YOU ASKED FOR WITHOUT QUESTION. THE AMOUNT YOU NOW DEMAND IS MANY TIMES THE AMOUNT YOU 'CHARGED' ME. THERE HAVE BEEN A LOT OF NEW HOUSES BUILT ON THIS SYSTEM SINCE I CAME ON LINE. SURELY YOU ARE APPLYING THE AGE OLD SYSTEM OF DEPRECIATION FOR REPLACEMENT COSTS AND DO NOT EXPECT YOUR CUSTOMERS TO PAY FOR REPLACEMENT OUT OF CURRENT BILLS. THE REALLY BIG DEFERRENT TO YOU CHARGING THESE HIGH RATES IS THE FACT YOU KNEW THE SYSTEM AND THE CONDITION OF THE SYSTEM, AND HOW MUCH REVENUE IT PRODUCED AT THE TIME YOU PURCHASED THE SYSTEM FROM MR. BAKER.

I TRULY BELIEVE THAT WHO EVER IS RESPONSIBLE FOR ALLOWING YOU TO REQUEST AND SET SUCH RIDICULOUS RATES HAS MADE A HUGE MISTAKE. NO OTHER ANSWER WOULD BE ACCEPTABLE.

I WOULD LIKE TO SEE SOME ACTION ON THIS FROM THE RESPONSIBLE PARTIES. AS IT IS NOW, I AND MY NEIGHBORS CANNOT MAINTAIN OUR PROPERTIES BECAUSE OF THE HIGH RATES. IT IS REALLY NOT FINANCIALLY POSSIBLE TO GROW A SMALL GARDEN AND ABSOLUTELY IMPOSSIBLE TO WATER OUR LAWNS.

SINCERELY,

C.B. ISAAC

- TACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG 1
- LIN _____
- OPC _____
- RCH _____
- SEC _____
- WAS 1*
- OTH _____

appears to pertain to 950495

CC: FLORIDA PUBLIC SVC COMM
MR. JACK SHREVE, PUBLIC COUNSEL

ENCLOSURES: COPIES OF WATER BILLS
SCHEDULE OF RATES

P.S. The water really messes up the showers and commodes. If it is required to look into this mess, I'll get all my neighbors to sign a petition.
By the way I did not receive your latest notice of rate change until 9/16/98 and effective 9/21/98. Thanks for the "Short" notice.



FLORIDA WATER SERVICES
 P.O. BOX 609520
 ORLANDO, FL 32860-9520

Local Office Phone 1-407-880-0100 or Call Toll Free 1-800-432-4501

CUSTOMER NUMBER 096850-3-01095-9

SERVICE ADDRESS
 6391 BAKER RD

C B ISAAC
 PO BOX 748
 MELROSE FL 32666-0748

CURRENT CHARGES
PAST DUE AFTER
5/28/98

TOTAL AMOUNT DUE
\$ 84.59

Bill Date 5/08/98
 Location Number 7912500801
 Plant Number 1095

WATER
 Rate Code-052
 Billing Period 4/02/98 TO 5/04/98
 Days in Billing Period: 32
 Meter Readings:
 Present Previous Usage
 2067780 2046730 21050 Gal

WATER			
BASE FACILITY CHARGE		16.39	
GALLONAGE CHARGE	21050 Gal @ \$.003240	68.20	
TOTAL WATER		<u>84.59</u>	
TOTAL CURRENT CHARGES			<u>84.59</u>
TOTAL AMOUNT DUE			\$ 84.59

Meter Size: 5/8" x 3/4"
 Meter Number 08832274 1
 Deposit \$.00
 Connect Date 10/24/88

* Our Customer Service Representatives are available to take your telephone calls from 7:00 a.m. to 7:00 p.m. Monday through Friday. Our Customer call center numbers are 1-407-880-0100 or 1-800-432-4501. Customer Service lobby hours for the Orlando office are 7:00 a.m. to 6:00 p.m. Monday through Friday. Hours for all other locations are 8:00 a.m. to 5:00 p.m. Monday through Friday.

----- WATER USE -----
 Daily Average Water Use:
 Current Month 658 Gal/Day
 Same Month Last Yr 298 Gal/Day
 Daily Average Water Cost: \$ 2.64

Please bring entire bill when paying in person

Make checks payable to FLORIDA WATER SERVICES



FLORIDA WATER SERVICES
 P.O. BOX 609520
 ORLANDO, FL 32866-9520
 Local Office Phone 1-407-880-0100 or Call Toll Free 1-800-432-4501

CUSTOMER NUMBER
 096850-3-01095-9

SERVICE ADDRESS
 6391 BAKER RD

C B ISAAC
 PO BOX 748
 MELROSE FL 32666-0748

CURRENT CHARGES
 PAST DUE AFTER
 6/25/98

TOTAL AMOUNT DUE
 \$ 85.95

Bill Date 6/05/98
 Location Number 7912500801
 Plant Number 1095

WATER			
BASE FACILITY CHARGE		16.39	
GALLONAGE CHARGE	21470 Gal @ \$.003240	69.56	
TOTAL WATER			85.95
TOTAL CURRENT CHARGES			85.95
TOTAL AMOUNT DUE			\$ 85.95

WATER
 Rate Code-052
 Billing Period 5/04/98 TO 6/02/98
 Days in Billing Period: 29
 Meter Readings:
 Present Previous Usage
 2089250 2067780 21470 Gal

Meter Size: 5/8" x 3/4"
 Meter Number 08832274 1
 Deposit \$.00
 Connect Date 10/24/88

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Public Counsel
 Jack SHREVE
 -850-488-9330

Diff per 0.00 *
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 Mal 1.97 -
 → 1.27 *

----- WATER USE -----
 Daily Average Water Use:
 Current Month 740 Gal/Day
 Same Month Last Yr 478 Gal/Day
 Daily Average Water Cost: \$ 2.96

Please bring entire bill when paying in person

Make checks payable to FLORIDA WATER SERVICES



FLORIDA WATER SERVICES

P.O. BOX 609520
 ORLANDO, FL 32860-9520
 Local Office Phone 1-407-880-0100 or Call Toll Free 1-800-432-4501

CUSTOMER NUMBER
096850-3-01095-9

SERVICE ADDRESS
 6391 BAKER RD

C B ISAAC
 PO BOX 748
 MELROSE FL 32666-0748

CURRENT CHARGES
PAST DUE AFTER
7/28/98

TOTAL AMOUNT DUE
\$ 62.40

Bill Date 7/08/98
 Location Number 7912500801
 Plant Number 1095

WATER
 Rate Code-052
 Billing Period 6/02/98 TO 7/01/98
 Days in Billing Period: 29
 Meter Readings:
 Present Previous Usage
 2103450 2089250 14200 Gal

WATER			
BASE FACILITY CHARGE		16.39	
GALLONAGE CHARGE	14200 Gal @ \$.003240	46.01	
	TOTAL WATER	<u>62.40</u>	
	TOTAL CURRENT CHARGES		<u>62.40</u>
	TOTAL AMOUNT DUE		\$ 62.40

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----- **WATER USE** -----
 Daily Average Water Use:
 Current Month 490 Gal/Day
 Same Month Last Yr 211 Gal/Day
 Daily Average Water Cost: \$ 2.15

Please bring entire bill when paying in person Make checks payable to **FLORIDA WATER SERVICES**

**WATER/WASTEWATER MONTHLY BILL COMPARISONS
RESIDENTIAL SERVICE**

UTILITY'S NAME	WATER				WASTEWATER			
	MINIMUM GAL	RATE	GALLONAGE RATE PER M ABOVE EXCESS	SM	10M	MINIMUM CHARGE	GALLONAGE RATE	MAXIMUM CHARGE
Welliqua Co.		13.05	2.95	27.80	42.55			
Windstream Utilities Company Dunnellon Hills		7.48	1.06	12.78	18.08			
CLAY COUNTY								
Duval Utility Company (Indian Trails)	3.0	5.25	0.90	7.05	11.55			
Southern States Utilities, Inc. Keystone Heights		9.13	1.97	18.98	28.83			
Lakeview Villas		13.70	3.83	32.85	52.00			
Postmaster Village		16.34	3.23	32.49	48.64			
COLUMBIA COUNTY								
College Manor Water Co.		11.11	1.34	17.81	24.51			
Consolidated Water Works, Inc.		7.24	1.30	13.74	20.24			
Edgewood Estates (GS Only)	10.0	12.00	1.00	12.00	12.00			
Gator Utilities Oakdale Subdivision	8.0	12.00	0.75	12.00	13.50			
		12.00		12.00	12.00			
Kirby Morgan						13.00		13.00
Lewell H. Dickz	10.0	15.04	1.26	15.04	15.04			

GS Only - General Service Customers

Don Semple
216 Burnside Street
Lehigh Acres, FL 33936-6904

RECEIVED - FPSC

SEP 22 AM 11:43

September 17, 1998

RECORDS AND REPORTING

MAIL ROOM
SEP 21 AM 8:15

*950495-WS

Director
Division of Records & Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Sir:

In response to a rate increase notice issued by Florida Water Services, I must **strongly** voice my opposition.

Florida Water Services rates are the highest I have seen in my life. The water provided is yellow, smells and tastes bad. It appears that the trend in SW Florida is to provide just above "well-water" quality to customers, forcing each of us to purchase our own water treatment systems attached to our homes. I grew up with chlorinated, fluoridated water, and find Florida Water Service quality to be atrocious.

Each month I reluctantly pay a \$71 to \$85 water bill. This is for a single person, showering each day, dishwasher twice a week, five loads of laundry and toilet flushing. To pay so much money for this foul water is ludicrous. I do not wash my car at home, use bottled water for drinking and cooking (and for my dogs) & have a well for lawn watering and topping off the pool in winter.

What I wish would be done - I wish it could be *made a directive* - is that Florida Water Services be forced to take a serious, comprehensive look at what they are doing in South Fort Myers. The water I was provided there was clear, clean, had a slight chlorine smell and tasted OK when chilled. I owned the same appliances I have now, as well as the same lifestyle. Additionally, I was taking care of my ill mother. My monthly water bill for all this averaged only **\$21 per month!!!** I believe that if they can do it, so can Florida Water services. Show me why not? It's WATER!

I believe that their rates already constitute fraud - they are strictly profit oriented. We all know what that means! Cost cutting - sometimes at the risk of poor service to the customers.

Thank you for the opportunity to voice my opinion.

Sincerely,

Enclosures: [1]

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG I
- LIN _____
- OPC _____
- RCH _____
- SEC _____
- WAS I*
- OTH _____

* - appears to pertain to 950495



NOTICE TO CUSTOMERS

IN

Bradford, Brevard, Charlotte, Citrus, Clay, Duval, Highlands, Lake, Lee, Marion, Martin, Nassau, Osceola, Pasco, Putnam, Seminole, St. Johns, St. Lucie, Volusia and Washington Counties.

Dated: September 1998

Dear Customer:

Florida Water Services Corporation ("Florida Water"), on July 23, 1998, filed with the Florida Public Service Commission ("Commission") to change rates to index certain expenses upward by the Consumer Price Index and to reflect an increase approved by the Commission in Florida Water's last rate case, Docket #950495-WS.

The index of expenses referenced above is made pursuant to Florida law. In July of 1980, the Florida Legislature passed a law permitting water and wastewater utilities to adjust their rates without the utilities' customers bearing the additional expense of a public hearing. This law can be found in the Florida Statutes, Section 367.081(4)(a). The law permits a utility to adjust certain expenses that are required to provide utility service for the Consumer Price Index. "Price Index Rate Adjustments" result from increases or decreases in non-controllable expenses subject to inflationary pressures. These expenses include chemicals and other general operation and maintenance costs. Pursuant to this provision of Florida law and Rule 25-30.420, Florida Administrative Code, Florida Water filed its Price Index Rate Adjustment. If approved by the Commission as submitted, rates on average will increase 0.966% for water and 0.718% for wastewater for the price index.

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The total average increase due to the index application and the increase to the return on equity will be 1.576% for water and 1.316% for wastewater rates on a consolidated basis. The schedule set forth on the back of this page shows the current and new rates for your service area. The new rates will be effective for service rendered on or after September 21, 1998.

If you have any questions concerning your bill or this notice, please call our Customer Service Representatives toll-free at (800) 432-4501 between the hours of 7:00 a.m. and 7:00 p.m. weekdays.

Written comments to the Commission regarding Florida Water, its rates or service may be directed to the following address: Director, Division of Records and Reporting, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. Such correspondence should refer to the 1998 Price Index. You may also call the Commission's Division of Consumer Affairs at the following toll-free number: (800) 342-3552.

Sincerely for Florida Water Services Corporation,

A handwritten signature in dark ink, appearing to read "Judy Lee Sweat", is written over a horizontal line.

Judy Lee Sweat
Manager, Customer Business Office

FLORIDA WATER SERVICES CORPORATION
NOTICE OF COMMISSION APPROVED FINAL RATES - 1998 RATE INDEX AND PASS THROUGH
SERVICE AREA: LEHIGH
COUNTY: LEE
RATE SCHEDULE - MONTHLY RATES

Plant 2901

CLASS/ METER SIZE	COMMISSION APPROVED	
	PRESENT RATES	NEW RATES
<u>WATER</u>		
<i>Residential, General and Multi-Family Service</i>		
Base Facility Charge:		
5/8" x 3/4" meters	\$16.38	\$16.66
3/4" meters	\$24.56	\$24.97
1" meters	\$40.93	\$41.62
1 1/2" meters	\$81.88	\$83.25
2" meters	\$131.01	\$133.21
3" meters	\$262.00	\$266.39
4" meters	\$409.38	\$416.24
6" meters	\$818.76	\$832.49
8" meters	\$1,310.01	\$1,331.97
10" meters	\$1,883.16	\$1,914.73
Gallage Charge (per 1,000 gals):	\$2.86	\$2.91
<i>Private Fire Protection</i>		
Base Facility Charge:		
2" meters	\$10.92	\$11.11
3" meters	\$21.83	\$22.20
4" meters	\$34.12	\$34.69
6" meters	\$68.22	\$69.36
8" meters	\$109.17	\$111.00
10" meters	\$156.90	\$159.53
Gallage Charge (per 1,000 gals):	\$0.00	\$0.00

CLASS/ METER SIZE	COMMISSION APPROVED	
	PRESENT RATES	NEW RATES
<u>WASTEWATER</u>		
<i>Residential Service</i>		
Base Facility Charge:		
All meter sizes	\$13.21	\$13.41
Gallage Charge (per 1,000 gals):	\$5.25	\$5.33
Sewer Cap (gallons)	6,000	6,000
All Excess Gallons	\$0.00	\$0.00
<i>Residential Wastewater Only</i>		
All meter sizes	\$27.49	\$27.92
<i>General and Multi-Family Service</i>		
Base Facility Charge:		
5/8" x 3/4" meters	\$13.21	\$13.41
3/4" meters	\$19.82	\$20.13
1" meters	\$33.03	\$33.55
1 1/2" meters	\$66.05	\$67.08
2" meters	\$105.67	\$107.33
3" meters	\$211.35	\$214.66
4" meters	\$330.23	\$335.40
6" meters	\$660.47	\$670.81
8" meters	\$1,056.74	\$1,073.30
10" meters	\$1,519.07	\$1,542.87
Gallage Charge (per 1,000 gals):	\$6.30	\$6.40
<i>Effluent</i>		
Gallage Charge (per 1,000 gals):	\$0.18	\$0.18

RECEIVED

SEP 22 1998

FPSC - Records/Reporting

To Public Ser. Comm.

IN Regards to WATER SERVICE
IN Chuluota.

These People Does not deserve
AN INCREASE. They have not got the
Water to A SAFE Level to drink.
I still HAS gunk in the water.
IT IS OK to Flush the Stool with
but AS FAR AS Consuming it, I
think it is dangerous. The last
INCREASE did not do anything to
MAKE The water Better. You People
Should INVESTAGATE This Water System
why don't you send out a Questioner
to All Chuluota Residents & ASK ABOUT
the Quality of Water. I bet NONE of you
would drink this water.

ROBERT R PHARES
120 A E 5TH ST

CHULUOTA FL

32766

PLANT # 335
CUST # 49413

Respectfully
Rob Phares

SEP 22 1998
FPSC



NOTICE TO CUSTOMERS

IN

Bradford, Brevard, Charlotte, Citrus, Clay, Duval, Highlands, Lake, Lee, Marion, Martin, Nassau, Osceola, Pasco, Putnam, Seminole, St. Johns, St. Lucie, Volusia and Washington Counties.

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Dear Customer:

Florida Water Services Corporation ("Florida Water"), on July 23, 1998, filed with the Florida Public Service Commission ("Commission") to change rates to index certain expenses upward by the Consumer Price Index and to reflect an increase approved by the Commission in Florida Water's last rate case, Docket #950495-WS.

The index of expenses referenced above is made pursuant to Florida law. In July of 1980, the Florida Legislature passed a law permitting water and wastewater utilities to adjust their rates without the utilities' customers bearing the additional expense of a public hearing. This law can be found in the Florida Statutes, Section 367.081(4)(a). The law permits a utility to adjust certain expenses that are required to provide utility service for the Consumer Price Index. "Price Index Rate Adjustments" result from increases or decreases in non-controllable expenses subject to inflationary pressures. These expenses include chemicals and other general operation and maintenance costs. Pursuant to this provision of Florida law and Rule 25-30.420, Florida Administrative Code, Florida Water filed its Price Index Rate Adjustment. If approved by the Commission as submitted, rates on average will increase 0.966% for water and 0.718% for wastewater for the price index.

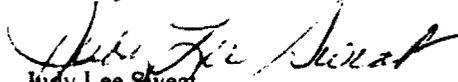
In Florida Water's last rate case, the Commission reduced the utility's return on equity based on its belief that the utility exercised less than efficient management and for the utility's marginally satisfactory quality of service. The reduction to equity was ordered to be in effect for two years. The two-year period has expired, and, pursuant to the Commission's vote, Florida Water is allowed to increase its rates to remove the reduction to the return on equity. The average effect of this increase will be 0.610% in water rates and 0.598% in wastewater rates on a consolidated basis.

The total average increase due to the index application and the increase to the return on equity will be 1.576% for water and 1.316% for wastewater rates on a consolidated basis. The schedule set forth on the back of this page shows the current and new rates for your service area. The new rates will be effective for service rendered on or after September 21, 1998.

If you have any questions concerning your bill or this notice, please call our Customer Service Representatives toll-free at (800) 432-4501 between the hours of 7:00 a.m. and 7:00 p.m. weekdays.

Written comments to the Commission regarding Florida Water, its rates or service may be directed to the following address: Director, Division of Records and Reporting, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. Such correspondence should refer to the 1998 Price Index. You may also call the Commission's Division of Consumer Affairs at the following toll-free number: (800) 342-3552.

Sincerely for Florida Water Services Corporation,


Judy Lee Sweet
Manager, Customer Business Office

FLORIDA WATER SERVICES CORPORATION
NOTICE OF COMMISSION APPROVED FINAL RATES - 1998 RATE INDEX AND PASS THROUGH
SERVICE AREA: CHULUOTA
COUNTY: SEMINOLE
RATE SCHEDULE - MONTHLY RATES

Plant 335

CLASS/ METER SIZE	COMMISSION APPROVED	
	PRESENT RATES	NEW RATES
WATER		
<i>Residential, General and Multi-Family Service</i>		
Base Facility Charge:		
5/8" x 3/4" meters	\$16.38	\$16.66
3/4" meters	\$24.56	\$24.97
1" meters	\$40.93	\$41.62
1 1/2" meters	\$81.88	\$83.25
2" meters	\$131.01	\$133.21
3" meters	\$262.00	\$266.39
4" meters	\$409.38	\$416.24
6" meters	\$818.76	\$832.49
8" meters	\$1,310.01	\$1,331.97
10" meters	\$1,883.16	\$1,914.73
Gallage Charge (per 1,000 gals):	\$2.86	\$2.91
<i>Private Fire Protection</i>		
Base Facility Charge:		
2" meters	\$10.92	\$11.11
3" meters	\$21.83	\$22.20
4" meters	\$34.12	\$34.69
6" meters	\$68.22	\$69.37
8" meters	\$109.17	\$111.00
10" meters	\$156.90	\$159.54
Gallage Charge (per 1,000 gals):	\$0.00	\$0.00

CLASS/ METER SIZE	COMMISSION APPROVED	
	PRESENT RATES	NEW RATES
WASTEWATER		
<i>Residential Service</i>		
Base Facility Charge:		
All meter sizes	\$20.54	\$20.69
Gallage Charge (per 1,000 gals):	\$7.48	\$7.53
Sewer Cap (gallons)	6,000	6,000
All Excess Gallons	\$0.00	\$0.00
<i>Residential Wastewater Only</i>		
All meter sizes	\$51.04	\$51.41
<i>General and Multi-Family Service</i>		
Base Facility Charge:		
5/8" x 3/4" meters	\$20.54	\$20.69
3/4" meters	\$30.82	\$31.04
1" meters	\$51.37	\$51.74
1 1/2" meters	\$102.73	\$103.47
2" meters	\$164.37	\$165.55
3" meters	\$328.73	\$331.09
4" meters	\$513.65	\$517.34
6" meters	\$1,027.29	\$1,034.67
8" meters	\$1,643.67	\$1,655.48
10" meters	\$2,362.77	\$2,379.74
Gallage Charge (per 1,000 gals):	\$8.98	\$9.04

RECEIVED-FPSC

98 SEP 22 PM 3: 26

RECORDS AND REPORTING

Director, Division of Records & Reporting
Florida Public Service Commission
2540 Shumark Oak Blvd.
Tallahassee, Fl. 32399

Mrs Heinz Claus
4692 University Blvd. N.
Jacksonville, Florida 32277
904-745-8796

* 950495-WS

Dear Director,

I retired the end of January and moved to Jacksonville with my Husband to be close to our Daughter and Grandchildren. We also moved here because we really love the city and the people. We have been happy with our move except for one thing, our water bills.

Prior to moving we discussed the taxes, electric bills, water bills, etc with our Daughter and other friends that lived in Jacksonville. They all seemed to be in line with what we were paying in Winter Springs, Florida.

We are a customer of Florida Water Services. There are only two people living in our house. I only wash 3 loads of cloths a week. We conserve water whenever possible. In August we had a water bill for \$136.03 for one month. Our daughter lives 10 minutes away on Broadoak drive. She has four people in the family. One son is 15 and takes very long showers, I guess like most teenagers. She had a bill from United Water for 3 months for \$161.47. My lowest bill has been for \$75.51 for one month. I have other friends who live 2 minutes from my house, they have JEA, and they average \$35.00 a month.

ACK _____ I was really upset today when I opened a letter from Florida Water Services advising
AFA _____ us that they were going to increase our rates. My question is how can they charge more
APP _____ than United Water and JEA? If they are operating at less than efficient management,
CAF _____ why should I suffer? The chemicals and other general operation and maintenance costs
CMU _____ should be the same for all the Utility Companies or someone is not doing there job.
CTR _____ I don't mind paying the same amount as everyone else in Jacksonville, but it's not fair
EAG _____ to charge us more than people who live 2 minutes away off of Ft Caroline Rd
LEG _____ I was under the impression that the Public Service commission regulated utility
LIN _____ charges to be the same for all companies. Since we cannot choose the company we want
OPC _____ to do business with we are really captive.
RCH _____ I am hoping for assistance from you.
SEC _____ Thank you for your time and consideration.
WAS _____ Sincerely,

Evelyn Claus

*1 - letter appears to pertain to 950495-WS

OTH _____
1998 Price Index

Sept 19, 1998

Director, Division of Records & Reporting
Tallahassee, FL

*950495-WS

RECEIVED-FPSC
98 SEP 22 PM 2:58

REC'D JS AND
REPORTING

Dear Sir,

Subject 1998 Price Index

Florida Water Services do not need a rate increase. My thought is that we are being overcharged as it is.

Our last bill for myself and wife was \$35.72 for 1430 gals. \$12.35 for water and \$23.37 for sewer. We are retired, so any more expense for the service is not necessary.

The sewer system, smells too high heaven most of the time. My shut-off valve is faulty and there is a leak in the back corner of my lot.

I'm against any raise, if anything there should be a reduction in rates, especially the sewer rate

Yours truly
Rex H. Heller

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- LN _____
- JPC _____
- RCH _____
- SEC _____
- WAS *1 - _____
- OTH _____

*1 - letter appears to pertain to 950495-WS

REX HELLER
35218 ADA AVE

PLANT # 1427
CUST # 59083

ZEPHYRHILLS FL

33541-2180

748 E Normandy Blvd.
Deltona, FL, 32725

Division of Records and Reporting
Florida Public Service Commission
2549 Shumard Oak Boulevard,
Tallahassee, FL 32399-0850

RECEIVED

SEP 23 1998

FPSC - Records/Reporting

*950495-WS

Dear Sirs:

This is regarding the 1998 Price Index.

I recently received a notice that the water rates may be raised.

I live alone, work all day, and am gone one or two weekends out of the month. I seldom have company. During the time I am at home there are just so many times I can flush the toilet, wash dishes, wash clothes, etc. And, by the way, I seldom cook. I occasionally wash my car. I never water my, what used to be lawn, because I can't afford the sewer charge. My water bill runs between \$42 and \$50 per month. I think this is unacceptable for one person to pay.

I believe someone needs to come up with a more fair way to distribute the cost. I surely don't need to pay more as I feel I am paying more than my share now.

Thank you for allowing me to express my opinion. I hope this matter can be addressed for me and for all the other single people in the Deltona area.

Sincerely,

Jean Abell
Jean Abell



Jean Abell
748 E Normandy Blvd
Deltona, FL 32725-6456

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG 1
- LIN _____
- OPC _____
- RCH _____
- SEC _____
- WAS X1 - related to 950495?
- OTH _____

Re: 1998 Price Index

RECEIVED

SEP 23 1998

*950495-WS

FPSC - Records/Reporting

Dear Sir,

Here you go again - little by little hacking away at 90% of Deltona retired victims, squeezing our fixed incomes by giving free reign to utility companies.

Is your aim to help force our city into a Welfare Haven?

I am a 73 year old woman, widowed and who has lived here in the same house for 26 years, doing my best to continue to maintain my dignity.

We who are connected to sewers are being penalized for something that originally we had no control of, the sewers were there when we had our house built in 1972. What seemed to be a blessing has proved to be a curse - thanks to charges from D. Water. Justification? I don't think so!

Deltona Corp. made a gigantic error when they sold out to SB4 - Florida Water now. Big mistake!!!

In the future, please, have some compassion for the original residents, who helped make Deltona what it is today, and who are going broke + weary from these increases.

Thank you for your consideration.

Sincerely,

Bernice De Christopher

BERNICE DE'CHRISTOPHER
2672 HIBISCUS CT

DELTONA FL

32738-2916

PLANT # 18001
CUST # 209300

ACK	
AFA	
APP	
CAF	
CMU	
CTR	
EAG	
LEG	
LIN	
OPC	
RCH	
EC	
IAS	
TH	

98 SEP 23 11:50 AM
MAIL ROOM
*1 - Water to 950495?

Regarding 1998 Price Index:

*950495-WS

This
Sucks

Big
time!

RECEIVED-PPSC

SEP 24 AM 10:19

REGULATIONS AND
REPORTING

- ACK
- AFA
- APP
- CAF
- CMU
- CTR
- EAG
- LEG
- LIN
- OPC
- RCH
- SEC

WAS *1 - related to 950495?

OTU

I'm looking for housing in
the country.

Thank you,
Citrus
Springs

STATE OF FLORIDA

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



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

Public Service Commission

October 6, 1998

Nancy B. White, Esquire
BellSouth Telecommunications, Inc.
150 South Monroe Street, Suite 400
Tallahassee, Florida 32301-1556

Re: Docket Nos. 971478-TP, 980184-TP, 980495-TP, 980499-TP - BellSouth
Telecommunications, Inc. (Confidential Filing)

Dear Ms. White:

Commission staff have advised that confidential Document Nos. 06048-98, filed June 4, 1998 and 06652-98, filed June 23, 1998 on behalf of BellSouth Telecommunications, Inc., can be returned to the source.

Please do not hesitate to call if you have any questions concerning this matter.

Sincerely,

A handwritten signature in cursive script that reads "Kay Flynn".

Kay Flynn, Chief
Bureau of Records

Enclosure

cc: Division of Communications

RECEIVED BY: _____

A handwritten signature in cursive script that reads "Tanya Lynn".

DATE: _____

10-6-98

MEMORANDUM

RECEIVED -FPSC

April 13, 1999 99 APR 15 PM 1:25
15

RECORDS AND REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (BROWN) MCB

RE: DOCKET NO. 980495-TP - COMPLAINT OF INTERMEDIA COMMUNICATIONS, INC. AGAINST BELLSOUTH TELECOMMUNICATIONS, INC. FOR BREACH OF TERMS OF FLORIDA PARTIAL INTERCONNECTION AGREEMENT UNDER SECTIONS 251 AND 252 OF THE TELECOMMUNICATIONS ACT OF 1996 AND REQUEST FOR RELIEF.

99-0727-PCO

Attached is an ORDER AUTHORIZING QUALIFIED REPRESENTATIVE STATUS, to be issued in the above-referenced docket.

(Number of pages in order - 2)

See 1

MCB/lw

Attachment

cc: Division of Communications (Marsh)

I:980495A.ALC

JUST GO TODAY

3/0

M E M O R A N D U M

July 15, 1999

RECEIVED-PPSC

99 JUL 15 AM 11:37

RECORDS AND
REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (MILLER) *Jam CB*

RE: DOCKET NO. 980184-TP - COMPLAINT OF TELEPORT COMMUNICATIONS GROUP INC./TCG SOUTH FLORIDA AGAINST BELLSOUTH TELECOMMUNICATIONS, INC. FOR BREACH OF TERMS OF INTERCONNECTION AGREEMENT UNDER SECTION 252 OF THE TELECOMMUNICATIONS ACT OF 1996, AND REQUEST FOR RELIEF.

DOCKET NO. 980495-TP - COMPLAINT OF INTERMEDIA COMMUNICATIONS, INC. AGAINST BELLSOUTH TELECOMMUNICATIONS, INC. FOR BREACH OF TERMS OF FLORIDA PARTIAL INTERCONNECTION AGREEMENT UNDER SECTIONS 251 AND 252 OF THE TELECOMMUNICATIONS ACT OF 1996 AND REQUEST FOR RELIEF.

DOCKET NO. 980499-TP - COMPLAINT BY MCI METRO ACCESS TRANSMISSION SERVICES, INC. AGAINST BELLSOUTH TELECOMMUNICATIONS, INC. FOR BREACH OF APPROVED INTERCONNECTION AGREEMENT BY FAILURE TO PAY COMPENSATION FOR CERTAIN LOCAL TRAFFIC.

PSC-99-1365-FOF-TP

Attached is an ORDER KEEPING DOCKETS OPEN, to be issued in the above-referenced docket. (Number of pages in order - 3)

JAM/anc
Attachment
cc: Division of Communications
I: 980184a.jam

9f

January 21, 2000

Via Fax #850-413-7113
Attn: Nonnye Grant
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

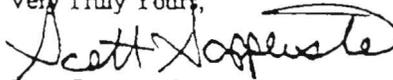
Dear Ms. Grant:

Effective immediately, please change the commission records to indicate the new official contact person for Intermedia Communications. The old contact person was Steve Brown. The new contact person is:

Scott Sapperstein
3625 Queen Palm Drive
Tampa, FL 33619-1309
Phone: 813-829-4093
Fax: 813-829-4923
Email: sasapperstein@intermedia.com

I would appreciate a call or letter when the update is complete. Thank you for your assistance in this matter.

Very Truly Yours,



Scott Sapperstein
Senior Policy Counsel

SAS/af

920260 981834
960100 990546
960786 990649
960833 991534
971478 991854
980495
980986
981444

Done 1/24/00

KATZ, KUTTER, HAIGLER, ALDERMAN, BRYANT & YON

PROFESSIONAL ASSOCIATION

ATTORNEYS AND COUNSELORS AT LAW

www.katzlaw.com

Orlando Office

Suite 900
111 North Orange Avenue
ORLANDO, FL 32801
(407) 841-7100
fax (407) 648-0660

Tallahassee Office

12th Floor
106 East College Avenue
TALLAHASSEE, FL 32301
(850) 224-9634
fax (850) 222-0103

Miami Office

Suite 409
2999 NE 191st Street
AVENTURA, FL 33180
(305) 932-0996
fax (305) 932-0972

November 2, 2000

Ms. Blanca Bayo
Director of Records of Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED-FPSC
00 NOV -6 AM 10: 22
RECORDS AND
REPORTING

Re: Docket Nos. 920260-TL, 960100-TP, 960786-TL, 960833-TP, 960847-TP,
960980-TP, 971478-TP, 980119-TP, 980184-TP, 980495-TP, 980986-TP,
981121-TP, 981834-TP, 990649-TP, 991534-TP, ~~991631-TP~~, 991854-TP,
000061-TI, 000075-TP, 000121-TP, 000690-TP

Dear Ms. Bayo:

I have moved my law practice to the firm of Katz, Kutter, Haigler, Alderman, Bryant & Yon, P.A. My colleague Charlie Pellegrini and my assistant Pam Keillor are here as well.

Please change our address in the above-referenced dockets to:

Katz, Kutter, Haigler, Adlerman, Bryant & Yon, P.A.
12th Floor
106 East College Avenue
Tallahassee, Florida 32301

Thank you for your assistance in this matter. If there is anything else you might need from us in this regard, please do not hesitate to ask.

Sincerely,

Patrick K. Wiggins
Patrick K. Wiggins

PKW:plk

Done 11/06/00

MAIL ROOM
02 6 NOV 9 - AM 9: 20
RECEIVED-FPSC

01 MAR 15 AM 8:35

RECEIVED

920260
960100
960786
960833
971478

RECEIVED - FPSC
01 MAR 15 AM 11:35
980495
980986
981444
981834
990544
990649

RECORDS AND
REPORTING

991534, 991854
000075, 000121
000690, 010102

Second Notice

December 12, 2000

To Whom It May Concern:

Effective immediately all future correspondence should be addressed to:

Intermedia Communications Inc.
Attn: Scott A. Sapperstein, Sr. Policy Counsel
One Intermedia Way
M.C. FLT-HQ3
Tampa, FL 33647-1752

If you have any questions, please call me at (813) 829-4093.

Sincerely,



Scott A. Sapperstein
Sr. Policy Counsel

SAS/af

Done 3/15/01