

**Ruth Nettles**

090093-WS

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**From:** Jan Voorheis [janvoorheis@gmail.com]  
**Sent:** Friday, May 22, 2009 11:21 AM  
**To:** Filings@psc.state.fl.us  
**Subject:** Docket 090093  
**Attachments:** Additions to Docket 090093- Document 04663-09.doc

Janet Voorheis  
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Docket Number 090093 Application for approval of transfer of Keith and Clara Starkey d/b/a Heather Hills Estates' water and wastewater utilities, holder of Certificates 577-W and 498-S to Heather Hills Estates Utilities, LLC in Manatee County.

On behalf of Janet Voorheis

Total number of attached pages are 2

Additions to the consumer protest filed on May 12, 2009

5/22/2009

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05112 MAY 22 8  
FPSC-COMMISSION CLERK

Additions to Consumer Protest Letter Docket 090093-Document 04663-09

May 21, 2009

To: Office of FPS Commission Clerk

Re: Docket 090093 Application for approval of transfer of Keith and Clara Starkey d/b/a Heather Hill Estates' water and wastewater utilities, holder of Certificates 577-W and 498-S to Heather Hills Utilities, LLC in Manatee County.

From: Janet Voorheis, 203 49<sup>th</sup> Ave Dr W. Bradenton, Florida 34207  
3420 Wormer, Waterford, Mi 48329  
s/ Janet L. Voorheis

In Mr. Smallridge filings after my May 12, 2009 letter (Document 04663-09) I note the following additional discrepancies:

In Document 04701-09 Mr. Smallridge states "The affidavit that the notice was given by personal delivery or regular mail to each customer of the system." As stated in my May 12, 2009 letter (Document 04663-09) I did not receive the April 22 Legal Notice. I informed the Stephens that I was leaving Heather Hills Estates on April 3, 2009 and asked for the water to be shut off at both 109 49<sup>th</sup> Avenue Dr. W. and 203 49<sup>th</sup> Ave. Dr. W. Because I left Heather Hills Estates, I could not receive a personal delivery notice. I did not receive a notice for either 109 49<sup>th</sup> Ave Dr. W or 203 49<sup>th</sup> Ave Dr. W. in the mail.

In Document 04499-09 Original Sheet No. 1.0 the business and emergency telephone numbers is list as 941-755-0123. When you call 941-755-0123 the recorded message states "You have reached Heather Hills Estates and Chris and Rick Stephens of Keller Williams Realty of Greater Manatee. You may leave a message after the beep." Last March by accident I happened to notice a sheet of paper taped to one of the clubhouse doors. It stated that in case of an emergency call .....two numbers were listed. I have never received a notice for any emergency number. Rule 25-30.330 "1) Each utility shall provide its customers with the following information on at least an annual basis: a) Telephone numbers regular and after hours." In my 15 plus years in Heather Hills Estates I have never received any information of where to call or what to do in an emergency.

In Document 04499-09 Wastewater Tariff Original Sheet No 12 and 13. The tariff wastewater gallon charge is \$5.08 not \$5.98 as stated

The above discrepancies were found by a novice in understanding the Florida requirements of how to operate a water/wastewater system. If I can identify errors I'm sure there are many more. Thank you for completely evaluating this application. I plea that the Heather Hills Estates (HHE) residents deserve to have a water/wastewater system that is professionally managed and provides a safe water supply at a fair price. Please do not allow the Stephens who do not have utility management training/experience or adequate financial resources to become the owner/operator of the HHE system. I opposed

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this transfer. This is not in the best interest of the customers. There must be a professional way to provide a water/wastewater system for the residents of HHE. Until a professional way is found I think the Starkeys should continue ownership of this old outdated system which they have not properly operated, maintained or updated. Your attention to this matter is appreciated.