

RECEIVED-FPSC

10 OCT 13 AM 8:51

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

COMMISSION
CLERK

100104-WU

DISTRIBUTION CENTER
10 OCT 13 AM 7:30

Reference: Docket # 100104-WU

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00419-10		
DISTRIBUTION: _____		

Dear FL PSC,

I am a customer of Water Management Services Inc. (WMSI), and I have lived on St. George Island, FL full time for seven years. I previously lived in the Midwest and had very reasonable water rates. My rates increased significantly when I moved to St. George Island. The current proposed rate increases by WMSI are extreme. Based on information I have read and testimony by Public Counsel experts, I do not believe that such large increases are warranted.

I oppose granting WMSI's request to increase our rates. I request that the commission allow only those rates that are absolutely essential to the continued provision of water services to St. George Island that are fair and reasonable.

Thank you for your attention to this request.

Sincerely,

Janice Radel
633 West Pine Ave.
St. George Island, FL 32328



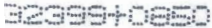
Radel
633 W Pine Ave
St George Isl, FL 32328

TALLAHASSEE FL 323

OCT 2010 PM 1 T



FL PUBLIC SERVICE COMMISSION
OFFICE of the COMMISSION CLERK
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL 32399-0850



RECEIVED-FPSC

10 OCT 12 AM 10:10

Application for increase in water rates by

Water Management Services, Inc.

DOCKET NO. 100104 - WU

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 05419-10

DISTRIBUTION: _____

Name HELEN M. MARSH

Address 1400 CAMELLIA CT
ST. GEORGE ISL., FL 32328

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

OCT. 7, 2010

CONSUMER COMMENTS

The amount proposed ~~is too~~ by Mr. Brown is too Hoover Dam much. The residents & owners of S.G.I. shouldn't have to underwrite his "other" business endeavors and future endeavors, or Personal Insurance!

I attended the Oct. 5, 2010, 6:00pm meeting and felt better with all of PSC there. Thanks for coming! I was relieved to know you knew what was going on here.

I use a Britta Water Pitcher for filtering drinking water, cooking, and ice cubes. I catch rain water for my inside plants. I'm the only person in my household & RETIRED. I don't have a well!! Outside plants are in Pots. Best is Natural VEG.

Helen Marsh

Fold and tape -- see back for address

ACTION THAT I DON'T WATER.

Helen Marsh
1400 Camellia Ct
St George Isl, FL 32328-2329

TALLAHASSEE FL 323

09 OCT 2010 PM 2 L



Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399-0850



Fold Here

Tape

Fold Here

RECEIVED-FPSC

10 OCT 11 AM 8:32

Application for increase in water rates by

Water Management Services, Inc.

DOCKET NO. 100104 - WU

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 05419-10
DISTRIBUTION: _____

Name Eva D. McCauley
Address 220 E. 6th Street
St. George Island, FL 32320

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I have lived on St. George Island for 6 yrs. We installed a whole home water filter system when we moved in because the water did not taste good at all. Chlorine is basically all we tasted. And after a shower I would scratch myself like crazy. Even with the filter system, which cost ~~over~~ over \$3,000.00 I still do not drink the water or give it to my dog. There are always "slothers" in the water when you fill a glass to look at it. My water bill is already a high \$44.48. Please take along hard look at all of the facts & deny this astronomical

Fold and tape -- see back for address

"like I said, it is not even fit for my dog" increase!
Thank you for your assistance
10/11/10 Eva D McCauley

Mr. Cauley
P.O. Box 575
Eastpoint, FL
32328

TALLAHASSEE FL 323
08 OCT 2010 PM 2 J



Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399-0850



Fold Here

[Faint, illegible handwriting on the front of the envelope]

Tepe

Fold Here

[Faint, illegible handwriting on the back of the envelope]

RECEIVED-FPSC

10 OCT -7 AM 10:54

Application for increase in water rates by
Water Management Services, Inc.

DOCKET NO. 100104 - WU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 05419-10
DISTRIBUTION:

COMMISSION
CLERK

Name Susan McClellan
Address 925 E. Gulf Beach Dr.
SGI, FL 32328

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

① Concerning Shallow Wells - Every home/property with a well was required to use WMS required person to install a backflow valve at a cost of \$400 -

② I have interest/ownership of 2 other properties on other small private water systems - One in Cedar Key - Water minimum \$22/mo. Levy Co, FL

One in Holtville, AL - Water bill minimum \$13.00

Why must St George Island be so much higher.

Fold and tape -- see back for address

Susan McClellan
927-4345

STAMP

Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Fold Here

Tape

Fold Here

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10 OCT -4 AM 10: 57

October 1, 2010

COMMISSION
CLERK

100104-WU

10 OCT -4 AM 7: 27

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0649-10		
DISTRIBUTION:		

Dear Sir or Madam,

We are full-time residents of St. George Island in opposition to the requested increase in water service rates requested by Water Management Services, Inc., Commission Docket Number 100104-WU. Although we understand that from time to time rate increases are necessary, the requested increase is extraordinarily high and not justified.

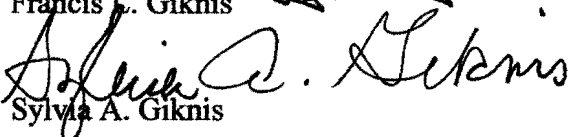
Water Management Services' contention that water usage is down on the island may well be correct, but we believe this is caused by reduced construction and reduced use of the island's rental homes due to the economy, the recent oil scare, and the increased media attention given to severe weather since major storms in recent years. Construction on the island is down as much as 90% by some estimates.

Greatly increasing water rates on the island, especially at this time, would not only increase financial pressure on already stressed residents, but also increase construction costs and reduce profits from home rentals, all detrimental to the increased visitation and development that St. George Island and Franklin County need.

Please oppose the requested increased requested by Water Management Systems, Commission Docket Number 100104-WU.

Sincerely,


Francis J. Giknis

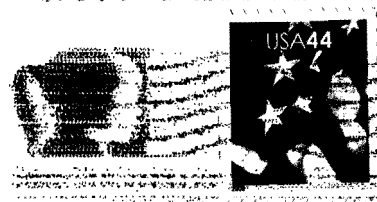

Sylvia A. Giknis

657 W. Pine Ave
St. George Island, FL, 32328.

Gilkie
657 W. Pine Ave
St. George Island, FL 32328

TALLAHASSEE FL 323

OCT 2000 PM 2 F



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

Commission Docket # 100264703U



LINES, HINSON AND LINES

LAWYERS

121 NORTH MADISON STREET 32351
POST OFFICE BOX 550
QUINCY, FLORIDA 32353

RECEIVED-FPSC

10 SEP 30 AM 8:32

WILLIAM D. LINES (1914 - 1992)
ALEXANDER L HINSON
BLUCHER B. LINES

COMMISSION
CLERK

TELEPHONE (850) 875-1300
TELECOPIER (850) 875-1350

September 28, 2010

10 SEP 30 AM 7:13
REGISTRATION CENTER

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 05499-10		
DISTRIBUTION: _____		

RE: Commission Docket No. 100104-WU

To Whom It May Concern:

We are both longtime owners of vacation homes on Saint George Island, Florida, and we strongly object to the rate increase requested by Water Management Services, Inc. The reasons given for the requested increase are neither legitimate nor convincing.

The economic downturn has had a negative effect on all businesses on Saint George Island, including realtors, landlords, restaurateurs, merchants, and others, and Water Management should not be helped to make more profit at the expense of hundreds of users when no other business could do that. Certainly this is part of the risk assumed for building and owning a water utility on a barrier island. Further, Water Management's claim that an increase in shallow wells has decreased its consumption and revenues is highly suspect and doubtful of proof. Perhaps Water Management should file a BP claim instead of asking for a rate increase.

Finally, the water provided by Water Management is already too expensive. The average monthly water charge by Talquin Electric Cooperative for a vacation home on Lake Talquin is around \$14.00 as compared with \$45.00 on Saint George Island.

Representatives of Water Management Services told a public meeting of the Saint George Island Civic Club recently that a large increase was requested because there has been ". . . a large increase in Water Management Services's legal fees." That factor is not identified in Commission pleadings as a justification for a rate increase. Is there a hidden agenda to cover management's reckless spending?

Florida Public Service Commission
September 28, 2010
Page Two

In addition, the water provided by Water Management is of poor quality and stinks.

Thanking you for your consideration, we are.

Sincerely,


Alexander L. Hinson


Blucher B. Lines

To Florida Public Service Commission
From Lee Joel

9/15/2010
RECEIVED-FPSC
10 SEP 27 PM 4:40

Re Application for Water Rate Increase

COMMISSION
CLERK

Our family owns 11 houses on S&T and many business associates own four. We are already appalled with the cost of water. Given the economy on S&T, this increase should be denied.

It is clear the overhead of the Water Management is excessive. Have you had the opportunity to look into the NEED and VALUE of the Tallahassee Office? With just a few those staff located in S&T expenses could be reduced substantially and efficiency increased. There is no practical need for a Tallahassee office.

In summary our water bills are atrocious and is a factor causing hundreds of people to lose or be forced to sell their houses on S&T.

All of us are counting on you to exercise good business judgment. And we are counting on you.

Thank for listening
Most sincerely

Lee

319-626-6030

FPSC, CLR - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 05919-10
DISTRIBUTION:

P.S. The above move could shave hundreds of thousands of dollars from the operation.

Customer
Correspondence
For
Dirle #
100104

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SEP 20 2010

FLORIDA PUBLIC SERVICE COMMISSION
Division of RCA

Noel
2017 Cardinal Ln NE
North Liberty, Iowa
52317

CEDAR RAPIDS IA 524

17-SEP 2010 PM 1 T



RECEIVED

SEP 20 2010

Florida Public Service Commission
Division of RCA

Director
Fl Public Service Comm
2540 Shumard Oak Blvd
Tallahassee, FL
32399-0870

For: Public Service Commission Members



848 W. Gorrie Drive
St. George Island, FL 32328
September 21, 2010

RECEIVED FPSC

10 SEP 23 AM 10:09

COMMISSION
CLERK

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 05419-		
DISTRIBUTION:		

DISTRIBUTION CENTER
10 SEP 23 AM 7:18

Re: 100104-WU

To Whom It May Concern:

The interim rate approved for the St. George Island water company, Water Management Services, Inc., should be reduced on a permanent basis. A base rate of \$30.20 before any water usage at all is unconscionable. The prior rate of \$27.50 minimum a month before any water is used should be sufficient. The rate of \$58.42 as requested by the company is absolutely ridiculous. That would be more than a 100% increase. Most of us have had no raise in our wages in several years and the water company profits and salaries should be held to the same minimum in these difficult economic times.

I hope that the water usage rate for individuals is not increased beyond the interim rate of \$3.60 which the commission has set. This is a 10% increase. The requested rate increase of the company of 25% should not be approved.

I hope that you will not put the financial burden on the people of St. George Island so that Water Management Services, Inc. can provide outrageous benefits to their employees and shareholders.

Sincerely,

Jack Harmon



Mr. Jack C. Harmon
848 W Gorrie Dr.
Eastpoint, FL 32328



TALLAHASSEE FL 323

22 SEP 2010 PM 1 L



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

32399-0870



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10 AUG 30 AM 9:38

COMMISSION
CLERK

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10 AUG 30 AM 7:21

August 27, 2010

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>05419-10</u>		
DISTRIBUTION: _____		

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

Re: WMST increase in rates and charges

Members of the Florida Service Commission;

I am Charles Stafford, owner of a house located on Lot 3 of Pelican Beach, St. George Island, Florida. I realize reasonable increase in rates and charges are due over times, however, the amount of increase requested by WMST is exorbitant and unrealistic. I respectfully request you deny the request of WMST.

Sincerely,



Charles M. Stafford

CMS/loj

Charles M. Stafford
1473 14th Street NW
Cairo, GA 39828



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

323990850



**Jerry and Karen Thompson
2209 Conch Drive
Saint George Island, FL 32328
(850) 927-4745**

DISTRIBUTION CENTER
10 AUG 30 AM 7:20

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01575-10		
DISTRIBUTION: _____		

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10 AUG 30 AM 9:39
COMMISSION
CLERK

August 26, 2010

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

RE: Docket No. 100104-WU

Dear Sir or Madam:

This letter is to oppose the tremendous and absurd request in the Proposed Charges by Water Management Services, Inc. The general and residential service base facility charges represents a 25% increase in the proposed interim rate and a whopping 112% increase in the proposed permanent monthly rate. In these terrible economic times, who is getting this type of increases in revenue? Certainly not the general public.

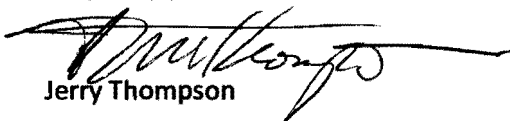
Our local economy is based on tourism and the seafood industry. Both industries have been hit very hard by this economy and, unfortunately, we have on one to pass the burden to like Water Management Services, Inc. has requested.

We realize that some increase is expected to accommodate future growth. However, right now we don't have any growth to speak of and we need to be in a position to make it easier for new buyers to enter this market. With a 380% proposed increase in residential plant capacity charge, this does not seem reasonable and will be another reason for land owners to deter construction.

Water Management Services, Inc. needs to find ways to reduce expenses like every other business and individual are having to do in this economy and not just depend on increased revenue from existing customers.

Therefore, I urge you to decline this request for these absurd rate increases.

Very truly yours,


Jerry Thompson

Jerry and Karen Thompson
2209 Conch Drive
Saint George Island, FL 32328

TALLAHASSEE FL 323
27 AUG 2010 PM 1 L



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

RE: Docket No. 100104-WU

32399-0870



CLERK - CORRESPONDENCE
Administrative <input type="checkbox"/> Periodic <input checked="" type="checkbox"/>
EXHIBIT NO. 05419-10
DESCRIPTION:

8/19/10

DISTRIBUTION CENTER
 10 AUG 23 AM 7:41

Florida Public Service Commission
 Director, Office of Commission Clerk & Administrative Services
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399-0870

Please reference Commission Docket No. 100104-WU,

Dear Sir or Madam;

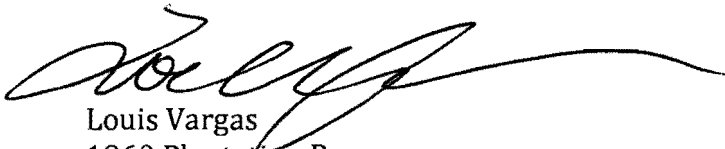
It has recently come to my attention that Water Management Services Inc., (WMSI) of Franklin County has proposed a significant increase in water fees. As a homeowner on St. George Island, I understand the need for maintaining and improving water services. I understand the need to cost share these necessities between provider and consumer. However, the rate increase that WMSI has proposed, are unreasonable, especially given current economic conditions.

RECEIVED-FPSC
 10 AUG 23 AM 9:40
 COMMISSION CLERK

I am unable to attend the public services hearings in October, and would like to voice my opposition to these unreasonable fee increases for consideration by the Board.

Please do not hesitate to contact me if I can provide any additional insight into this very important matter from a consumer prospective.

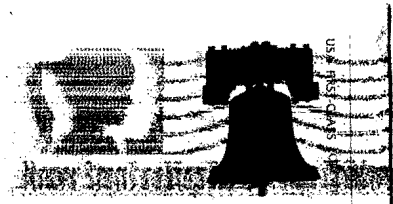
Sincerely,



Louis Vargas
 1860 Plantation Pass
 St. George Island, Florida 32328
 850-728-9194 (cell)

Vargas
3654 Longfellow Rd
Tall Fla. 32311

TALLAHASSEE FL 323
20 AUG 2010 PM 2 L



Fla. Public Service Commission
Director, Office of Commission Clerk
2540 Shumard Oak Boulevard
Tall, Fla. 32399

3239990850



August 13, 2010

2516 Bitton Woods Dr.
Gallahassie, Fl 32308

RECEIVED-FPSC

10 AUG 16 AM 8:13

COMMISSION
CLERK

Florida Public Service Commission
Director, Office of Commission Clerk &
Administrative Services
2540 Shumard Oak Blvd.
Gallahassie, Fl 32399-0870

Re: Water Rate Increase at St. George
Island, Fl., by Water Management
Services, Inc.
Docket # 100104-WU

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 05419-10		
DISTRIBUTION:		

Dear Commissioners:

It has been brought to my attention that Water Management Services has put in a request for a large increase due to shrinking sales of water. They are having this decrease due to owners having decreases in rentals. Our rental income has decreased therefore water sales are down. Owners are suffering as much or more than they are. My water bills keep getting higher and higher.

We will not increase rental rates on our house next year. We are trying to get more rentals.

Page 2

We are not raising rental rates
but if the utility companies raise
their rates then where does
that leave us?

As an owner my income as
been going down each year
and now with the oil spill
it could be worse next year.

Please say no to this
large raised owners are having
just as many problems as the
water company.

Sincerely,

Elizabeth A. Harper
owner

Elizabeth A. Harper
2516 Belton Woods Dr.
Tallahassee, FL 32308

TALLAHASSEE FL 32308

10 AUG 16 AM 7:24



DISTRIBUTION CENTER

10 AUG 16 AM 7:24

Florida Public Service Commission
Director, Office of Commission Clerk &
Administrative Services
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

323990870



Scott and Kris Morrell
1261 Oxford Drive
Conyers, Georgia 30013

RECEIVED-FPSC

10 AUG 16 AM 8:12

COMMISSION
CLERK

Florida Public Service Commission
Director, Office of Commission Clerk & Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 05419-10		
DISTRIBUTION:		

Please reference Commission Docket No. 100104-WU.

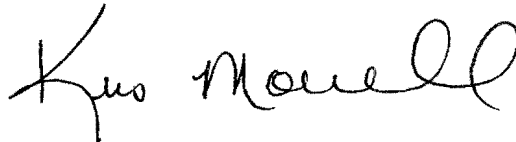
Dear sir or madam;

It has recently come to our attention that Water Management Services Inc., (WMSI) of Franklin County has proposed a significant increase in water fees. As a homeowner on St. George Island I understand the need for maintaining, and improving water services. I understand the need to cost share these necessities between provider and consumer. However, the rate increases that WMSI has proposed are unreasonable.

I am unable to attend the public service hearings in October, and would like to voice my opposition to these unreasonable fee increases for consideration by the Board.

Please do not hesitate to contact me if I can provide any additional insight into this very important matter from a consumers prospective.

Sincerely,



Kris Morrell

Scott Morrell
1261 Oxford Dr.
Conyers, GA. 30013

NORTH METRO GA 300

12 AUG 2010 PM 3 L

DISTRIBUTION CENTER



10 AUG 16 AM 7:25

Florida Public Service Commission
Director, Office of Commission Clerk
and Administrative Services
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399-6870

32399+0670



Diamond Williams

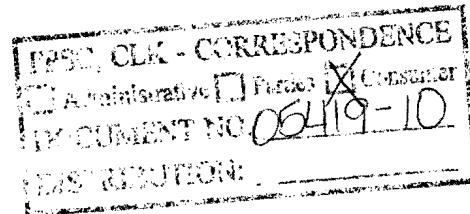
100104-WU

From: Diamond Williams
Sent: Wednesday, August 11, 2010 4:31 PM
To: Ruth McHargue
Cc: Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket 100104

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100104-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: Wednesday, August 11, 2010 11:59 AM
To: Diamond Williams
Cc: Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket 100104

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, August 10, 2010 3:16 PM
To: Ruth McHargue
Subject: To CLK Docket 100104

Copy on file, see 960511C. DH

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, August 07, 2010 11:34 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 25778

Complaint filed with PSC

Select County: FRANKLIN
CUSTOMER INFORMATION

Name: william russell
Telephone: 850-984-0148
Email: bfrpanacea@comcast.net
Address: PO Box 760 Panacea 32346

BUSINESS INFORMATION

Business Account Name: Betty Russell
Account Number:
Address: 348 Cook St St george fl 32328

COMPLAINT INFORMATION

Complaint: Other Complaint against Water Management Services, Inc.

Details:

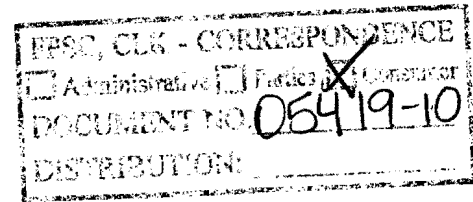
Docket no. 100104-WU

I have service from WMSI and pay a monthly minnimum. The house is rarely used and I believe the water charges are higher thn necessary and certainly do not need raising.

100104-WU

Diamond Williams

From: Diamond Williams
Sent: Friday, August 06, 2010 8:17 AM
To: Ruth McHargue
Cc: Dorothy Menasco; Ann Cole
Subject: FW: To CLK Docket 100104



Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100104-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: Thursday, August 05, 2010 2:54 PM
To: Diamond Williams
Cc: Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket 100104

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, August 04, 2010 1:53 PM
To: Ruth McHargue
Subject: To CLK Docket 100104

Copy on file, see 959298C. DH

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, August 03, 2010 6:38 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 25733

Complaint filed with PSC

Select County: FRANKLIN
CUSTOMER INFORMATION

Name: patricia ahrens
Telephone: 314-280-0046
Email: pahrens@ahrenscontracting.com
Address: 1364 East Gulf Beach drive St. George 32328

BUSINESS INFORMATION

Business Account Name: ted and patricia ahrens Account Number:
Address: 1364 East Gulf Beach drive St. George Florida 32328

COMPLAINT INFORMATION

Complaint: Other Complaint against Water Management Services, Inc.

Details:

the proposed price increase is too extreme. We are losing value everyday but our expenses continue to go up. the upkeep in our area surely can not be increasing. I believe the "general reasons for the request" are not specific enough. The interim rates are at least reasonable. I believe these rates can be established and we can all see if consumption increases. If you raise the rates too high people will have increase rental rates and that will decrease rental income and stop any possible oomeback of the economy. One thing I believe you will see is an increase if For Sale signs.

Paul and Gail Riegelmayer
1471 E. Gulf Beach Drive
St. George Island, FL 32328
850-927-2782
(Gail) *coachgail@gtcom.net*
(Paul) *riegelmayer@fairpoint.net*

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10 AUG -3 AM 10:38

COMMISSION
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10 AUG -3 AM 7:22

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100104-WU

August 1, 2010

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 05419-10		
DISTRIBUTION:		

Re: Docket Number 100104-WU In Re: Application for increase in water rates in Franklin County by Water Management Services, Inc.

Dear Sir/Madam:

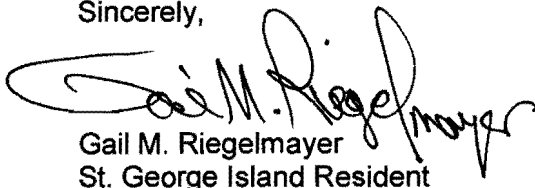
We are writing to urge you to **not** grant Water Management Services, Inc. (WMSI) any increase in its water rates. The proposed rate increase is outrageous and should not be approved for the following reasons:

- 1) The justifications cited by WMSI for its increase are not based on accurate facts.
- 2) I, Paul, work in a restaurant on St. George Island and we have seen no decrease in tourism as stated by WMSI. In fact, our business has increased over last year.
- 3) The numbers of new irrigation wells in the St. George Island Plantation installed every year has decreased since 2005.
- 4) No one in the Plantation has ever used WMSI's potable water for irrigation – it's far too expensive.
- 5) Any increase, especially the exorbitant one being requested, would present a hardship to many of us who are doing our best to cope with ever rising costs of taxes, insurance, etc.
- 6) If an increase is approved, it can dramatically negatively affect our already struggling economy by preventing people from visiting and buying property here. Tourism and real estate are two of three of Franklin County's major economic sources, the seafood industry being the third one. All industries will be badly impacted by any increase in water rates.

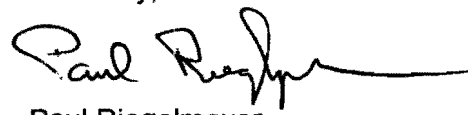
Based on the above, we strongly oppose any increase requested by WMSI and ask you to deny it.

Thank you for your consideration.

Sincerely,


Gail M. Riegelmayer
St. George Island Resident

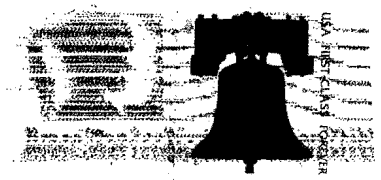
Sincerely,


Paul Riegelmayer
St. George Island Resident

Paul & Gail Riegelmayr
1471 E. Gulf Beach Drive
St. George Island, FL 32328

TALLHASSEE FL 323

02 AUG 2010 PM 2 1



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

32399-0870



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10 JUL 27 AM 9:02

COMMISSION
CLERK

Don and Mary Robinson
1502 Oak Drive
Bainbridge, Georgia 39819
July 26, 2010

10 JUL 27 AM 7:06

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100104-WU

Florida Public Service Commission
Director of Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

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Dear Sirs:

This letter is written in response to the announcement of a requested rate increase by Water Management Services, Inc., of St. George Island, Florida. We own property on St. George Island at 741 E. Gorrie Drive. We have been landowners on St. George Island for a decade now.

We are pleased with the water service we have received over this time. Our concern is solely related to the requested rate increase. The requested rates more than double the current fees. This would appear to be a burdensome change, particularly in this current economy.

We ask for due diligence from the Commission as this request is considered. Please keep in mind that Island residents already shoulder an impressive and disproportionate tax burden for the benefit of Franklin County. As we struggle for property value recovery, significantly increased rates will add further challenge. Thank you for your consideration.

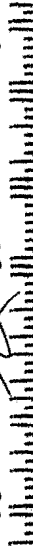
Sincerely,

Don & Mary Robinson

1502 Oak Drive
Cambridge, Georgia
39819



Florida Public Service Commission
Director of Administrative Services
2540 Thomas Oak Boulevard
Tallahassee, Florida 32399



3239937019

7/20/10

10 JUL 26 AM 7:20

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Director, Office of Commission Clerk
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TALLAHASSEE, FLA. 32399

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Ref: Comm Docket No. 100104-WL

I would like to voice opposition to the rate increase for WMSI. My water bills are already double what my water bills are in GA. and from the looks of the rate increase the rates would almost double again @ \$58.42.

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10 JUL 26 AM 9:31

COMMISSION CLERK

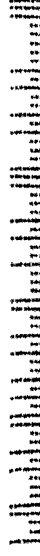
Ron Howell
924 E. Bonnie
St. George

Low Kibbe
200 Karsten Ct.
Macon, GA 31220

\$0.44⁰
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Director, Office of Comm. Clerk & Ad. Services
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TALLAHASSEE, FLA. 32399-0870

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10 JUL 23 AM 9: 05

COMMISSION
CLERK

Jerry and Karen Thompson
2209 Conch Drive
Saint George Island, FL 32328
(850) 927-4745

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<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
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July 11, 2010

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

RE: Docket No. 100104-WU

Dear Sir:

This letter is to oppose the tremendous increase in the Proposed Charges requested by Water Management Services, Inc. The Residential per ERC proposed charge of \$4,058.35 represents a 380% increase for new customers and all others per gallon. This request is unconscionable

In these bad economic times, the real estate market is in terrible shape with sales substantially down as well as values. The local economy has also been greatly affected by the Gulf Oil Spill. We do not need further barriers for new buyers entering this market.

We realize that some increase is expected to accommodate future growth. However, right now we don't have any growth to speak of and we need to be in a position to make it easier for new buyers to enter this market.

~~The~~ therefore, we urge you to decline this request.

Sincerely yours,



Jerry Thompson

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10 JUL 23 AM 7: 12

July 19, 2010
Attention: Florida Public Service Commission

RE: Franklin County Water Rate Increase
Water Management Services DOCKET NO 100104 - WU

Unless you can guarantee that existing customer costs will never be increased, this should not be allowed. To be sure there will be an effort in the future to bring the existing customers up to the same level as new clients.

This continued greediness of the Water Management Company must stop. Water Management for St. George Island has been a most profitable undertaking since its origin. And since the Water Management Company already charges extortionate rates, an increase should not be considered necessary really for anyone.

Further, they only recently were allowed -- (or figured out) yet another way to increase their ridiculous profits by charging and retaining an unfair \$90.00 deposit from all customers, that is refundable ONLY when homeowners sell their property or die. They should NEVER have been allowed to do this!!!!

Along with most other water users, we have been clients for many years and never missed a bill payment. Are the interest payments received by the Water Management for this lump sum, which has caused hardship for many households returned to their customers over the lifetime of service use? This is of course not the case-- please tell me why not?

This appears to be another example of unjustified costs assessed to individual tax payers by a government that grants favors to their friends -- undeserving businessmen -- and lobbyists. How sad that self interest has grown so rampant throughout our government.

Please stand up for those who you should be representing.

Jeannette Windham (jmpwbooks@yahoo.com)

Jeannette Windham

FPSC, CLK - CORRESPONDENCE		
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CLERK

How to Contact the Commission

Written comments concerning WMSI and its request for an increase in rates and charges, and requests to be placed on the mailing list for this case, should be sent to the Director, Officer of Commission Clerk & Administrative Services, at the following address:

Florida Public Service Commission
Director, Office of Commission Clerk & Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

All correspondence should include reference to Commission Docket No. 100104-WU, which has been assigned to this case.

Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552, submitted through the Public Service Commission's toll-free facsimile line at 1-800-511-0809, or the Commission's website available at: <http://www.floridapsc.com/consumers/complaints/index.aspx>

WATER MANAGEMENT SERVICES, INC.

**APPLICATION FOR INCREASE IN WATER RATES IN
FRANKLIN COUNTY**

INITIAL CUSTOMER NOTICE

DOCKET NO. 100104-WU

Issued: July 14, 2010

Background on the Utility and the Application for Rate Increase

Water Management Services, Inc. (“WMSI” or “Utility”) is a water utility located in Franklin County, Florida, with approximately 1,800 customers. As report in its Minimum Filing Requirements (“MFRs”) filed with the Florida Public Service Commission (“Commission”) on May 25, 2010, the Utility’s revenues per books, including utility test year adjustments, are \$1,301,667, with operating expenses per books, including utility test year adjustments, of \$1,549,329, resulting in a negative net operating income of (\$247,662).

WMSI has requested interim rates designed to generate annual water revenues of \$1,627,994. This represents a revenue increase on an annual basis of \$327,504 (25.18 percent). WMSI has requested final rates designed to generate annual water revenues of \$1,943,296. This represents a revenue increase of \$641,629 (49.29 percent).

The test period for setting rates is the historical average twelve-month period ended December 31, 2009.

General Reasons for the Request

A rate increase application, for both interim and final rates and charges, has been filed with the Commission by the Utility because the current rates are insufficient to provide any return on the Utility’s investment in property used and useful in the public service and, indeed, result in a negative net operating income, which could impair WMSI’s ability to continue to provide efficient, reliable service to all of its customers. WMSI also needs to make capital improvements in its infrastructure. In addition, WMSI has experienced decreased consumption and revenues due to an increase in shallow wells on St. George Island as well as an economic downturn generally in Florida and on St. George Island specifically.

Locations for Information

Copies of the application, MFRs and rate case synopsis are available for public inspection at Water Management Services, Inc., 139 Gulf Beach Drive West, St. George Island, Florida 32328, Monday through Friday, 8:30 a.m. through 5:00 p.m.

Important Dates

<i><u>Item</u></i>	<i><u>Date</u></i>
Utility’s testimony and exhibits	May 25, 2010
Staff Recommendation on Interim Rates	July 22, 2010
Agenda Conference on Interim Rates	August 3, 2010
Intervenors’ testimony and exhibits	August 23, 2010
Order on Interim Rates	August 23, 2010
Staff’s testimony and exhibits, if any	September 3, 2010
Rebuttal testimony and exhibits	September 17, 2010
Prehearing Statements	September 20, 2010
Prehearing Conference	September 27, 2010
Discovery deadline	September 27, 2010
Hearing	October 5-7, 2010*
Briefs	October 22, 2010
Staff Recommendation on Final Rates	November 18, 2010
Agenda Conference on Final Rates	November 30, 2010
Order on Final Rates	December 20, 2010

* Customer service hearings will be held on October 5, 2010, and will be held as close to the service area where a suitable location can be obtained.

All Agenda Conferences indicated above will be held at the Commission offices in Tallahassee at 2540 Shumard Oak Boulevard, Tallahassee, Florida.

Comparison of the Present and Proposed Interim and Final Rates and Charges

A schedule of WMSI's present rates and charges and the proposed monthly rates and charges (permanent and interim) follows:

GENERAL SERVICE & RESIDENTIAL SERVICE:

METER SIZE	BASE FACILITY CHARGE		
	Present Rate (monthly)	Proposed Interim Rate (monthly)	Proposed Permanent Rate (monthly)
5/8" x 3/4"	\$ 27.50	\$ 34.41	\$ 58.42
3/4"	\$ 41.26	\$ 51.63	\$ 87.64
1"	\$ 68.78	\$ 86.07	\$ 146.10
1 1/2"	\$ 137.54	\$ 172.12	\$ 292.16
2"	\$ 220.08	\$ 275.41	\$ 467.50
3" Compound	\$ 412.64	\$ 516.38	\$ 876.53
3" Turbine	\$ 481.42	\$ 602.45	\$ 1,022.64
4" Compound	\$ 687.74	\$ 860.64	\$ 1,460.90
4" Turbine	\$ 825.28	\$ 1,032.76	\$ 1,753.07
6" Compound	\$ 1,375.46	\$ 1,721.26	\$ 2,921.76
6" Turbine	\$ 1,719.33	\$ 2,151.58	\$ 3,652.21
8" Compound	\$ 2,200.75	\$ 2,754.03	\$ 4,674.85
8" Turbine	\$ 2,475.83	\$ 3,098.26	\$ 5,259.17
10" Compound	\$ 3,163.57	\$ 3,958.90	\$ 6,720.08
10" Turbine	\$ 3,988.85	\$ 4,991.66	\$ 8,473.14
12" Compound	\$ 5,914.50	\$ 7,401.43	\$12,563.62
Gallage Charge per 1,000 gallons:			
General Service	\$ 4.65	\$ 5.82	\$ 3.30
Residential Service			
0-8 kgal	\$ 3.27	\$ 4.09	\$ 2.99
8-15 kgal	\$ 4.08	\$ 5.11	\$ 2.99
Over 15 kgal	\$ 4.91	\$ 6.14	\$ 4.48

SERVICE AVAILABILITY CHARGES:

WMSI is also requesting an increase to the service availability charges ("SAC") to pay for growth in the Utility's system. Please note that the requested charges are to be paid by new, not existing, customers. The existing and proposed SAC are on the next page:

Description of Service Availability Charges	Present Charge	Proposed Charge
Plant Capacity Charge		
Residential per ERC (350 gpd)	\$845.00	\$4,058.35
All Others (per gallon)	\$2.4143	\$11.60
Main Extension Charge		
Residential per ERC (350 gpd)	\$525.00	\$525.00
All Others (per gallon)	\$1.50	\$1.50
Meter Installation Fee		
5/8" x 3/4"	\$250.00	\$250.00
Over 5/8" x 3/4"	Actual Cost	Actual Cost
Plan Review Charge	Actual Cost	Actual Cost
Inspection Fee	Actual Cost	Actual Cost
Customer Connection (Tap-in) Charge	Actual Cost	Actual Cost

MISCELLANEOUS SERVICE CHARGES:

WMSI is also requesting an increase in its connection charges to better reflect current costs and to discourage potential abuses, as follows:

Type of Charge	Present		Proposed	
	During business hours	After hours	During business hours	After hours
Initial Connection	\$ 15.00	\$ 15.00	\$ 21.00	\$ 42.00
Normal Reconnection	\$ 15.00	\$ 15.00	\$ 21.00	\$ 42.00
Violation Reconnection	\$ 15.00	\$ 15.00	\$ 21.00	\$ 42.00
Premises Visit	\$ 13.00	\$ 13.00	\$ 21.00	\$ 42.00

Utility's Address, Telephone Number and Business Hours

Operations Office

Water Management Services, Inc.
139 Gulf Beach Drive West
St. George Island, Florida 32328
Phone (850) 927-2648
Business Hours: Monday through Friday, 8:30 a.m. – 5:00 p.m.

Administrative Office

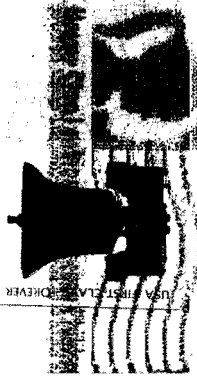
Water Management Services, Inc.
250 John Knox Road, Suite 4
Tallahassee, Florida 32303
Phone (850) 668-0440
Business Hours: Monday through Friday, 8:30 a.m. – 5:00 p.m.

8517



TALLAHASSEE FL 323

22 JUL 2010 PM 2 L



*Florida Public Service Commission
Director, Office of Commission Clerk & Admin Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870*

323990870

Michael H. Haddock, Jr.

The Law Office of Thomas M. Shuler, P. A.
Shuler Law Offices
Apalachicola, Florida 32320

Phone: 850-653-1757
Fax: 850-653-8627
mshuler@shulerlawfl.com

Mailing Address:
40-4th Street
Apalachicola, FL 32320

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July 19, 2010

Public Service Commission
Director, Office of Admission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

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10 JUL 21 AM 8:32
COMMISSION
CLERK

Re: Docket Number 100104-WU In Re: Application for increase
In water rates in Franklin County by Water Management Services, Inc.

Dear Sir/Madam:

I represent Franklin County, a political subdivision of the State of Florida. Water Management Services, Inc., the applicant seeking the rate increase, is located on St. George Island, a part of the unincorporated area of Franklin County.

Based on the chart provided by the applicant, at page two of the application, the rate increase requested more than doubles the rate paid for water on St. George Island, and raises instances fees by a factor approaching five times current cost (see Residential per ERC which will increase from \$845.00 to \$4,058.35).

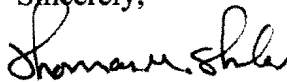
It appears that the principal justifications for this rate increase are an alleged reduction in tourism and the increase in shallow wells for watering yards.

Franklin County opposes the proposed rate increase for water on St. George Island, in part because the principal justifications are insufficient to support the increase requested. Contrary to the applicant's statement, Franklin County does not believe that any meaningful drop in tourism has occurred during the economic downturn. The collection of Franklin County's tourism tax has remained steady during this time, though there has been a recent drop in May 2010 due to the

BP Deepwater Horizon oil spill. Franklin County does not agree that the use of shallow wells has affected the applicant in any meaningful manner which could justify this rate increase.

Based on the reasons stated in the application, Franklin County strongly objects to the applicant's request to increase water rates. St. George Island is a tourism mainstay and any rate increase may adversely affect tourism and cause the very downturn complained of by the applicant.

Sincerely,



Thomas M. Shuler
Franklin County Attorney

TMS/nds
xc: Water Management Services, Inc.
Office of the Public Counsel

The Law Office of Thomas M. Shuler, P. A.
40-4th Street
Apalachicola, FL 32329

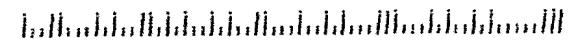
TALLAHASSEE FL 323

20 JUL 2010 PM 1 L



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June 29, 2010

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10 JUN 31 AM 7:20

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

CONSUMER

RE: Docket No. 100104-WU

We are full time residents of St. George Island and we strongly object to the increase in charges for water service provided by Water Management Services, Inc.

We understood the last increase was to pay for the new line installed when the new bridge was built to the Island.

Due to the financial crisis which has caused many foreclosures and down turn in rental property, it appears that Water Management Services, Inc. is asking for this increase to supplement the loss of revenue. Will Water Management Services, Inc. ask for another increase for their bottom line when we have the crisis from the oil spill? Many of the full time residents are on fixed incomes and cannot keep supplementing their profit line.

Thank you for your consideration of this matter.

Sincerely,

Carlton Ethridge
Norma Ethridge
541 West Bayshore Drive
St. George Island, FL 32328

DOCUMENT NUMBER DATE

05419 JUL -1 0

EPSC-COMMISSION CLERK

Ethridge
591 W. Bayshore Dr.
St George Island, FL 32238

TALLAHASSEE FL 323

30 JUN 2010 PM 3 T



Florida Public Service Commission
Director of the Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, FL 32349-0870

Docket No. 100104-WU

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