

**Diamond Williams**

**From:** Diamond Williams  
**Sent:** Friday, July 23, 2010 4:26 PM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Ann Cole  
**Subject:** FW: To CLK Docket 080695

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 07923-09		
DISTRIBUTION: _____		

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 080695-WU.

Thank you,

Diamond Williams  
 Staff Assistant  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: diwillia@psc.state.fl.us  
 Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Friday, July 23, 2010 2:58 PM  
**To:** Diamond Williams  
**Cc:** Ann Cole; Dorothy Menasco  
**Subject:** FW: To CLK Docket 080695

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Friday, July 23, 2010 8:53 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 080695

Copy on file, see 956675C. DH

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

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Thursday, July 22, 2010 6:10 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 25526

Complaint filed with PSC

**Katie Ely**

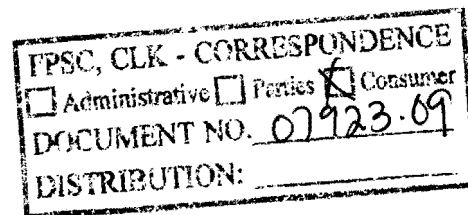
080695

**From:** Katie Ely  
**Sent:** Monday, October 12, 2009 8:07 AM  
**To:** Erik Sayler  
**Cc:** Dorothy Menasco  
**Subject:** FW: Peoples Water (Docket No 080695-WU) - Customer Correspondence

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 080695.

Katie Ely  
Staff Assistant - Office of Commission Clerk Florida Public Service Commission  
850-413-6304

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

**From:** Erik Sayler  
**Sent:** Saturday, October 10, 2009 12:42 PM  
**To:** Dorothy Menasco; Katie Ely  
**Cc:** Cheryl Bulecza-Banks; Ann Cole; Bob Casey; Jim Polk; Catherine Beard  
**Subject:** FW: Peoples Water (Docket No 080695-WU) - Customer Correspondence

Would you please place in the docket file? Thank you.

Erik Sayler  
850-413-6084

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

**From:** REILLY.STEVE [mailto:REILLY.STEVE@leg.state.fl.us]  
**Sent:** Wednesday, October 07, 2009 2:58 PM  
**To:** Erik Sayler; Bob Casey; 'markcross@peopleswaterservice.com'  
**Cc:** 'anthony.gambles.ctr@navy.mil'  
**Subject:** FW: Peoples Water (Docket No 080695-WU)

FYI.

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

**From:** Gambles, Anthony K CTR FISCJ Pensacola Detachment, Code 410 [mailto:anthony.gambles.ctr@navy.mil]  
**Sent:** Wednesday, October 07, 2009 9:55 AM  
**To:** REILLY.STEVE  
**Subject:** Peoples Water (Docket No 080695-WU)

Because of prior commitments, I was unable to attend the meeting dated 5 Oct 09, concerning Peoples Water's requested rate increase.

My understanding is that Peoples Water is requesting a 9.26% rated increase, per the handout/power point briefing.

Also, Peoples Water is requesting to eliminate the standard 3,000 allowances, it gives to its entire servicing household and charge per gallons used, which would result in a realized/actual rate increase of 80% for the average household.

In PROTEST!! I request that the commission reevaluate and deny Peoples Water's purposed rate increase.

I do understand that Peoples Water is in business to make money, which is the beauty of our free market system. But they shouldn't be allowed to take us to the cleaners. I can afford the 80% purposed rate increase/changes, but what about the household that is living pay check to pay check. I speak for them.

Bottom line, Peoples Water might deny/dispute that it is an actual 80% rate increase, but if purposed rate increase/changes by Peoples Water goes through, my/my neighbor's bill will go up almost 80%.

If an increase is necessary, please consider the present day economic condition on your decision.

Thanks,

Anthony Gambles  
1123 Halyard Pl  
Pensacola Fl 32507

Home: 850-492-0473  
Cell: 850-225-8682  
Work: 850-452-4709

**Katie Ely**

080695

**From:** Katie Ely  
**Sent:** Friday, October 09, 2009 2:31 PM  
**To:** Ruth McHargue  
**Subject:** FW: To CLK Docket 080695

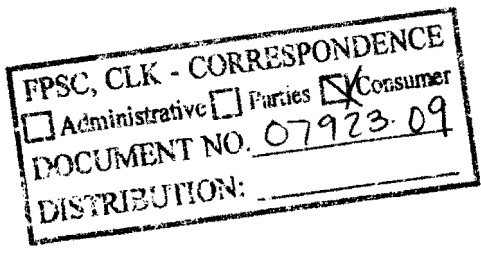
Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 080695

Katie Ely  
Staff Assistant - Office of Commission Clerk Florida Public Service Commission  
850-413-6304

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

**From:** Ruth McHargue  
**Sent:** Friday, October 09, 2009 2:04 PM  
**To:** Katie Ely  
**Cc:** Cheryl Bulecza-Banks; Ann Cole; Dorothy Menasco  
**Subject:** FW: To CLK Docket 080695



Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Friday, October 09, 2009 11:04 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 080695

Copy on file, see 894890C. DH

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

**From:** brian [mailto:bam53@cox.net]  
**Sent:** Thursday, October 08, 2009 3:50 PM  
**To:** Consumer Contact  
**Subject:** Water Bill Increase

Too whom it concern

This is not right Every time and almost every year you increase the where in Hell is it gonna Stop Peoples Water Services .. I don't Even use 3000 gals. of Water A month, and you still Charge Max allowed, and can not be Drank unless you Boil it. The last time I said anything you said it was my pipes, but they were told by me that every in my House had been Replaced. Then they said their mains were old, after 11 years of putting up with

this I have too more get good water.

If they spent their money improving the Service I would stay.

Even on my little I spend more on Bottled water than the increase.

Brian A. Moore  
209 NW Gilliland Rd  
Pensacola, Fl 32507

**Katie Ely**

080695

**From:** Katie Ely  
**Sent:** Wednesday, October 07, 2009 9:42 AM  
**To:** Ruth McHargue  
**Subject:** FW: To CLK Docket 080695

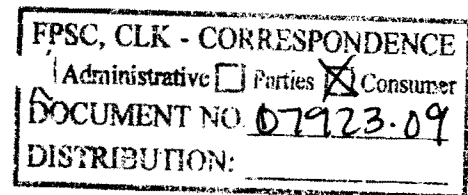
Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 080695

Katie Ely  
Staff Assistant - Office of Commission Clerk Florida Public Service Commission  
850-413-6304

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

**From:** Ruth McHargue  
**Sent:** Wednesday, October 07, 2009 9:39 AM  
**To:** Katie Ely  
**Cc:** Cheryl Bulecza-Banks; Ann Cole; Dorothy Menasco  
**Subject:** FW: To CLK Docket 080695



Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Wednesday, October 07, 2009 9:01 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 080695

Copy on file, see 894051C. DH

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

**From:** jmay [mailto:jemay@bellsouth.net]  
**Sent:** Wednesday, October 07, 2009 12:12 AM  
**To:** Consumer Contact  
**Subject:** 080695

docket number, 080695-WU.

This rate increase is not needed as proposed. Peoples has increased their minimum rates every few years leave the

minimum rate alone. They say the water management district rules requires them to promote water conservation. Then do so by retaining the current minimum, and charge more not less as your usage increases above reasonable levels for a family. Not this outrageous increase to eleven dollars plus, NO 3,000 gallons minimum as they are now asking for. Eleven dollars plus, with 3,000 gallons wasn't too bad. That is what they have been doing every 3-4 years. But now they want their usual little increase, but we aren't giving anything for it. You Must pay us this just to have the meter and no water! At this rate my bill will go from \$10.05 to 11.02 + (3,000 \* 2.25) 6.75 = \$17.77, or as Peoples says in their last letter \$18.??.

Either one is a LARGE increase for a retired person, as I am, or the poorer people. A increase in the range of 60% to 70% is not a reasonable in any shape or fashion. If you approve this type of increase, especially in these tight times, can you really yourself in a mirror and say you were fair? I think not!

Keep the minimum rate as is, then charge a little more per 1,000 gallons. They say 2.25 go to 2.50, the at the next level increase it more, make people conserve water!

Peoples Water has been a very good company, with good service and water, and service too the community. I know many of the people working there now and in the pass 40+ years. Lets try to let them make a fair return on their investment, but not that much!

Your meeting on the second of Oct. was 12 miles across town at 6P.M. I don't get off until 5:30. No signs were up the room was open but dark at about 6:30-:40 when I got there. There are place a lot closer to People's service area for a meeting.

Thank You

Jim E. May Jr.  
503 West Sunset Ave.  
Warrington, Fl. 32507  
850-516-4348

Katie Ely

080695

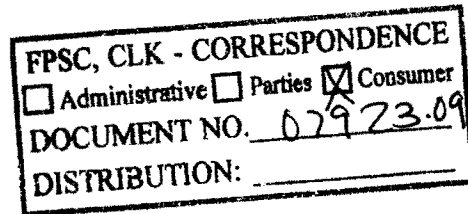
From: Katie Ely  
Sent: Thursday, October 01, 2009 3:55 PM  
To: Ruth McHargue  
Subject: FW: FW: To CLK Docket 080695  
Attachments: FAX.TIF

Thank you for this information. These attachments have been printed and will be placed in **Docket Correspondence - Consumers and their Representatives**, in Docket 080695

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

From: Ruth McHargue  
Sent: Thursday, October 01, 2009 3:44:55 PM  
To: Katie Ely  
Subject: FW: To CLK Docket 080695

Customer correspondence



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

From: Consumer Contact  
Sent: Thursday, October 01, 2009 9:27:38 AM  
To: Ruth McHargue  
Subject: To CLK Docket 080695

Copy on file, see 892580C. DH

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

From: Fax Server [mailto:FaxAdmins@psc.state.fl.us]  
Sent: Thursday, October 01, 2009 8:02 AM  
To: Consumer Contact  
Subject: 18504576954 , FAX 1 page(s)

You have received a new fax. This fax was received by Fax Server. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

-----  
Received On: 10/1/2009 8:01:16 AM  
Number of Pages: 1  
From (CSID): 18504576954  
From (ANI):  
Sent to DID: 8504136362

Duration of Fax: 0:00:41  
Transfer Speed: 14400



Received Status: Success  
Number of Errors: 0  
Port Received On: IPF\_PORT\_0012  
-----

DOCKET No. 080695 - WU  
PEOPLES WATER SERVICE COMPANY OF FLORIDA  
FAX 1-800-511-0809

FROM JOHN S. KRANAK                      OCT. 1, 2009  
1134 HALYARD PL  
PENSACOLA, FL 32507  
PHONE 850-492-3182

TO: PUBLIC SERVICE COMMISSION  
SUBJ: GENERAL RATE INCREASE BY PEOPLES  
WATER SERVICE Co. OF FLORIDA, INC.  
REF: LETTERS DATED JULY 27<sup>th</sup> & SEPT 18<sup>th</sup>, 2009  
AFTER READING BOTH LETTERS, I AM  
CONFUSED AS TO WHAT MY NEW RATE WILL BE.  
I HAVE BEEN USING LESS THAN 3000 GAL. PER  
MONTH & HAVE BEEN PAYING PEOPLES \$10.05  
PER MONTH. IF I UNDERSTAND THE FINAL RATES  
(PROPOSED) OF \$18.06 AT THE BOTTOM OF PAGE 2 OF  
SEPT 18<sup>th</sup> FOR 3000 GAL. I CONSIDER THIS VERY  
EXCESSIVE (\$9.51) FOR 3000 GAL. I DO NOT HAVE  
ANY COMPLAINTS ABOUT PEOPLES FOR THEIR  
SERVICE, BUT THIS RATE INCREASE IS WAY  
OUT OF LINE. I WILL BE AT THE MEETING  
OCT 5<sup>th</sup> 2009 TO HEAR OTHERS + WHAT THE PSC  
HAS TO SAY.

Thank you,  
John S. Kranak

**Katie Ely**

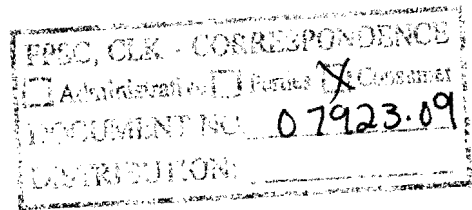
080695

**From:** Ruth McHargue  
**Sent:** Wednesday, September 23, 2009 4:18 PM  
**To:** Katie Ely  
**Cc:** Cheryl Bulecza-Banks; Dorothy Menasco; Ann Cole  
**Subject:** FW: To CLK Docket 080695

Customer correspondence regards docket 080695.

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

**From:** Consumer Contact  
**Sent:** Monday, September 21, 2009 10:35 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 080695



Copy on file, see 889218C. DH

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

**From:** contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
**Sent:** Saturday, September 19, 2009 4:38 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 21595

Complaint filed with PSC

Select County: ESCAMBIA  
CUSTOMER INFORMATION

Name: Thomas Weaver  
Telephone: 850-602-2184  
Email: 301valencia@cox.net  
Address: 100 Jamison St Pensacola 32507

BUSINESS INFORMATION

Business Account Name: Thomas Weaver  
Account Number:  
Address: 100 Jamison St Pensacola Florida 32507

COMPLAINT INFORMATION

Complaint: Other Complaint against Peoples Water Service Company of Florida, Inc.  
Details:

This is in reference to "Docket No. 080695-WU, Peoples Water Service Company of Florida, Inc." My attempt to address this issue as per the Amended Initial Customer Notice and Notice of Follow Up Customer Meeting IAW with the how to contact the commission resulted in a website page error when going to <http://floridapsc.com/consumers/complaint/index.cfm>.

My submission in regard to this Customer notice is as follows:

The research using the Public Service Commission records shows that Peoples Water Service Company of Florida is owned and controlled via a parent company in Towson, Maryland. That the Sr Director and Director, although

residing in Maryland receive salaries of \$167,185 and \$80,946 each. Additionally, another individual residing in Maryland received an annual salary of \$27,600. Another words \$330,185 salaries were paid out of state. In addition, I see a common stock payment of payment of \$75,000 to an un-named stock holder. That a payment was made of \$541,449 for management services in Maryland, along with \$176,934 for computer services and a payment of \$40,584 for equipment - again in the state of Maryland. These payments are exceeding excessive and if all had been applied locally to costs/salaries based in Escambia County, that Peoples Water Service would have no need for any rate increases. There are costs to running a business but these are excessive.

After reading the proposed rates and charges requested by Peoples Water Service I find that some are within the realm of necessary; however, the 2" through 6" rates are actually reduced which is not a rate increase. I firmly believe that anyone with a 2, 3, 4, or 6 inch line should pay more than what the were previously charged. I would suggest that the high volume users pay at least a 5% increase over their current charges.

I note the Fire Protection (Sprinklers and Private Fire Hydrants) on the proposed rates have been reduced whereas all of these charges are reductions while they should be increases. I advocate that a 5% increase should be applied to Fire Protection (Sprinklers and Private Fire Hydrants).

As for the Typical Bill Amounts for 5/8" x 3/4" Residential Customers proposed final rates on 3000 gallon usages to be almost 85% higher than current. This is outrageous. The interim rates are actually 50 cents too high on 3000 gallon usage. I urge the commission to revise the interim rate to 10.55 and to make that rate the final rate on 3000 gallon usage.

Thank You.

080695

RECEIVED-FPSC  
09 SEP 23 AM 10:21  
COMMISSION  
CLERK

Glenn W. Anderson  
9990 Rail Circle  
Pensacola, FL 32507  
850-497-0851

September 19, 2009

Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0870

FPSC, CLK - CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Customer
DOCUMENT NO.	07923.09
DISTRIBUTION:	

Comments to: Docket No. 080695-WU, Peoples Water Service Company of Florida, Inc.

I am a residential homeowner of a single family dwelling. I use Peoples Water since it is the only water utility available to me, and have since I moved here in 2002. Historically, I paid the minimum monthly charge in the months when I did not run my yard sprinkler (normally November through March). My bill increased from the monthly minimum of about \$10 per month to about \$40 per month when I ran my sprinkler system.

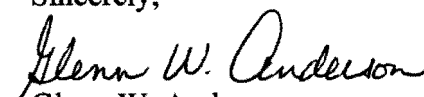
Today I received an "amended initial customer service notice and notice of follow up customer meeting". It is much clearer than previously received proposed rate information in the matter of "**no gallons included in base charge**". The typical bill chart at the bottom of page 2 is exactly what we users needed. It shows the effect of the proposed final rates to us residential users.

The effect of losing gallons of water usage included in the base charge is absolutely amazing for residents who use about 3,000 gallons per month (typical residential use without yard sprinklers)! An 80% increase, from \$10.05 to \$18.06, is unbelievable. I can afford such an increase although I find it **abhorrent**.

I am more concerned about the numerous elderly people who are on fixed incomes and have no alternative to Peoples Water, such as my mother. She does not use water from Peoples Water to water her yard and consequently paid only the residential base charge every month of the year. These people are hard pressed to pay an 80% increase in their monthly water bills, every month of the year.

In my years of service with the U.S. Coast Guard I was a federal regulator and we routinely calculated impact of proposed rules on those affected. I believe the Public Service Commission has a responsibility to ensure the affected public is treated fairly, taking into account the impact on typical users. **I can't believe you can allow this impact!** We were occasionally held responsible to affected users when they appealed to their elected officials. If the proposed rates, or anything close, for low usage residents become effective; I predict you will be inundated with complaints from residents and elected officials. I have to wonder if such a rate increase would survive should it make it to judicial review (I should think there is a law prohibiting such a huge increase upon the public).

Sincerely,

  
Glenn W. Anderson

Saturday, September 19, 2009

080695

To: Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0870

RECEIVED-FPSC

09 SEP 23 AM 10: 20

To The Florida Public Service Commission  
**COMMISSION CLERK**

### Comments Regarding: Peoples Water Service Company Proposed Rate Hike

This is in reference to "Docket No. 080695-WU, Peoples Water Service Company of Florida, Inc." My attempt to address this issue as per the Amended Initial Customer Notice and Notice of Follow Up Customer Meeting IAW with the how to contact the commission resulted in a website page error when going to <http://floridapsc.com/consumers/complaint/index.cfm>. My submission about this Customer notice is as follows:

The research using the Public Service Commission records shows that Peoples Water Service Company of Florida is owned and controlled via a parent company in Towson, Maryland. That the Sr Director and Director, although residing in Maryland receive salaries of \$167,185 and \$80,946 each. Additionally, another individual residing in Maryland received an annual salary of \$27,600. In other words, \$330,185 salaries were paid out of state. In addition, I see a common stock payment of payment of \$75,000 to an un-named stockholder. That a payment was made of \$541,449 for management services in Maryland, along with \$176,934 for computer services and a payment of \$40,584 for equipment - again in the state of Maryland. These payments are exceeding excessive and if all had been applied locally to costs/salaries based in Escambia County, that Peoples Water Service would have no need for any rate increases. There are costs to running a business but these are excessive.

After reading the proposed rates and charges requested by Peoples Water Service I find that some are within the realm of necessary; however, the 2" through 6" rates are actually reduced which is not a rate increase. I firmly believe that anyone with a 2, 3, 4, or 6-inch line should pay more than what they were previously charged. I would suggest that the high volume users pay at least a 5% increase over their current charges.

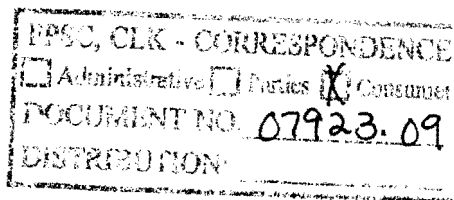
I note that the Fire Protection (Sprinklers and Private Fire Hydrants) on the proposed rates are reductions while they should be increases. I advocate that a 5% increase should be applied to Fire Protection (Sprinklers and Private Fire Hydrants).

As for the **Typical Bill Amounts for 5/8" x 3/4"**, Residential Customers proposed final rates on 3000-gallon usages to be almost 85% higher than current. This is outrageous. The *interim* rates are actually 50 cents too high on 3000-gallon usage. I urge the commission to revise the interim rate to 10.55 and to make that rate, the "final rate on 3000-gallon usage" for Residential Customers.

Thank You,

*Thomas R. Weaver*

Thomas R Weaver  
100 Jamison St  
Pensacola, FL 32507  
850-602-2184



07/29/09

CONSUMER

Doc # 080695-WU

To Florida Public Service Commission

I am currently getting a divorce from my wife Margorie S. Best. She stopped payment on the water June 1, since she had taken all my disability (joint account) and turned off the power and stopped paying the water company. Her water bill is as follows

Last payment	27.65	07/01/09	49.91
	06/01/2009	Arrears	31.95
		Last payment	

Due before 07/26/09 81.86

Termination now recorded  
Xfer 07/02/2009

The water was cut off by two men in peoples water outfits on the first of July, I went to peoples water and had an account the same day - They would not produce ID. The second one said it reads 20 not per hour and told me to have the plumbing checked. I went to the truck and turned off

RECEIVED-FPSC

09 JUL 31 AM 10:06

COMMISSION CLERK

DOCUMENT NUMBER - 080695  
AUG 19 2009  
107923

FPSC-COMMISSION CLERK

The back yard valve which had run out of it. He said it reads .1 gallon and said it must be a toilet. He left the water on.

It is patently obvious that any utility that serves the public should require all employees who deal with public to have ID's on their uniforms, Peoples Water does not have such a policy and I could not guess why.

Sincerely,

David R. Best

David R. Best  
225 delray dr.  
Pensacola, FL

32507