



Public Service Commission

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

DATE: February 17, 1993
TO: Division of Records and Reporting
 Division of Legal Services (Asher-Cohen)
FROM: Division of Water and Wastewater (Xanders) *EX*
RE: Docket No. [REDACTED] Application for certificates to provide water and wastewater services under grandfather rights in Alachua County by Family Diner, Inc., and Turkey Creek, Inc. d/b/a Turkey Creek Utilities

Please include the attached in the above referenced docket folder. If you have any questions, please feel free to contact me.

- ACK _____
- AFA _____
- AFP _____
- CAF _____
- CMU _____
- OTR _____
- EAC _____
- LEG _____
- LHM _____
- SCD _____
- WES _____
- OTH _____

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 PUBLIC SERVICE COMMISSION

2900 Turkey Creek Boulevard
158 Turkey Creek
Alachua, Florida 32615-9513
Phone (904)462-5653

February 11, 1993

RECEIVED

FEB 15 1993

Mrs. Edie Xanders
Public Service Commission
Fletcher Building
101 East Gaines Street
Tallahassee, FL 32399-0850

Florida Public Service Commission
Division of Water and Wastewater

Re: Docket No. 921098-WS

Dear Mrs. Xanders:

The following is in response to your letter dated January 25, 1993.

1. We do not remember any incidents of changing out a 5/8" meter to a 1" meter. We would like the name of the customer who advised that we did this and an approximate date.

2. Turkey Creek Country Club is the only General Service customer that we have at the present time and the following are their seven (7) meter locations together with the meter sizes:

5/8" meter - two rain shelters
1" meter - swimming pool-recreation building
1" meter - island irrigation at front of clubhouse
1" meter - maintenance building
2" meter - clubhouse
1" meter - sod farm

3. While we have been in the transition, we did inadvertently have two different due dates on the bill. However, we have not charged any late fees until the correct due date which was always the later of the two, and this has since been corrected.

4. Our late fee is and always has been \$20.00 or 10%, whichever is greater and is assessed each month until the bill is paid in full. Our late fee is assessed the day after the due date.

5. Our fire hydrant service fee of \$19.98 per fire hydrant per year was designed just as a token fee as payment for furnishing fire hydrant service, maintenance, and water to each fire hydrant. The City of Gainesville charges the unincorporated areas of the county a fee of \$18.98 per fire hydrant per month and we intend to put in for a higher fee as soon as you tell us that we may apply for same.



A Planned Residential and Recreational Community
4 Miles North of Gainesville on US 441 North

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FLORIDA PUBLIC SERVICE COMMISSION

6. The \$40.00 connection fee and the \$40.00 disconnection fee are charged at the initial connection. Yes, we do assess a cut-on and cut-off charge any time a customer requests us to turn off his service. You must also recognize that there is a plumbing code that requires each house to have a water cut-off valve within 5' of the residence and each home or unit in Turkey Creek has this cut-off. In fact, sometime ago we advised all customers who were unable to locate their cut-off valve and wanted to install a cut-off valve in their line so that they would not have to pay for our service that we would turn off their water free of charge for this to be done. However, very few customers took advantage of this, and the problem is that people are too lazy to use their own cut-off valve. A parallel to this would be asking the electric company to pull their meter every time there is an electrical fault in the house. The \$60.00 after hours charge is merely time and a half. I think this is standard with most service companies. We either place a padlock or some locking device on our meters when they are turned on or off to lock them either on or off. The only reason for an emergency situation is because the customer will not use his own cut-off valve. If you need further explanation, please advise your specific questions and we will try to explain further.

7. There are two unmetered irrigation locations that are just too much trouble for the customer to meter. We arrived at a price which was mutually agreeable and we have both agreed to be reasonable with each other. So far, we have not had any problems. The customers understand that these locations can be metered at their request at any time they so desire upon payment of appropriate charges.

8. Forwarded herewith is a letter which we wrote to Mr. Junius Jones concerning the unmetered irrigation locations for the TCMOA. We feel that this is now moot since they have been disconnected permanently.

9. This matter has been reduced to court action and the TCMOA has requested a jury trial. This is in the process of litigation so we are unable to advise what amounts TCMOA will owe.

10. One month we did assess a 25¢ pass through charge which we understood we could do. However, since that time we corrected this and returned the 25¢ charge to each customer the next month pursuant to your request.

Several months ago we gave you the information that is contained in No. 2 through 10 and are just reiterating that at this time, but if this is not clear at this time, please advise.

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We wrote you a letter requesting that we be furnished with a copy of any and all complaints, whether in writing, telephonic or in person, concerning Turkey Creek Utilities. You sent us five or six written complaints but we know, and even your letter of January 25, 1993, says that you have received other complaints. We want a copy of any and all complaints, whether in writing, telephonic or in person, concerning Turkey Creek Utilities. We do not think this is unreasonable. If you think so, please advise why. Yours very truly,

TURKEY CREEK UTILITIES



Norwood W. Hope

cc: John Wharton

Encl.

2900 Turkey Creek Boulevard
158 Turkey Creek
Alachua, Florida 32615-9513
Phone (904)462-5653

September 24, 1992

Mr. Junius Jones
104 Turkey Creek
Alachua, FL 32615

HAND DELIVERED

Dear Junius:

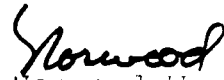
Thank you for meeting with me this morning. Returned herewith is your copy of the Landscape Maintenance Regulations dated September 1, 1992. We have not received this or any assurance that this has been passed by the Board. I have also asked members of my family as well as several other owners in Turkey Creek and none of us have received it either. The last thing we received along these lines was a copy of the Board minutes of August 12, 1992. If you will remember, the minutes of the Board meeting held on August 4th stated that you had discussed some changes in the landscape regulations and that they would be rewritten and the brought back to the Board for final approval. I should think you would want all the owners in Turkey Creek to be made aware of these so that they can be enforced against all of the owners in Turkey Creek.

Forwarded herewith is a copy of the letter dated July 8, 1992, which I wrote relative to the water bills. These have been billed in this manner for years. Now it seems that the water is trying to be muddied by reading something into it that is not there. There are no meters at any of these locations as stated in our letter, but if you want to have meters installed, we are ready to do so upon the payment of the appropriate charges. As I explained to you, the gallonage that appears on the bill is merely something to put into the computer so that the bill can be generated for the amount billed. Please review the letter as it states plainly our position. There is one location where water is being furnished for which we have not been making a charge and that is at the playground and tennis courts at the end of Turkey Creek Boulevard.

I think that you need to take an objective look at the Board and also how everything is either being done or not being done. All of this in my opinion smacks of things that cause bad reflections on the Board and of everything in Turkey Creek. I do not want any verbal understandings. Anything that I have anything to do with needs to be in writing by both parties. I would appreciate this being done in the future.

Yours very truly,

TURKEY CREEK, INC.


Norwood W. Hope
President

cc: Charles Specht
Howard Johnston

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A Planned Residential and Recreational Community
4 Miles North of Gainesville on US 441 North

July 8, 1992

Mrs. Beverly K. Smith
Association Management Services
of Gainesville, Inc.
P. O. Box 147050, Suite 30
Gainesville, FL 32614-7050

Re: Water Bills

Dear Beverly:

In response to your letter dated 7/2/92 relative to the above, please be advised that the water valves for the Owners Association water service are located as follows:

| <u>Valves</u> | <u>Location</u> |
|---------------|---|
| *1 | Mail Center |
| *1 | Island in front of TCI's office |
| 2 | Island in 2700 block of Turkey Creek Blvd. |
| 2 | Island in 2800 block of Turkey Creek Blvd. |
| 4 | Island in 2900 block of Turkey Creek Blvd. |
| 2 | Island in 3300 block of Turkey Creek Blvd. |
| 1 | Island at Creek Drive S. & Turkey Creek Blvd. |

*Automatic (the remainder operate manually)

As you know, I have told you on several occasions that I will be happy to show you and/or your representative where the water valves are located, and you indicated you would come out so I could do this. However, even though you have never given me the opportunity to do this, I am still ready.


These accounts were set up years ago but can be cancelled by either party upon notification. They were also done with the understanding that the Owners Association would be reasonable in the use of water. For instance, the water would be turned on for approximately an hour. Also, at the present time, the amounts of these bills may increase 4% to 5% per year.

If the Owners Association is interested in having meters installed at these locations, we will be happy to do this upon payment of the appropriate charges.

If you have any further questions, please do not hesitate to contact us.

Yours very truly,

TURKEY CREEK UTILITIES


Norwood W. Hope

NWH:hdc



A Planned Residential and Recreational Community
4 Miles North of Gainesville on US 441 North

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2900 Turkey Creek Boulevard
158 Turkey Creek
Alachua, Florida 32615-9513
Phone (904)462-5653

January 29, 1993

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FEB 01 1993

Ms. Jo Ann Chase
Public Service Commission
Fletcher Building
101 East Gaines Street
Tallahassee, FL 32399-0850

Florida Public Service Commission
Division of Water and Wastewater

Dear Jo Ann:

We are in receipt of your letter dated January 25, 1993, relative to some questions and statements which you want us to respond to. For the last several months, I have been trying to obtain a copy of all complaints that we have heard rumored about Turkey Creek Utilities. Now I would like to respectfully request that we be furnished a copy of any and all complaints, whether in writing, telephonic or in person, concerning Turkey Creek Utilities. We would like to have these prior to answering you letter, and therefore, respectfully request we be furnished this information as soon as possible.

Yours very truly,

TURKEY CREEK UTILITIES



Norwood W. Hope

NWH:hdc

Encl.

cc: John Wharton

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