

100149 - WU

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 08024-10
DISTRIBUTION: _____

FLORIDA PUBLIC SERVICE COMMISSION

COMMISSIONER
RECEIVED-FPSC
Ronald A. Brise

10 NOV 23 PM 2: 25

Diamond, COMMISSION
CLERK

Thanks for the help/confir-
mation about the letters.

Please place on either Dockets:

100149 or 100330.

Pamela

2540 Shumard Oak Boulevard ♦ Tallahassee, Florida 32399-0850
phone: (850) 413-6046 fax: (850) 413-6037
e-mail: RBrise@psc.state.fl.us

Oct. 30, 2010

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

100149-WU

Dear Commissioner Ronald A. Brise,

We are residents of Tamiami Village in North Fort Myers serviced by NI-Florida, LLC. They are asking for an 86.40/o increase in their rates. Now I understand that they probably need an increase to stay competitive, but this is a retirement community with most residents on a fixed income and no increase in their SSI this next year and the rate increase this substantial will put a heavy burden on most of our residents.

Fort Myers is one of the most poverty stricken areas in the Country and NI-Florida Wants to put an enormous burden on the elderly. As a matter of fact, this year Fort Myers ranks 46th in the country with people living below the poverty level. Last year it ranked 200th within those same cities. The Fort Myers area has posted One of the largest gains in poverty in a metropolitan area, along with Modesto, CA, Detroit Michigan, Los Angeles and Las Vegas.

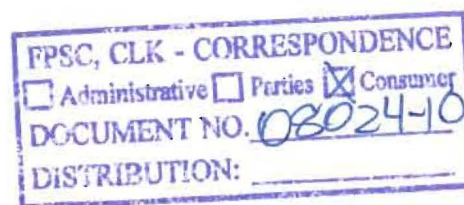
Other cities near us will not be paying such a large increase as Tamiami Village. Fort Myers will pay 90/o more, Cape Coral will pays 8.250/o more, AND Charlotte County will not have an increase.

NI-Florida doesn't need to recoup all it's expenses in one year. They seem to be gouging with that high of an increase.

Please let NI-Florida have a REASONABLE increase. No more than what the rest of the areas will be charged.

Thank you for your time and consideration.

Joe & Mary Lu Zwitter
9045 Flamingo Circle
North Fort Myers, Florida 33903





Joseph Zwitter
9045 Flamingo Cir
N Ft Myers FL 33903-2131

FT MYERS FL 339

02 NOV 2010 PM 2:1



Commissioner Ronald A. Brise
Florida Public Service Commission
Division of the Commission Clerk & Admin. Services
2540 Shumard Oak BLVD
Tallahassee FL 32399-0850

323990850



16017 Citron Way
North Fort Myers, FL 33903

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



Re: Docket No. 100149-WU

100149-WU

November 1, 2010

Dear Commissioner Brise:

I am Jean DeLacey. I am President of the Tamiami Subdivision, Inc. comprised of 180 households in our Community and am a Director of the Tamiami Master Association; the Corporation with fee simple title to this Community.

Approximately four and one half years ago, Mr. Ustica, the previous owner of Tamiami Village Water approached the Tamiami Master Association Board of Directors with an offer to sell the water company to us for approximately \$750,000. He showed us the financials and his yearly profit statements and encouraged us to purchase the Company since we had purchased the Community and he thought this would be a good asset for us to add to our Community.

Having lived here we were aware of the state of the water pipes, the awkward location of water lines and the outdated shut off valve system.

We turned down his offer knowing that we would have to invest substantially more money in addition to his asking price. Recently NI, Florida added Tamiami Village water to the growing list of small companies it has purchased.

A company which acquires smaller Companies certainly would have done its homework and would have known the condition of our system. NI Florida disclosed the condition of the shut off valves to the Master Board prior to purchasing the utility. Therefore, you would think that knowing the repairs necessary one would negotiate a price which would reflect the money they must invest in repairs. NI, Florida paid \$745,000 for this water company. However, on the other side of the coin--NI, Florida's side --why negotiate a lower price because the percent of return on a larger number is a larger return.

Now they are requesting an unprecedented increase of 86.4% . While various municipality in neighboring areas are increasing their rates; their increases are at a substantially lower rate. The City of Fort Myers is increasing water rates by 9%. Cape Coral, also a Lee County municipality, is increasing its rates by 8.25% while Charlotte County--the County directly North of us--is proposing no increase in water rates.

Of special concern to me as a Board Member of this Community is that the folks representing the Public Service Commission were sent into our Community without having all of their concerns about this rate increased answered and thus were unable to address many of the concerns expressed by our residents. Residents took the time to study the materials available including the MFR available at our public library. They asked questions based on that information. Many of our questions were answered with the response "We have requested more information from NI, Florida on that particular issue."

An area of particular importance was plant expenses of \$173,000 and no member of the group representing you could explain this number because they also questioned it, but had no response from NI, Florida at that time.

Tamiami Village is a Manufactured Home Community of a little over 710 homes. The employees of NI,

Florida who service our Community are residents of the Community. To increase a premises visit from \$10.00 to \$18.00 during business hours and from \$10.00 to \$27.00 for after hours could never be justified. It will involve no more travel or effort as the employee simply gets on his golf cart and goes to a neighboring home.

Initial connections are another area where they are seeking an increase. In this Community all connections are in place and the only thing that can occur is for someone to turn the shut off valve in front of a given home to the on or off position. From a clerical standpoint, all addresses will remain the same so the additional work from that standpoint is to change the name of the resident on the account.

The general operation of Tamiami Village water requires little different from what has been provided up to the time NI, Florida made the purchase. Granted, repairs have been made which would have been anticipated by any company purchasing an aged system. However, it appears that because NI, Florida is part of a much larger entity expenses are trickling down from the Texas operation to the Florida entities.

When responding to one of our residents, the Commission inadvertently sent the information regarding the recent acquisition of an entity in Pasco County where NI, Florida is also requesting an increase, but that increase appears to be 33% as opposed to our 86.4% increase.

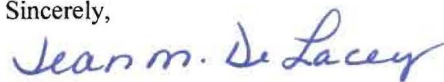
As a Board Member of a business we have concerns regarding our budget. We started our fiscal year in May, 2010. Our budget is in place and we did not plan for a \$30,000 increase in our water bill. We are not permitted by our documents to add increases in our maintenance fees in the middle of the year. We have set and published the rates for our RV Park and will not be able to make changes there as our guests started arriving in October.

This increase will be a double increase for our residents. They will be faced with their individual rate increases and the increases which the Corporation must pass on next year as a result of the increase of water costs to our common areas. We accept that any Corporation which provides an acceptable service should be paid an amount for that service which is commensurate with others providing the same service. As Commissioners when have you in your personal life been willing to accept an increase as unprecedented as this one?

This country is in an economic crisis. Each of us must act responsibly if we are ever to get the economy back on track. Our residents are willing to pay a fair amount for this service, but they are all retirees on fixed incomes. There was no Social Security increase last year nor will there be one this year. As a Corporation, we are required to use the November CPI to determine the amount which we are allowed to increase maintenance fees. Last year that CPI was a negative number; yet, NI, Florida is being allowed to go back a number of years, determine an average and come up with an 8.8% CPI. How can that be allowed?

In the special report you published for our Community, question #2 addresses why NI, Florida is requesting a rate increase. Your response is that they want a "fair rate of return" on its investment. Who does not want a "fair rate of return" on their investment? Unfortunately, our residents who are fortunate to have a savings account or a CD cannot come to the Public Service Commission and ask you to tell the banking or life insurance companies to give us a better rate on our investment. Therefore, those with investments, as such, are extremely happy in today's economy if they could get 1.5%, so why should NI, Florida be able to get much, much more?

Sincerely,



Jean M. DeLacey
President Tamiami Subdivision Corporation
Tamiami Village Homeowner



Jean M. DeLacey
Tamiami Village
16017 Citron Way
Fort Myers, FL 33903

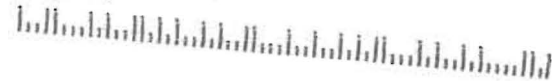
FT MYERS FL 339

02 NOV 2010 PM 1 T



32399-0850

Mr. Ronald A. Brise
Florida Public Service Commission
Division of the Commission Clerk and Admin. Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850





A Resident Owned Manufactured Home Community

16555-A N. Cleveland Ave.
U.S. 41 North
N. Ft. Myers, FL 33903

Office (239) 995-7747
Office (239) 997-2697
Fax (239) 997-3037

100149-WU

November 1, 2010

Mr. Ronald A. Brise'
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



Re: Docket No. 100149 – WU

Dear Mr. Brise':

In a few short weeks the Commissioners will have the responsibility of reviewing Ni-Florida, LLC's application for an increase to the current rates in place for Tamiami Village and RV Park.

Several of the Residents of Tamiami Village have also mailed you their concerns with Ni-Florida, LLC's request for the 86.4% increase in the water rates along with a substantial increase in their current service charges. As the Manager of Tamiami Village and RV Park, I ask that you please also consider the following information as you make your decision:

- Tamiami Village is a 55+ Community with many living on Social Security only. Ni-Florida was aware of this situation when they purchased the water company.
- Almost 30% of the 17,130 residents residing in Ft. Myers live below the poverty level which is a 10% increase over last year.
- Ft. Myers' ranks 46th in the Country with the highest percentage of people living below the poverty line. Last year they ranked 200 using the same cities in the survey.
- Tamiami Village is not governed by Chapter 718 and does not have the Special Assessment option readily available to help offset unforeseen increases mid-budget. Our fiscal year is May 1st to April 30th. We started our budget process in November of 2009 for the current fiscal year and no mention of an increase in utility rates was ever mentioned.
- Reviewing costs submitted by Ni-Florida to substantiate their request revealed:
 - Company Christmas Party \$917.91 – Why?
 - Travel Expenses for Carey A. Thomas \$1,937.46 – Why?
 - Travel Expenses for Mike Miller-\$940.95 Telephone \$66.16 –Oklahoma Office \$34.99 – Why?
- Ni-Florida, LLC inability to even consider a 20% cap on overhead expenses is a red flag during the current economic situation. Their statement that small water systems have a higher overhead as a percentage of operating expenses than larger systems was a known factor prior to their purchasing the water company.

- The Tamiami Master Association, Inc. met with Mr. Melcher and Mr. Wiltenzellner prior to their purchase of the Tamiami Water Company to explain the complexity of Tamiami Village and the fact that this is a 55+ Community whose residents have a limited income. Ni-Florida, LLC's knew all of the factors involved prior to the purchase of the utility company, moved forward with the purchase and now feels they are justified in requesting a 86.4% increase in their water rates as well as a substantial increase in service fees.
- Ni-Florida, LLC employs Mr. Joseph Jacobs, a resident of Tamiami Village, who uses a golf cart to service the needs of the utility company in Tamiami Village. Ni-Florida, LLC's request for an increase in labor and transportation cannot be justified as there are no additional overhead charges involved servicing the residents of Tamiami Village. What may be the standard rate with their other companies is not applicable for Tamiami Village.
- Ft. Myers Utilities increased their water rates by 9%.
- The City of Cape Coral increased their water rates by 8.25%.
- Charlotte County Utilities has no planned increases in their water rate.

Those of us in Management positions have a fiduciary responsibility to insure the company's we manage stay within the budgetary guidelines outlined. There are always tough decisions to be made, expenses trimmed, positions not filled until absolutely necessary and also handling those who are unable to meet their monthly financial obligations to the company. Ni-Florida, LLC should also be held accountable for their financial decisions in these tough economic times. Allowing the Company to finance a Christmas Party, pay California State Taxes for services on a company located in Florida, reimbursed travel expenses along with phone reimbursement for these same individuals is also an area of grave concern.

As Ni-Florida, LLC's major customer for this particular water company, we need you to insure that the elderly residents of Tamiami Village and RV Park are represented fairly during this review and decision process. Please note that this Village like so many other areas has residents who have to decide on a daily basis whether they eat today, take their medication today and/or pay a bill today. This is reality here at Tamiami Village. No one has said they do not think an increase is unreasonable, just the amount of the temporary increase granted and the final increase requested.

Your understanding and support of the grave situation faced by the residents of Tamiami Village and RV Park is appreciated.

Sincerely,



Barbara J. Oliveira, PCAM®

Manager

Tamiami Master Association, Inc.

Application for increase in water rates by

Ni Florida, LLC

DOCKET NO. 100149 - WU

RECEIVED-FPSC

10 NOV 22 AM 9:43

COMMISSION
CLERK

FPSC, ☐ Parties ☒ Consumer
NO. 08024 10
DISTRIBUTION: _____

Name

Tom BALESIEFEN

Address

3412 CELESTIAL WAY
W. Ft. MYERS FL 33903

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 AM AGAINST "ANY" RATE INCREASE AT ALL!

~~there is~~ "For the most part" NO INFLATION
EXAMPLE, NO INCREASE FOR SOCIAL SECURITY AGAIN

THEY DID GET IN NEW WATER METERS IN TAMIAHI VILLAGE
BUT NORMAL BUSINESS WOULD DEPRECIATE
THIS OVER 10 YEARS !!

IF WATER RATES WERE SO LOW IN TAMIAHI
VILLAGE, THEY WOULD NOT HAVE
BOUGHT TAMIAHI VILLAGE

WATER + SEWER RATES ARE ALREADY HIGH
Tom BALESIEFEN

Fold and tape - - see back for address

Tom GALENSIEN
3412 GASTAL WAY
N. Ft MYERS FL 33903



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



Application for increase in water rates by

Ni Florida, LLC

DOCKET NO. 100149 - WU

RECEIVED FPSC

10 NOV 17 AM 9:25

COMMISSION
CLERK

Name

EDWARD HRNCIR

Address

16033 HIBISCUS WAY
N. FT. MYERS FL 33903

- TAMAMI VILLAGE - (239-997-8058)

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

Ni-FLORIDA ASKING FOR A 86.4% INCREASE IS BEYOND EXCESSIVE. Ni-FLORIDA DIDNT DO ITS HOMEWORK AND BOUGHT THE 40 PLUS YEAR OLD WATER CO. SERVING TAMAMI VILLAGE. NOW THAT THEY SEE, ALL THE REPAIRS THAT ^{ARE} NEEDED THEY WANT US TO PAY FOR THIER BAD BUSINESS DECISION. THIS IS A SENIOR COMMUNITY. WE JUST CANT AFFORD IT. N-FLORIDA SHOULD SPREAD THAT AMOUNT OF INCREAS OVER 20 YEARS. YOU KNOW ONCE THEY GET A 86.4% INCREASE IT WILL NEVER COME DOWN, JUST KEEP INCREASING.

THEY SHOULD GET A COMPETENT MANAGEMENT STAFF AT Ni-FLORIDA THAT KNOWS HOW TO RUN A WATER DEPARTMENT EFFICIENTLY AND WITH-IN ITS BUDGET RATHER THAN ASKING THE CUSTOMERS TO PAY FOR THEIR BAD MANAGEMENT DECISIONS.

PLEASE DO THE RIGHT THING

GOD BLESS YOU ALL

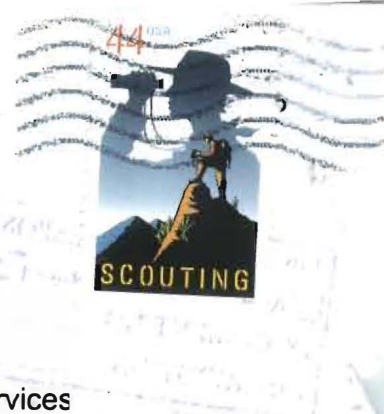
Ed Hrnai

Fold and tape --- see back for address



ED HANCIR
16033 Hibiscus Way
N. Ft. Myers FL 33903

FT MYERS FL 339
15 NOV 2010 PM 5 T



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

323990850



Fold Here

Tape

Fold Here



FLORIDA PUBLIC SERVICE COMMISSION

Chief Advisor to Commissioner Edgar

Roberta S. Bass

2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0854

Phone: (850) 413-6016 Fax: (850) 413-6017

E-mail: rbass@psc.state.fl.us

Ann -

Please place the
enclosed correspondence
in Docket No. 100149-WU

Thank you,

Roberta



A Resident Owned Manufactured Home Community

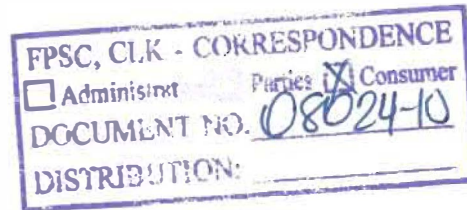
16555-A N. Cleveland Ave.
U.S. 41 North
N. Ft. Myers, FL 33903

RECEIVED-FPSC

10 NOV -9 PM 4:28

COMMISSION
CLERK

Office (239) 995-7747
Office (239) 997-2697
Fax (239) 997-3037



November 1, 2010

Ms. Lisa Polak Edgar
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 100149 – WU

Dear Ms. Edgar:

In a few short weeks the Commissioners will have the responsibility of reviewing Ni-Florida, LLC's application for an increase to the current rates in place for Tamiami Village and RV Park.

Several of the Residents of Tamiami Village have also mailed you their concerns with Ni-Florida, LLC's request for the 86.4% increase in the water rates along with a substantial increase in their current service charges. As the Manager of Tamiami Village and RV Park, I ask that you please also consider the following information as you make your decision:

- Tamiami Village is a 55+ Community with many living on Social Security only. Ni-Florida was aware of this situation when they purchased the water company.
- Almost 30% of the 17,130 residents residing in Ft. Myers live below the poverty level which is a 10% increase over last year.
- Ft. Myers' ranks 46th in the Country with the highest percentage of people living below the poverty line. Last year they ranked 200 using the same cities in the survey.
- Tamiami Village is not governed by Chapter 718 and does not have the Special Assessment option readily available to help offset unforeseen increases mid-budget. Our fiscal year is May 1st to April 30th. We started our budget process in November of 2009 for the current fiscal year and no mention of an increase in utility rates was ever mentioned.
- Reviewing costs submitted by Ni-Florida to substantiate their request revealed:
 - Company Christmas Party \$917.91 – Why?
 - Travel Expenses for Carey A. Thomas \$1,937.46 – Why?
 - Travel Expenses for Mike Miller-\$940.95 Telephone \$66.16 –Oklahoma Office \$34.99 – Why?
- Ni-Florida, LLC inability to even consider a 20% cap on overhead expenses is a red flag during the current economic situation. Their statement that small water systems have a higher overhead as a percentage of operating expenses than larger systems was a known factor prior to their purchasing the water company.

- The Tamiami Master Association, Inc. met with Mr. Melcher and Mr. Wiltenzellner prior to their purchase of the Tamiami Water Company to explain the complexity of Tamiami Village and the fact that this is a 55+ Community whose residents have a limited income. Ni-Florida, LLC's knew all of the factors involved prior to the purchase of the utility company, moved forward with the purchase and now feels they are justified in requesting a 86.4% increase in their water rates as well as a substantial increase in service fees.
- Ni-Florida, LLC employs Mr. Joseph Jacobs, a resident of Tamiami Village, who uses a golf cart to service the needs of the utility company in Tamiami Village. Ni-Florida, LLC's request for an increase in labor and transportation cannot be justified as there are no additional overhead charges involved servicing the residents of Tamiami Village. What may be the standard rate with their other companies is not applicable for Tamiami Village.
- Ft. Myers Utilities increased their water rates by 9%.
- The City of Cape Coral increased their water rates by 8.25%.
- Charlotte County Utilities has no planned increases in their water rate.

Those of us in Management positions have a fiduciary responsibility to insure the company's we manage stay within the budgetary guidelines outlined. There are always tough decisions to be made, expenses trimmed, positions not filled until absolutely necessary and also handling those who are unable to meet their monthly financial obligations to the company. Ni-Florida, LLC should also be held accountable for their financial decisions in these tough economic times. Allowing the Company to finance a Christmas Party, pay California State Taxes for services on a company located in Florida, reimbursed travel expenses along with phone reimbursement for these same individuals is also an area of grave concern.

As Ni-Florida, LLC's major customer for this particular water company, we need you to insure that the elderly residents of Tamiami Village and RV Park are represented fairly during this review and decision process. Please note that this Village like so many other areas has residents who have to decide on a daily basis whether they eat today, take their medication today and/or pay a bill today. This is reality here at Tamiami Village. No one has said they do not think an increase is unreasonable, just the amount of the temporary increase granted and the final increase requested.

Your understanding and support of the grave situation faced by the residents of Tamiami Village and RV Park is appreciated.

Sincerely,



Barbara J. Oliveira, PCAM®

Manager

Tamiami Master Association, Inc.

MIAMI MASTER ASSOCIATION, INC. DBA



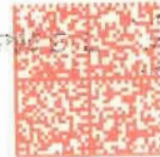
16555-A N. Cleveland Ave.

U.S. 41 North

N. Ft. Myers, FL 33903

FT MYERS FL 339

02 NOV 2010



02 1P
0002647908 NOV 02 2010
MAILED FROM ZIP CODE 33903

\$000.44

RECEIVED

NOV 09 2010

Ms. Lisa Polak Edgar
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Florida Public Service Commission
COMMISSIONER EDGAR

32399+0850 C001



16017 Citron Way
North Fort Myers, FL 33903

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

Re: Docket No. 100149-WU

November 1, 2010

Dear Commissioner Edgar:



I am Jean DeLacey. I am President of the Tamiami Subdivision, Inc. comprised of 180 households in our Community and am a Director of the Tamiami Master Association; the Corporation with fee simple title to this Community.

Approximately four and one half years ago, Mr. Ustica, the previous owner of Tamiami Village Water approached the Tamiami Master Association Board of Directors with an offer to sell the water company to us for approximately \$750,000. He showed us the financials and his yearly profit statements and encouraged us to purchase the Company since we had purchased the Community and he thought this would be a good asset for us to add to our Community.

Having lived here we were aware of the state of the water pipes, the awkward location of water lines and the outdated shut off valve system.

We turned down his offer knowing that we would have to invest substantially more money in addition to his asking price. Recently NI, Florida added Tamiami Village water to the growing list of small companies it has purchased.

A company which acquires smaller Companies certainly would have done its homework and would have known the condition of our system. NI Florida disclosed the condition of the shut off valves to the Master Board prior to purchasing the utility. Therefore, you would think that knowing the repairs necessary one would negotiate a price which would reflect the money they must invest in repairs. NI, Florida paid \$745,000 for this water company. However, on the other side of the coin--NI, Florida's side --why negotiate a lower price because the percent of return on a larger number is a larger return.

Now they are requesting an unprecedented increase of 86.4% . While various municipality in neighboring areas are increasing their rates; their increases are at a substantially lower rate. The City of Fort Myers is increasing water rates by 9%. Cape Coral, also a Lee County municipality, is increasing its rates by 8.25% while Charlotte County--the County directly North of us--is proposing no increase in water rates.

Of special concern to me as a Board Member of this Community is that the folks representing the Public Service Commission were sent into our Community without having all of their concerns about this rate increased answered and thus were unable to address many of the concerns expressed by our residents. Residents took the time to study the materials available including the MFR available at our public library. They asked questions based on that information. Many of our questions were answered with the response "We have requested more information from NI, Florida on that particular issue."

An area of particular importance was plant expenses of \$173,000 and no member of the group representing you could explain this number because they also questioned it, but had no response from NI, Florida at that time.

Tamiami Village is a Manufactured Home Community of a little over 710 homes. The employees of NI,

Florida who service our Community are residents of the Community. To increase a premises visit from \$10.00 to \$18.00 during business hours and from \$10.00 to \$27.00 for after hours could never be justified. It will involve no more travel or effort as the employee simply gets on his golf cart and goes to a neighboring home.

Initial connections are another area where they are seeking an increase. In this Community all connections are in place and the only thing that can occur is for someone to turn the shut off valve in front of a given home to the on or off position. From a clerical standpoint, all addresses will remain the same so the additional work from that standpoint is to change the name of the resident on the account.

The general operation of Tamiami Village water requires little different from what has been provided up to the time NI, Florida made the purchase. Granted, repairs have been made which would have been anticipated by any company purchasing an aged system. However, it appears that because NI, Florida is part of a much larger entity expenses are trickling down from the Texas operation to the Florida entities.

When responding to one of our residents, the Commission inadvertently sent the information regarding the recent acquisition of an entity in Pasco County where NI, Florida is also requesting an increase, but that increase appears to be 33% as opposed to our 86.4% increase.

As a Board Member of a business we have concerns regarding our budget. We started our fiscal year in May, 2010. Our budget is in place and we did not plan for a \$30,000 increase in our water bill. We are not permitted by our documents to add increases in our maintenance fees in the middle of the year. We have set and published the rates for our RV Park and will not be able to make changes there as our guests started arriving in October.

This increase will be a double increase for our residents. They will be faced with their individual rate increases and the increases which the Corporation must pass on next year as a result of the increase of water costs to our common areas. We accept that any Corporation which provides an acceptable service should be paid an amount for that service which is commensurate with others providing the same service. As Commissioners when have you in your personal life been willing to accept an increase as unprecedented as this one?

This country is in an economic crisis. Each of us must act responsibly if we are ever to get the economy back on track. Our residents are willing to pay a fair amount for this service, but they are all retirees on fixed incomes. There was no Social Security increase last year nor will there be one this year. As a Corporation, we are required to use the November CPI to determine the amount which we are allowed to increase maintenance fees. Last year that CPI was a negative number; yet, NI, Florida is being allowed to go back a number of years, determine an average and come up with an 8.8% CPI. How can that be allowed?

In the special report you published for our Community, question #2 addresses why NI, Florida is requesting a rate increase. Your response is that they want a "fair rate of return" on its investment. Who does not want a "fair rate of return" on their investment? Unfortunately, our residents who are fortunate to have a savings account or a CD cannot come to the Public Service Commission and ask you to tell the banking or life insurance companies to give us a better rate on our investment. Therefore, those with investments, as such, are extremely happy in today's economy if they could get 1.5%, so why should NI, Florida be able to get much, much more?

Sincerely,



Jean M. DeLacey
President Tamiami Subdivision Corporation
Tamiami Village Homeowner



Jean M. DeLacey
Tamiami Village
16017 Citron Way
Fort Myers, FL 33903

RECEIVED

NOV 09 2010

Florida Public Service Commission
COMMISSIONER EDGAR

FT MYERS FL 339

02 NOV 2010 PM 3 L



Ms. Lisa Polak Edgar
Florida Public Service Commission
Division of the Commission Clerk and Admin. Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399-0850



Oct. 30, 2010

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



Dear Commissioner Lisa Polak Edgar,

We are residents of Tamiami Village in North Fort Myers serviced by NI-Florida, LLC. They are asking for an 86.4o/o increase in their rates. Now I understand that they probably need an increase to stay competitive, but this is a retirement community with most residents on a fixed income and no increase in their SSI this next year and the rate increase this substantial will put a heavy burden on most of our residents.

Fort Myers is one of the most poverty stricken areas in the Country and NI-Florida Wants to put an enormous burden on the elderly. As a matter of fact, this year Fort Myers ranks 46th in the country with people living below the poverty level. Last year it ranked 200th within those same cities. The Fort Myers area has posted One of the largest gains in poverty in a metropolitan area, along with Modesto, CA, Detroit Michigan, Los Angeles and Las Vegas.

Other cities near us will not be paying such a large increase as Tamiami Village. Fort Myers will pay 9o/o more, Cape Coral will pays 8.25o/o more, AND Charlotte County will not have an increase.

NI-Florida doesn't need to recoup all it's expenses in one year. They seem to be gouging with that high of an increase.

Please let NI-Florida have a REASONABLE increase. No more than what the rest of the areas will be charged.

Thank you for your time and consideration.

Joe & Mary Lu Zwitter
9045 Flamingo Circle
North Fort Myers, Florida 33903



Joseph Zwitter
9045 Flamingo Cir
N Ft Myers FL 33903-2131

FT MYERS FL 339

02 NOV 2010 PM 11



Commissioner Rick Palk Edgar
Florida Public Service Commission

Division of the Clerk and Admin. Services
2540 Shumard Oak BLVD
Tallahassee FL 32399-0850

RECEIVED

NOV 09 2010

Florida Public Service Commission
COMMISSIONER EDGAR

32399-0850



State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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

DATE: November 9, 2010
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Cristina Slaton, Executive Secretary to Commissioner Skop
RE: Docket Correspondence

Ann,

Please place the attached correspondence sent to the Office of Commissioner Skop in the correspondence folder for docket number 100149-WU. This letter is from Ms. Barbara J. Oliveira of North Ft. Myers, FL. Thank you.





A Resident Owned Manufactured Home Community

16555-A N. Cleveland Ave.
U.S. 41 North
N. Ft. Myers, FL 33903



Office (239) 995-7747
Office (239) 997-2697
Fax (239) 997-3037

November 1, 2010

Mr. Nathan A. Skop
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 100149 – WU

Dear Mr. Skop:



In a few short weeks the Commissioners will have the responsibility of reviewing Ni-Florida, LLC's application for an increase to the current rates in place for Tamiami Village and RV Park.

Several of the Residents of Tamiami Village have also mailed you their concerns with Ni-Florida, LLC's request for the 86.4% increase in the water rates along with a substantial increase in their current service charges. As the Manager of Tamiami Village and RV Park, I ask that you please also consider the following information as you make your decision:

- Tamiami Village is a 55+ Community with many living on Social Security only. Ni-Florida was aware of this situation when they purchased the water company.
- Almost 30% of the 17,130 residents residing in Ft. Myers live below the poverty level which is a 10% increase over last year.
- Ft. Myers' ranks 46th in the Country with the highest percentage of people living below the poverty line. Last year they ranked 200 using the same cities in the survey.
- Tamiami Village is not governed by Chapter 718 and does not have the Special Assessment option readily available to help offset unforeseen increases mid-budget. Our fiscal year is May 1st to April 30th. We started our budget process in November of 2009 for the current fiscal year and no mention of an increase in utility rates was ever mentioned.
- Reviewing costs submitted by Ni-Florida to substantiate their request revealed:
 - Company Christmas Party \$917.91 – Why?
 - Travel Expenses for Carey A. Thomas \$1,937.46 – Why?
 - Travel Expenses for Mike Miller-\$940.95 Telephone \$66.16 –Oklahoma Office \$34.99 – Why?
- Ni-Florida, LLC inability to even consider a 20% cap on overhead expenses is a red flag during the current economic situation. Their statement that small water systems have a higher overhead as a percentage of operating expenses than larger systems was a known factor prior to their purchasing the water company.

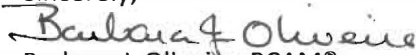
- The Tamiami Master Association, Inc. met with Mr. Melcher and Mr. Wiltzellner prior to their purchase of the Tamiami Water Company to explain the complexity of Tamiami Village and the fact that this is a 55+ Community whose residents have a limited income. Ni-Florida, LLC's knew all of the factors involved prior to the purchase of the utility company, moved forward with the purchase and now feels they are justified in requesting a 86.4% increase in their water rates as well as a substantial increase in service fees.
- Ni-Florida, LLC employs Mr. Joseph Jacobs, a resident of Tamiami Village, who uses a golf cart to service the needs of the utility company in Tamiami Village. Ni-Florida, LLC's request for an increase in labor and transportation cannot be justified as there are no additional overhead charges involved servicing the residents of Tamiami Village. What may be the standard rate with their other companies is not applicable for Tamiami Village.
- Ft. Myers Utilities increased their water rates by 9%.
- The City of Cape Coral increased their water rates by 8.25%.
- Charlotte County Utilities has no planned increases in their water rate.

Those of us in Management positions have a fiduciary responsibility to insure the company's we manage stay within the budgetary guidelines outlined. There are always tough decisions to be made, expenses trimmed, positions not filled until absolutely necessary and also handling those who are unable to meet their monthly financial obligations to the company. Ni-Florida, LLC should also be held accountable for their financial decisions in these tough economic times. Allowing the Company to finance a Christmas Party, pay California State Taxes for services on a company located in Florida, reimbursed travel expenses along with phone reimbursement for these same individuals is also an area of grave concern.

As Ni-Florida, LLC's major customer for this particular water company, we need you to insure that the elderly residents of Tamiami Village and RV Park are represented fairly during this review and decision process. Please note that this Village like so many other areas has residents who have to decide on a daily basis whether they eat today, take their medication today and/or pay a bill today. This is reality here at Tamiami Village. No one has said they do not think an increase is unreasonable, just the amount of the temporary increase granted and the final increase requested.

Your understanding and support of the grave situation faced by the residents of Tamiami Village and RV Park is appreciated.

Sincerely,



Barbara J. Oliveira, PCAM®

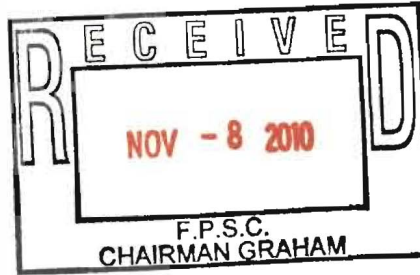
Manager

Tamiami Master Association, Inc.



A Resident Owned Manufactured Home Community

16555-A N. Cleveland Ave.
U.S. 41 North
N. Ft. Myers, FL 33903



Office (239) 995-7747
Office (239) 997-2697
Fax (239) 997-3037

November 1, 2010



Mr. Art Graham
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 100149 – WU

Dear Mr. Graham:

In a few short weeks the Commissioners will have the responsibility of reviewing Ni-Florida, LLC's application for an increase to the current rates in place for Tamiami Village and RV Park.

Several of the Residents of Tamiami Village have also mailed you their concerns with Ni-Florida, LLC's request for the 86.4% increase in the water rates along with a substantial increase in their current service charges. As the Manager of Tamiami Village and RV Park, I ask that you please also consider the following information as you make your decision:

- Tamiami Village is a 55+ Community with many living on Social Security only. Ni-Florida was aware of this situation when they purchased the water company.
- Almost 30% of the 17,130 residents residing in Ft. Myers live below the poverty level which is a 10% increase over last year.
- Ft. Myers' ranks 46th in the Country with the highest percentage of people living below the poverty line. Last year they ranked 200 using the same cities in the survey.
- Tamiami Village is not governed by Chapter 718 and does not have the Special Assessment option readily available to help offset unforeseen increases mid-budget. Our fiscal year is May 1st to April 30th. We started our budget process in November of 2009 for the current fiscal year and no mention of an increase in utility rates was ever mentioned.
- Reviewing costs submitted by Ni-Florida to substantiate their request revealed:
 - Company Christmas Party \$917.91 – Why?
 - Travel Expenses for Carey A. Thomas \$1,937.46 – Why?
 - Travel Expenses for Mike Miller-\$940.95 Telephone \$66.16 –Oklahoma Office \$34.99 – Why?
- Ni-Florida, LLC inability to even consider a 20% cap on overhead expenses is a red flag during the current economic situation. Their statement that small water systems have a higher overhead as a percentage of operating expenses than larger systems was a known factor prior to their purchasing the water company.

RECEIVED-FPSC
10 NOV - 9 AM 10:17
COMMISSION
CLERK

- The Tamiami Master Association, Inc. met with Mr. Melcher and Mr. Wiltenzellner prior to their purchase of the Tamiami Water Company to explain the complexity of Tamiami Village and the fact that this is a 55+ Community whose residents have a limited income. Ni-Florida, LLC's knew all of the factors involved prior to the purchase of the utility company, moved forward with the purchase and now feels they are justified in requesting a 86.4% increase in their water rates as well as a substantial increase in service fees.
- Ni-Florida, LLC employs Mr. Joseph Jacobs, a resident of Tamiami Village, who uses a golf cart to service the needs of the utility company in Tamiami Village. Ni-Florida, LLC's request for an increase in labor and transportation cannot be justified as there are no additional overhead charges involved servicing the residents of Tamiami Village. What may be the standard rate with their other companies is not applicable for Tamiami Village.
- Ft. Myers Utilities increased their water rates by 9%.
- The City of Cape Coral increased their water rates by 8.25%.
- Charlotte County Utilities has no planned increases in their water rate.

Those of us in Management positions have a fiduciary responsibility to insure the company's we manage stay within the budgetary guidelines outlined. There are always tough decisions to be made, expenses trimmed, positions not filled until absolutely necessary and also handling those who are unable to meet their monthly financial obligations to the company. Ni-Florida, LLC should also be held accountable for their financial decisions in these tough economic times. Allowing the Company to finance a Christmas Party, pay California State Taxes for services on a company located in Florida, reimbursed travel expenses along with phone reimbursement for these same individuals is also an area of grave concern.

As Ni-Florida, LLC's major customer for this particular water company, we need you to insure that the elderly residents of Tamiami Village and RV Park are represented fairly during this review and decision process. Please note that this Village like so many other areas has residents who have to decide on a daily basis whether they eat today, take their medication today and/or pay a bill today. This is reality here at Tamiami Village. No one has said they do not think an increase is unreasonable, just the amount of the temporary increase granted and the final increase requested.

Your understanding and support of the grave situation faced by the residents of Tamiami Village and RV Park is appreciated.

Sincerely,



Barbara J. Oliveira, PCAM®

Manager

Tamiami Master Association, Inc.

FLORIDA POSTAGE & TELEGRAPH COMPANY, INC. DBA



16555-A N. Cleveland Ave.
U.S. 41 North
N. Ft. Myers, FL 33903



Mr. Art Graham
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399+0850



State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC

10 NOV -8 AM 9:57

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

COMMISSION
CLERK

DATE: November 4, 2010
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Cristina Slaton, Executive Secretary to Commissioner Skop (C)
RE: Docket Correspondence

Ann,

Please place the attached correspondence sent to the Office of Commissioner Skop in the correspondence folder for docket number 100149-WU. These letters are from 1) Joe and Mary Lu Zwitter and 2) Jean M. DeLacey, all from North Ft. Myers, FL. Thank you.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08004-10		
DISTRIBUTION: _____		

Oct. 30, 2010

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

Dear Commissioner Nathan A. Skop,

We are residents of Tamiami Village in North Fort Myers serviced by NI-Florida, LLC. They are asking for an 86.4o/o increase in their rates. Now I understand that they probably need an increase to stay competitive, but this is a retirement community with most residents on a fixed income and no increase in their SSI this next year and the rate increase this substantial will put a heavy burden on most of our residents.

Fort Myers is one of the most poverty stricken areas in the Country and NI-Florida Wants to put an enormous burden on the elderly. As a matter of fact, this year Fort Myers ranks 46th in the country with people living below the poverty level. Last year it ranked 200th within those same cities. The Fort Myers area has posted One of the largest gains in poverty in a metropolitan area, along with Modesto, CA, Detroit Michigan, Los Angeles and Las Vegas.

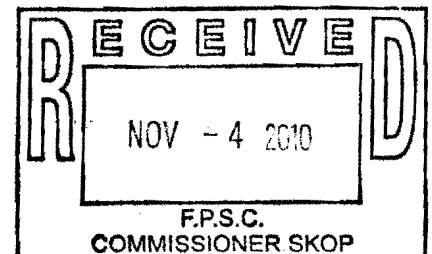
Other cities near us will not be paying such a large increase as Tamiami Village. Fort Myers will pay 9o/o more, Cape Coral will pays 8.25o/o more, AND Charlotte County will not have an increase.

NI-Florida doesn't need to recoup all it's expenses in one year. They seem to be gouging with that high of an increase.

Please let NI-Florida have a REASONABLE increase. No more than what the rest of the areas will be charged.

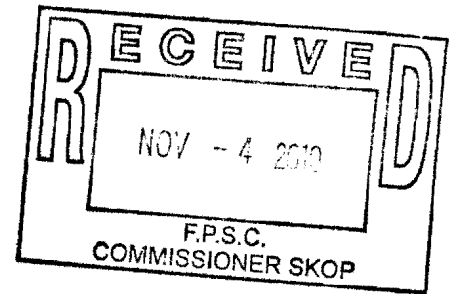
Thank you for your time and consideration.

Joe & Mary Lu Zwitter
9045 Flamingo Circle
North Fort Myers, Florida 33903



16017 Citron Way
North Fort Myers, FL 33903

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



Re: Docket No. 100149-WU

November 1, 2010

Dear Commissioner Skop:

I am Jean DeLacey. I am President of the Tamiami Subdivision, Inc. comprised of 180 households in our Community and am a Director of the Tamiami Master Association; the Corporation with fee simple title to this Community.

Approximately four and one half years ago, Mr. Ustica, the previous owner of Tamiami Village Water approached the Tamiami Master Association Board of Directors with an offer to sell the water company to us for approximately \$750,000. He showed us the financials and his yearly profit statements and encouraged us to purchase the Company since we had purchased the Community and he thought this would be a good asset for us to add to our Community.

Having lived here we were aware of the state of the water pipes, the awkward location of water lines and the outdated shut off valve system.

We turned down his offer knowing that we would have to invest substantially more money in addition to his asking price. Recently NI, Florida added Tamiami Village water to the growing list of small companies it has purchased.

A company which acquires smaller Companies certainly would have done its homework and would have known the condition of our system. NI Florida disclosed the condition of the shut off valves to the Master Board prior to purchasing the utility. Therefore, you would think that knowing the repairs necessary one would negotiate a price which would reflect the money they must invest in repairs. NI, Florida paid \$745,000 for this water company. However, on the other side of the coin--NI, Florida's side--why negotiate a lower price because the percent of return on a larger number is a larger return.

Now they are requesting an unprecedented increase of 86.4%. While various municipality in neighboring areas are increasing their rates; their increases are at a substantially lower rate. The City of Fort Myers is increasing water rates by 9%. Cape Coral, also a Lee County municipality, is increasing its rates by 8.25% while Charlotte County--the County directly North of us--is proposing no increase in water rates.

Of special concern to me as a Board Member of this Community is that the folks representing the Public Service Commission were sent into our Community without having all of their concerns about this rate increased answered and thus were unable to address many of the concerns expressed by our residents. Residents took the time to study the materials available including the MFR available at our public library. They asked questions based on that information. Many of our questions were answered with the response "We have requested more information from NI, Florida on that particular issue."

An area of particular importance was plant expenses of \$173,000 and no member of the group representing you could explain this number because they also questioned it, but had no response from NI, Florida at that time.

Tamiami Village is a Manufactured Home Community of a little over 710 homes. The employees of NI,

Florida who service our Community are residents of the Community. To increase a premises visit from \$10.00 to \$18.00 during business hours and from \$10.00 to \$27.00 for after hours could never be justified. It will involve no more travel or effort as the employee simply gets on his golf cart and goes to a neighboring home.

Initial connections are another area where they are seeking an increase. In this Community all connections are in place and the only thing that can occur is for someone to turn the shut off valve in front of a given home to the on or off position. From a clerical standpoint, all addresses will remain the same so the additional work from that standpoint is to change the name of the resident on the account.

The general operation of Tamiami Village water requires little different from what has been provided up to the time NI, Florida made the purchase. Granted, repairs have been made which would have been anticipated by any company purchasing an aged system. However, it appears that because NI, Florida is part of a much larger entity expenses are trickling down from the Texas operation to the Florida entities.

When responding to one of our residents, the Commission inadvertently sent the information regarding the recent acquisition of an entity in Pasco County where NI, Florida is also requesting an increase, but that increase appears to be 33% as opposed to our 86.4% increase.

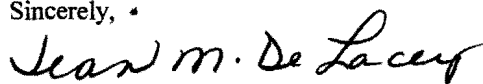
As a Board Member of a business we have concerns regarding our budget. We started our fiscal year in May, 2010. Our budget is in place and we did not plan for a \$30,000 increase in our water bill. We are not permitted by our documents to add increases in our maintenance fees in the middle of the year. We have set and published the rates for our RV Park and will not be able to make changes there as our guests started arriving in October.

This increase will be a double increase for our residents. They will be faced with their individual rate increases and the increases which the Corporation must pass on next year as a result of the increase of water costs to our common areas. We accept that any Corporation which provides an acceptable service should be paid an amount for that service which is commensurate with others providing the same service. As Commissioners when have you in your personal life been willing to accept an increase as unprecedented as this one?

This country is in an economic crisis. Each of us must act responsibly if we are ever to get the economy back on track. Our residents are willing to pay a fair amount for this service, but they are all retirees on fixed incomes. There was no Social Security increase last year nor will there be one this year. As a Corporation, we are required to use the November CPI to determine the amount which we are allowed to increase maintenance fees. Last year that CPI was a negative number; yet, NI, Florida is being allowed to go back a number of years, determine an average and come up with an 8.8% CPI. How can that be allowed?

In the special report you published for our Community, question #2 addresses why NI, Florida is requesting a rate increase. Your response is that they want a "fair rate of return" on its investment. Who does not want a "fair rate of return" on their investment? Unfortunately, our residents who are fortunate to have a savings account or a CD cannot come to the Public Service Commission and ask you to tell the banking or life insurance companies to give us a better rate on our investment. Therefore, those with investments, as such, are extremely happy in today's economy if they could get 1.5%, so why should NI, Florida be able to get much, much more?

Sincerely, •



Jean M. DeLacey
President Tamiami Subdivision Corporation
Tamiami Village Homeowner

16017 Citron Way
North Fort Myers, FL 33903

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

Re: Docket No. 100149-WU

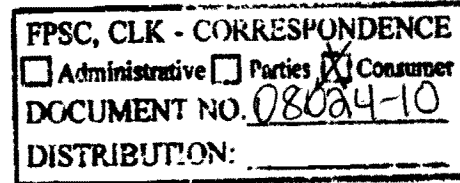
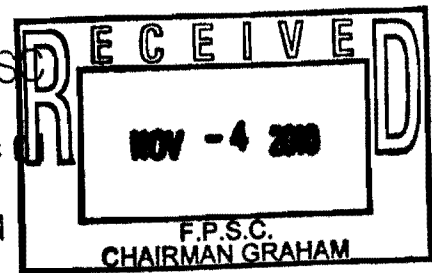
November 1, 2010

Dear Commissioner Graham:

RECEIVED-FPSC

10 NOV -4 PM 4:00

COMMISSION
CLERK



I am Jean DeLacey. I am President of the Tamiami Subdivision, Inc. comprised of 180 households in our Community and am a Director of the Tamiami Master Association; the Corporation with fee simple title to this Community.

Approximately four and one half years ago, Mr. Ustica, the previous owner of Tamiami Village Water approached the Tamiami Master Association Board of Directors with an offer to sell the water company to us for approximately \$750,000. He showed us the financials and his yearly profit statements and encouraged us to purchase the Company since we had purchased the Community and he thought this would be a good asset for us to add to our Community.

Having lived here we were aware of the state of the water pipes, the awkward location of water lines and the outdated shut off valve system.

We turned down his offer knowing that we would have to invest substantially more money in addition to his asking price. Recently NI, Florida added Tamiami Village water to the growing list of small companies it has purchased.

A company which acquires smaller Companies certainly would have done its homework and would have known the condition of our system. NI Florida disclosed the condition of the shut off valves to the Master Board prior to purchasing the utility. Therefore, you would think that knowing the repairs necessary one would negotiate a price which would reflect the money they must invest in repairs. NI, Florida paid \$745,000 for this water company. However, on the other side of the coin--NI, Florida's side --why negotiate a lower price because the percent of return on a larger number is a larger return.

Now they are requesting an unprecedented increase of 86.4% . While various municipality in neighboring areas are increasing their rates; their increases are at a substantially lower rate. The City of Fort Myers is increasing water rates by 9%. Cape Coral, also a Lee County municipality, is increasing its rates by 8.25% while Charlotte County--the County directly North of us--is proposing no increase in water rates.

Of special concern to me as a Board Member of this Community is that the folks representing the Public Service Commission were sent into our Community without having all of their concerns about this rate increased answered and thus were unable to address many of the concerns expressed by our residents. Residents took the time to study the materials available including the MFR available at our public library. They asked questions based on that information. Many of our questions were answered with the response "We have requested more information from NI, Florida on that particular issue."

An area of particular importance was plant expenses of \$173,000 and no member of the group representing you could explain this number because they also questioned it, but had no response from NI, Florida at that time.

Tamiami Village is a Manufactured Home Community of a little over 710 homes. The employees of NI,

Florida who service our Community are residents of the Community. To increase a premises visit from \$10.00 to \$18.00 during business hours and from \$10.00 to \$27.00 for after hours could never be justified. It will involve no more travel or effort as the employee simply gets on his golf cart and goes to a neighboring home.

Initial connections are another area where they are seeking an increase. In this Community all connections are in place and the only thing that can occur is for someone to turn the shut off valve in front of a given home to the on or off position. From a clerical standpoint, all addresses will remain the same so the additional work from that standpoint is to change the name of the resident on the account.

The general operation of Tamiami Village water requires little different from what has been provided up to the time NI, Florida made the purchase. Granted, repairs have been made which would have been anticipated by any company purchasing an aged system. However, it appears that because NI, Florida is part of a much larger entity expenses are trickling down from the Texas operation to the Florida entities.

When responding to one of our residents, the Commission inadvertently sent the information regarding the recent acquisition of an entity in Pasco County where NI, Florida is also requesting an increase, but that increase appears to be 33% as opposed to our 86.4% increase.

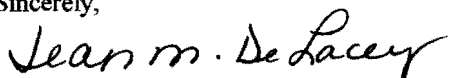
As a Board Member of a business we have concerns regarding our budget. We started our fiscal year in May, 2010. Our budget is in place and we did not plan for a \$30,000 increase in our water bill. We are not permitted by our documents to add increases in our maintenance fees in the middle of the year. We have set and published the rates for our RV Park and will not be able to make changes there as our guests started arriving in October.

This increase will be a double increase for our residents. They will be faced with their individual rate increases and the increases which the Corporation must pass on next year as a result of the increase of water costs to our common areas. We accept that any Corporation which provides an acceptable service should be paid an amount for that service which is commensurate with others providing the same service. As Commissioners when have you in your personal life been willing to accept an increase as unprecedented as this one?

This country is in an economic crisis. Each of us must act responsibly if we are ever to get the economy back on track. Our residents are willing to pay a fair amount for this service, but they are all retirees on fixed incomes. There was no Social Security increase last year nor will there be one this year. As a Corporation, we are required to use the November CPI to determine the amount which we are allowed to increase maintenance fees. Last year that CPI was a negative number; yet, NI, Florida is being allowed to go back a number of years, determine an average and come up with an 8.8% CPI. How can that be allowed?

In the special report you published for our Community, question #2 addresses why NI, Florida is requesting a rate increase. Your response is that they want a "fair rate of return" on its investment. Who does not want a "fair rate of return" on their investment? Unfortunately, our residents who are fortunate to have a savings account or a CD cannot come to the Public Service Commission and ask you to tell the banking or life insurance companies to give us a better rate on our investment. Therefore, those with investments, as such, are extremely happy in today's economy if they could get 1.5%, so why should NI, Florida be able to get much, much more?

Sincerely,



Jean M. DeLacey
President Tamiami Subdivision Corporation
Tamiami Village Homeowner



Jean M. DeLacey
Tamiami Village
16017 Citron Way
Fort Myers, FL 33903

FT MYERS FL 339

02 PM 30 SEP 83 T



Mr. Art Graham
Florida Public Service Commission
Division of the Commission Clerk and Admin. Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

3239930850

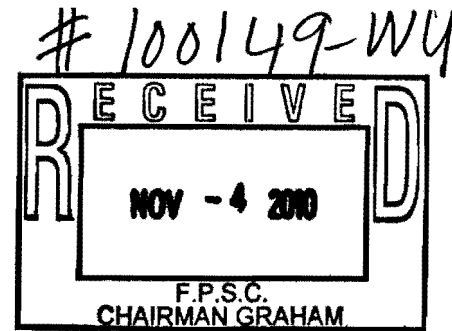


Oct. 30, 2010

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

RECEIVED-FPSC

COMMISSION
CLERK



Dear Commissioner Art Graham,

We are residents of Tamiami Village in North Fort Myers serviced by NI-Florida, LLC. They are asking for an 86.4o/o increase in their rates. Now I understand that they probably need an increase to stay competitive, but this is a retirement community with most residents on a fixed income and no increase in their SSI this next year and the rate increase this substantial will put a heavy burden on most of our residents.

Fort Myers is one of the most poverty stricken areas in the Country and NI-Florida Wants to put an enormous burden on the elderly. As a matter of fact, this year Fort Myers ranks 46th in the country with people living below the poverty level. Last year it ranked 200th within those same cities. The Fort Myers area has posted One of the largest gains in poverty in a metropolitan area, along with Modesto, CA, Detroit Michigan, Los Angeles and Las Vegas.

Other cities near us will not be paying such a large increase as Tamiami Village. Fort Myers will pay 9o/o more, Cape Coral will pay 8.25o/o more, AND Charlotte County will not have an increase.

NI-Florida doesn't need to recoup all it's expenses in one year. They seem to be gouging with that high of an increase.

Please let NI-Florida have a REASONABLE increase. No more than what the rest of the areas will be charged.

Thank you for your time and consideration.

Joe & Mary Lu Zwitter
9045 Flamingo Circle
North Fort Myers, Florida 33903

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08004-10		
DISTRIBUTION: _____		



Joseph Zwitter
9045 Flamingo Cir
N Ft Myers FL 33903-2131

FT MYERS FL 339

NOV 20 10 PM '6 L



Commissioner Art Graham
Florida Public Service Commission
Div. of the Commission Clerk & Admin. Services
2540 Shumard Oak Blvd
Tallahassee FL 32399-0850

323990850



October 22, 2010

Art Graham, PSC Commissioner
Lisa Polak Edgar, PSC Commissioner
Nancy Argenziano, PSC Commissioner
Nathan A. Skop, PSC Commissioner
Ronald A. Brise', PSC Commissioner
Florida PSC
Div of Commission Clerk and Administrative Services
2540 Shumard Oak Blvd
Tallahassee, Fl 32399-0850

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 08024-10
DISTRIBUTION: _____

Dear Commission Members:

I recently attended a customer meeting of customers of Ni Florida and the PSC at Tamiami Village where I reside in North Fort Myers, Fl intended to explain Ni Florida's request for an 85% rate increase.

Their request is based on excessive operating maintenance costs of \$167,621. They have two employees who reside in Tamiami Village and are part time in employment status. Expenditure of this amount is very questionable and cannot be locally substantiated or verified.


This community is made up of over 55 age people of moderate means and it would be a hardship for many of them to be asked to contribute to this excessive rate increase.

The surrounding communities have been asked for water rate increases of less than 10% and I am sure their expenses are no less than NiFlorida..

Your fellow commissioners have a mission to be responsive to the community and obviously this would place an egregious burden on them especially in light of no additional increase in the social security or federal pensions.

I am a person retired from the IRS, a volunteer tax preparer and a poll worker and I take my community responsibilities seriously and believe that a rate increase request of this size especially founded on questionable expenses is inappropriate and punishing to those affected.

Sincerely,


Patricia Baker
David and Patricia Baker
16253 Pelican Dr
No. Ft. Myers, Fl 33903

BAKER
16253 PELICAN DR
NO FT MYERS, FL 33903

FT MYERS FL 339

35 OCT 2010 PM 5 T



MR. RONALD A. BRISE', PSC COMMISSIONER
FLORIDA PSC
DIV OF COMMISSION CLERK AND ADM SERV
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850

323990850



Date: October 26, 2010

To: Ronald A. Brice, Commissioner
Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

From: Kenneth Krysztof
9243 Caloosa Dr.
North Fort Myers, FL 33903

Subject: NI FLORIDA, LLC
Request for rate increase

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0802410		
DISTRIBUTION: _____		

Dear Mr. Brice,

Recently Ni Florida purchased Tamiami Village Water Co. and only after a short ownership, are seeking an 86.4% rate increase. Tamiami Village & R/V Park and a small strip mall are their only customers. I am a resident of Tamiami Village, a 55 and older community. I've been here ten years and most of the people have been here longer, with many much longer. So it's not difficult to figure out the age of the residents.

Most are on limited income, with some on social security only. A rate increase of this proportion would be devastating. Not only would the increase be a hardship, I ask what has Ni Florida done to warrant it. The only action taken has been the installation of new valves (not for everyone) which should be depreciated over 20 years at least. I'm sure that cannot justify the increase. If they did minor repairs, well so did the previous company (at the old rate). So again I ask, what justifies the requested rate increase.

Please note that Fort Myers residents will have a 9% increase, Cape Coral an 8.25% increase and Charlotte county residents will have no increase. It is further noted that last year 30% of Fort Myers residents were below the poverty level, an increase of 10% from 2008. Also, Fort Myers ranks 46th in the country with the highest percentage of people below the poverty level (last year ranked at 200).

I request that the FPSC look closely into the proposed expenses such as high salaries, consulting fees to parent company and any other unusual expenses including expensing of capital items.

In summary, I request that you vote not to approve the requested rate increase for Ni Florida for the reasons cited above.

Very truly yours,

Kenneth Krysztof
Kenneth Krysztof

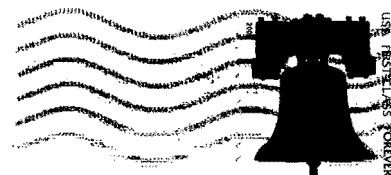
Pho: 734-656-4185



Mr. & Mrs. Ken Krysztof
9243 Caloosa Dr
North Fort Myers, FL 33903

FT MYERS FL 339

28 OCT 2010 PM 1 L



Florida Public Service Commission
Div of the Commission Clerk and Administrative Svcs.
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Attn: Ronald A. Bice, Commissioner

State of Florida




Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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

100149-WU

DATE: November 1, 2010
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Cristina Slaton, Executive Secretary to Commissioner Skop 
RE: Docket Correspondence

Ann,

Please place the attached correspondence sent to the Office of Commissioner Skop in the correspondence folder for docket number 100149-WU. This letter is from Mr. Kenneth Krysztof of North Ft. Myers, FL. Thank you.

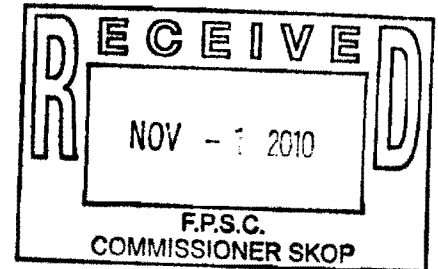
FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION: _____		

Date: October 26, 2010

To: Nathan A. Skop, Commissioner
Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

From: Kenneth Krysztof
9243 Caloosa Dr.
North Fort Myers, FL 33903

Subject: NI FLORIDA, LLC
Request for rate increase



Dear Mr. Skop,

Recently Ni Florida purchased Tamiami Village Water Co. and only after a short ownership, are seeking an 86.4% rate increase. Tamiami Village & R/V Park and a small strip mall are their only customers. I am a resident of Tamiami Village, a 55 and older community. I've been here ten years and most of the people have been here longer, with many much longer. So it's not difficult to figure out the age of the residents.

Most are on limited income, with some on social security only. A rate increase of this proportion would be devastating. Not only would the increase be a hardship, I ask what has Ni Florida done to warrant it. The only action taken has been the installation of new valves (not for everyone) which should be depreciated over 20 years at least. I'm sure that cannot justify the increase. If they did minor repairs, well so did the previous company (at the old rate). So again I ask, what justifies the requested rate increase.

Please note that Fort Myers residents will have a 9% increase, Cape Coral an 8.25% increase and Charlotte county residents will have no increase. It is further noted that last year 30% of Fort Myers residents were below the poverty level, an increase of 10% from 2008. Also, Fort Myers ranks 46th in the country with the highest percentage of people below the poverty level (last year ranked at 200).

I request that the FPSC look closely into the proposed expenses such as high salaries, consulting fees to parent company and any other unusual expenses including expensing of capital items.

In summary, I request that you vote not to approve the requested rate increase for Ni Florida for the reasons cited above.

Very truly yours,

Kenneth Krysztof
Kenneth Krysztof

Pho: 239-656-4185



Mr. & Mrs. Ken Krysztof
9243 Caloosa Dr
North Fort Myers, FL 33903

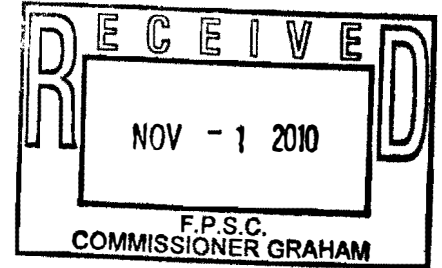
#100149 Ni Florida

Date: October 26, 2010

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

From: Kenneth Krysztof
9243 Caloosa Dr.
North Fort Myers, FL 33903

Subject: NI FLORIDA, LLC
Request for rate increase



Dear Mr. Graham,

Recently Ni Florida purchased Tamiami Village Water Co. and only after a short ownership, are seeking an 86.4% rate increase. Tamiami Village & R/V Park and a small strip mall are their only customers. I am a resident of Tamiami Village, a 55 and older community. I've been here ten years and most of the people have been here longer, with many much longer. So it's not difficult to figure out the age of the residents.

Most are on limited income, with some on social security only. A rate increase of this proportion would be devastating. Not only would the increase be a hardship, I ask what has Ni Florida done to warrant it. The only action taken has been the installation of new valves (not for everyone) which should be depreciated over 20 years at least. I'm sure that cannot justify the increase. If they did minor repairs, well so did the previous company (at the old rate). So again I ask, what justifies the requested rate increase.

Please note that Fort Myers residents will have a 9% increase, Cape Coral an 8.25% increase and Charlotte county residents will have no increase. It is further noted that last year 30% of Fort Myers residents were below the poverty level, an increase of 10% from 2008. Also, Fort Myers ranks 46th in the country with the highest percentage of people below the poverty level (last year ranked at 200).

I request that the FPSC look closely into the proposed expenses such as high salaries, consulting fees to parent company and any other unusual expenses including expensing of capital items.

In summary, I request that you vote not to approve the requested rate increase for Ni Florida for the reasons cited above.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0802410		
DISTRIBUTION: _____		

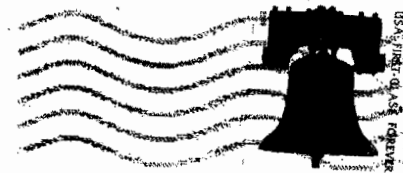
Very truly yours,
Kenneth Krysztof
Kenneth Krysztof
Pho: 734-656-4185



Mr. & Mrs. Ken Krysztof
9243 Caloosa Dr
North Fort Myers, FL 33903

FT MYERS FL 339

28 OCT 2010 PM 1 T



Florida Public Service Commission
Div of the Commission Clerk and Administrative Svcs.
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Attn: Art Graham, ~~Commissioner~~



FLORIDA PUBLIC SERVICE COMMISSION

Chief Advisor to Commissioner Edgar

Roberta S. Bass

2540 Shumard Oak Boulevard ♦ Tallahassee, Florida 32399-0854

Phone: (850) 413-6016 Fax: (850) 413-6017

E-mail: rbass@psc.state.fl.us

Ann,
Please place the
attached correspondence
in Docket no. 100149-WU.

Thank you,

Roberta

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 08024-10
DISTRIBUTION: _____

FILED
FEB 16 10

Date: October 26, 2010

To: Lisa Polak Edgar, Commissioner
Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

From: Kenneth Krysztof
9243 Caloosa Dr.
North Fort Myers, FL 33903

Subject: NI FLORIDA, LLC
Request for rate increase

Dear Ms. Edgar,

Recently Ni Florida purchased Tamiami Village Water Co. and only after a short ownership, are seeking an 86.4% rate increase. Tamiami Village & R/V Park and a small strip mall are their only customers. I am a resident of Tamiami Village, a 55 and older community. I've been here ten years and most of the people have been here longer, with many much longer. So it's not difficult to figure out the age of the residents.

Most are on limited income, with some on social security only. A rate increase of this proportion would be devastating. Not only would the increase be a hardship, I ask what has Ni Florida done to warrant it. The only action taken has been the installation of new valves (not for everyone) which should be depreciated over 20 years at least. I'm sure that cannot justify the increase. If they did minor repairs, well so did the previous company (at the old rate). So again I ask, what justifies the requested rate increase.

Please note that Fort Myers residents will have a 9% increase, Cape Coral an 8.25% increase and Charlotte county residents will have no increase. It is further noted that last year 30% of Fort Myers residents were below the poverty level, an increase of 10% from 2008. Also, Fort Myers ranks 46th in the country with the highest percentage of people below the poverty level (last year ranked at 200).

I request that the FPSC look closely into the proposed expenses such as high salaries, consulting fees to parent company and any other unusual expenses including expensing of capital items.

In summary, I request that you vote not to approve the requested rate increase for Ni Florida for the reasons cited above.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO 08024-10		
DISTRIBUTION: _____		

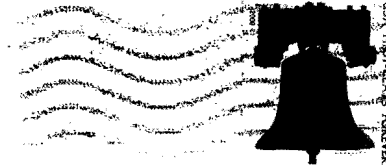
Very truly yours,
Kenneth Krysztof
Kenneth Krysztof
Pho: 239-656-4185



Mr. & Mrs. Ken Krysztof
9243 Caloosa Dr
North Fort Myers, FL 33903

FT MYERS, FL 339

DELFT 339032 FL



Florida Public Service Commission
Div. of the Commission Clerk and Administrative Svcs.
2540 Shumard Oaks Blvd.
Tallahassee, FL 32399
RECEIVED
NOV 01 2010

Florida Public Service Commission
2540 SHUMARD OAKS BLVD

Attn: Lisa Palek Edgar, Commissioner

3333310230



Application for increase in water rates by

Ni Florida, LLC

DOCKET NO. 100149 - WU

FPSC, CLK - CORRESPONDENCE

☐ Administrative ☐ Parties ☒ Consumer

DOCUMENT NO. 08024-10

DISTRIBUTION: _____

Name MR & MRS PETER LONGJOHN

Address 9007 FLAMINGO CIRCLE

NORTH FORT MYERS, FL. 33903-2167

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

Our Basic Meter only Rate was \$11.13/mo (After John got this), then a 22.3% increase of \$2.48 brought the Rate to \$13.61. NOW another increase of \$7.29 or 53.6% to \$20.90/mo gives a total of \$9.72 or 87.8%!! How can the Utility justify this increase when Lee County Water Charges \$0.60/mo for Basic Meter Rate? Also Ni Florida Water gets its water from Lee County water at \$2.84/mgal and marks it up to \$3.16/mgal for a \$2.32/mgal gross profit of 81.7%! Also Basic Sewer Rates from (fgua) have increased from \$1.98 to \$17.39 or \$5.41/mo which is 45.12%. NOW COMBINE the two Basic Rates - water @ \$20.90 + Sewer @ \$17.39 for a total of \$38.29/mo. Without using anything (ie zero water). Since our Park has about 400 snowbirds that don't use a drop of water for 6 months, the Utility receives \$38.29 x 6 x 400 = \$91,896 for little minimal effort!

We know that the Water Co. replaced Valves throughout the Park which is expensive and certainly has the right to ask for recovery of expenses. However, these Rate Increases are ON-GOING and excessive in our opinion and certainly not at all fair to fixed income people (ie 2 years without SS increase!).

Please consider both delaying and reducing these excessive Rate Increases.

Fold and tape -- see back for address

Thank you for this opportunity to express our concern.

Sincerely yours,

Mr. & Mrs. Peter Longjohn



Ms. Elaine Longjohn
9007 Flamingo Cir
Fort Myers, FL 33903-2167

FT MYERS FL 339

27 OCT 2010 PM 6:11



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

**Thank
You!**



32399-0850



Fold Here

Tape

Fold Here

State of Florida



100149-WU

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 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. 08024-10		

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

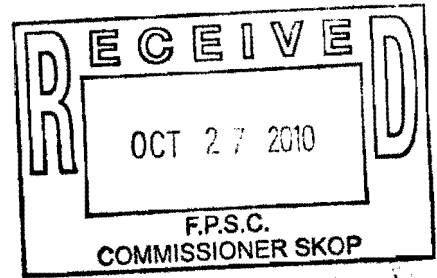
DATE: October 28, 2010
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Cristina Slaton, Executive Secretary to Commissioner Skop *CS*
RE: Docket Correspondence

Ann,

Please place the attached correspondence sent to the Office of Commissioner Skop in the correspondence folder for docket number 100149-WU. This letter is from David and Patricia Baker of North Ft. Myers, FL. Thank you.

October 22, 2010

Art Graham, PSC Commissioner
Lisa Polak Edgar, PSC Commissioner
Nancy Argenziano, PSC Commissioner
Nathan A. Skop, PSC Commissioner
Ronald A. Brise', PSC Commissioner
Florida PSC
Div of Commission Clerk and Administrative Services
2540 Shumard Oak Blvd
Tallahassee, Fl 32399-0850



Dear Commission Members:

I recently attended a customer meeting of customers of Ni Florida and the PSC at Tamiami Village where I reside in North Fort Myers, Fl intended to explain Ni Florida's request for an 85% rate increase.

Their request is based on excessive operating maintenance costs of \$167,621. They have two employees who reside in Tamiami Village and are part time in employment status. Expenditure of this amount is very questionable and cannot be locally substantiated or verified.

This community is made up of over 55 age people of moderate means and it would be a hardship for many of them to be asked to contribute to this excessive rate increase.

The surrounding communities have been asked for water rate increases of less than 10% and I am sure their expenses are no less than NiFlorida..

Your fellow commissioners have a mission to be responsive to the community and obviously this would place an egregious burden on them especially in light of no additional increase in the social security or federal pensions.

I am a person retired from the IRS, a volunteer tax preparer and a poll worker and I take my community responsibilities seriously and believe that a rate increase request of this size especially founded on questionable expenses is inappropriate and punishing to those affected.

Sincerely,

David Baker
Patricia Baker

David and Patricia Baker
16253 Pelican Dr
No. Ft. Myers, Fl 33903

Application for increase in water rates by

Ni Florida, LLC

DOCKET NO. 100149 - WU

RECEIVED

OCT 27 AM 8:39

REGISTRATION
CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 08024-10
DISTRIBUTION: _____

Name JOHN SENGSTOCK

Address 9138 FLAMINGO CIRCLE
N. Ft. MYERS, FL 33903

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

As a resident of Tamiami Village, N. Ft. Myers, I object to the rate increase asked for by Ni Florida, LLC of 86.4%. As a senior citizen we have not had a raise in social security for the past 2 yrs. but everything else has gone up. In the Ft. Myers area we have a large percentage of residents living below the poverty level and doubling our water rates will only cause more problems.

I know the investors want a profit on there investment but the Ni Florida LLC purchased the company during our economic depression knowing its financial & material conditions.

I hope you will take the peoples position and not grant the large increase

Thank You

Fold and tape - - see back for address



JOHN SENGSTOCK
9138 FLAMINGO CIR
N FORT MYERS FL 33903-2180

25 OCT 2010 14 51



USA FIRST-CLASS PERMIT NO. 10000 FORT MYERS FL

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

FT MYERS

October 22, 2010

Art Graham, PSC Commissioner
Lisa Polak Edgar, PSC Commissioner
Nancy Argenziano, PSC Commissioner
Nathan A. Skop, PSC Commissioner
Ronald A. Brise', PSC Commissioner
Florida PSC
Div of Commission Clerk and Administrative Services
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

100149-WU

RECEIVED-FPSC

10 OCT 28 AM 11:36

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION: _____		

Dear Commission Members:

I recently attended a customer meeting of customers of Ni Florida and the PSC at Tamiami Village where I reside in North Fort Myers, FL intended to explain Ni Florida's request for an 85% rate increase.

Their request is based on excessive operating maintenance costs of \$167,621. They have two employees who reside in Tamiami Village and are part time in employment status. Expenditure of this amount is very questionable and cannot be locally substantiated or verified.

This community is made up of over 55 age people of moderate means and it would be a hardship for many of them to be asked to contribute to this excessive rate increase.

The surrounding communities have been asked for water rate increases of less than 10% and I am sure their expenses are no less than NiFlorida..

Your fellow commissioners have a mission to be responsive to the community and obviously this would place an egregious burden on them especially in light of no additional increase in the social security or federal pensions.

I am a person retired from the IRS, a volunteer tax preparer and a poll worker and I take my community responsibilities seriously and believe that a rate increase request of this size especially founded on questionable expenses is inappropriate and punishing to those affected.

Sincerely,

David Baker
Patricia Baker

David and Patricia Baker
16253 Pelican Dr
No. Ft. Myers, FL 33903

RECEIVED

OCT 27 2010

Florida Public Service Commission
Division of RCA

BAKER
16253 PELICAN DR
NO FT MYERS, FL 33903

FT MYERS FL 339

25 OCT 2010 PM 5 L



RECEIVED

OCT 27 2010

Florida Public Service Commission
Division of RCA

MS. NANCY ARGENZIANO, PSC COMMISSIONER
FLORIDA PSC
DIV OF COMMISSION CLERK AND ADM SERV
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850

32399-0850



COMMISSIONERS:

LISA POLAK EDGAR
NATHAN A. SKOP
ART GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

RECEIVED-FT-SC
OCT 28 AM 11:37
COMMISSION
CLERK

Public Service Commission

October 28, 2010

Mr. & Mrs. David Baker
16253 Pelican Drive
North Fort Myers, FL 33903

RE: PSC Inquiry 976720C



Dear Mr. & Mrs. Baker:

This is to acknowledge receipt of your letter to Chairman Art Graham, Florida Public Service Commission, regarding Ni Florida, LLC (Ni Florida). Given the nature of your concerns, Chairman Graham feels it would be appropriate for specialized staff of the Division of Service, Safety and Consumer Assistance to respond directly to you.

You expressed a concern about Ni Florida's application for an increase in water and wastewater rates in Lee county. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 100149-WS. I have enclosed a copy of the PSC's special report about Docket No. 100149-WS for your review.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland".

Randy Roland
Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosure

FLORIDA PUBLIC SERVICE COMMISSION

Chief Advisor to Commissioner Edgar

Roberta S. Bass

2540 Shumard Oak Boulevard ♦ Tallahassee, Florida 32399-0854

Phone: (850) 413-6016 Fax: (850) 413-6017

E-mail: rbass@psc.state.fl.us

CLERK

Ann,

*Please place the
attached correspondence
in Docket No. 100149-WU.*

Thank you,

Roberta

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>08024-10</u>		
DISTRIBUTION: _____		

October 22, 2010

100149-WU

Art Graham, PSC Commissioner
Lisa Polak Edgar, PSC Commissioner
Nancy Argenziano, PSC Commissioner
Nathan A. Skop, PSC Commissioner
Ronald A. Brise', PSC Commissioner
Florida PSC
Div of Commission Clerk and Administrative Services
2540 Shumard Oak Blvd
Tallahassee, Fl 32399-0850

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION: _____		

Dear Commission Members:

I recently attended a customer meeting of customers of Ni Florida and the PSC at Tamiami Village where I reside in North Fort Myers, Fl intended to explain Ni Florida's request for an 85% rate increase.

Their request is based on excessive operating maintenance costs of \$167,621. They have two employees who reside in Tamiami Village and are part time in employment status. Expenditure of this amount is very questionable and cannot be locally substantiated or verified.

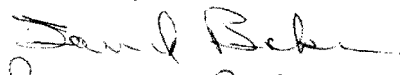

This community is made up of over 55 age people of moderate means and it would be a hardship for many of them to be asked to contribute to this excessive rate increase.

The surrounding communities have been asked for water rate increases of less than 10% and I am sure their expenses are no less than NiFlorida..

Your fellow commissioners have a mission to be responsive to the community and obviously this would place an egregious burden on them especially in light of no additional increase in the social security or federal pensions.

I am a person retired from the IRS, a volunteer tax preparer and a poll worker and I take my community responsibilities seriously and believe that a rate increase request of this size especially founded on questionable expenses is inappropriate and punishing to those affected.

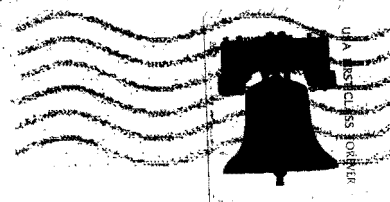
Sincerely,



David and Patricia Baker
16253 Pelican Dr
No. Ft. Myers, Fl 33903

BAKER
16253 PELICAN DR
NO FT MYERS, FL 33903

FT MYERS FL 339

25 OCT 2010 PM 5 L



MS. LISA POLAK EDGAR, PSC COMMISSIONER
FLORIDA PSC
DIV OF COMMISSION CLERK AND ADM SERV
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850

RECEIVED

OCT 27 2010

Florida Public Service Commission
COMMISSIONER EDGAR

323990850



100149-WU

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 08024-10
DISTRIBUTION: _____

FLORIDA PUBLIC SERVICE COMMISSION

Chief Advisor to Commissioner Edgar

Roberta S. Bass

2540 Shumard Oak Boulevard ♦ Tallahassee, Florida 32399-0854

Phone: (850) 413-6016 Fax: (850) 413-6017

E-mail: rbass@psc.state.fl.us

Ann,

*Please place the
attached correspondence
in Docket No. 100149-WU.*

Thank you,

Roberta

COMMISSIONER EDGAR:

I AM SURE YOU ARE AWARE THAT

1 TAMIA MI VILLAGE IS A 55 PLUS COMMUNITY AND MOST RESIDENTS RELY ON SOCIAL SECURITY

2 FT MYERS WAS POSTED AS ONE OF THE LARGEST GAINS IN POVERTY.

3 MANY OF THE FT MYERS RESIDENTS LIVE BELOW THE POVERTY LEVEL.

4 FT MYERS WAS RANKED AS 46TH IN THE COUNTRY.

IN CONCLUSION WOULDN'T IT BE WONDERFUL IF YOU, LISA EDGAR, HAD THE COURAGE TO STAND UP FOR THE PEOPLE INSTEAD OF BIG BUSINESS OR POLITICS.

STILL HOPING
IRENE KROP
3420 CELESTIAL WAY
N FORT MYER, FL., 33903



FT MYERS FL

19 OCT 2010 PM 5 T



RECEIVED
OCT 25 2010

Florida Public Service Commission
COMMISSIONER EDGAR

COMM. EDGAR
PUBLIC SER. COMM.
DIV. OF THE COMM. CLERK &
ADMINISTRATIVE SER.
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL.
32399-0850

ATTN: LISA EDGAR

FPSC, CLK	RESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0802410	
DISTRIBUTION:	

Dear Lisa Polak Edgson

RECEIVED FPSC

10 OCT 25 PM 3:34

I am writing this letter about the 86.4% increase in my water bill by N. Florida, I live in Tanami Village in North Fort Myers 3390 it is a retirement Community 55+ most of the residents live on Social Security + some living below poverty. We are not getting any increase on Social Security in 2010-2011.

Increase for Fort Myers of 9% and Cape Coral Port Charlotte not getting any increase.

When N. Florida bought The water Company they knew it would need repairs, as all meters + water lines were old + most meters were buried in mud + pipes were rusted.

So I feel that 86.4% is unrealistic + should be denied this type of increase.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION:		

Sincerely
Mr. Gerald A. Quibell

Note! Even now the new meters are partially buried in sand + mud



FT MYERS FL 339

19 OCT 2010 PM 5 L



Florida Public Service Comm.
Division of the Commission Clerk and adm. Services
2540 Shumard Oak Blvd.
Tallahassee FL 32399-0850

RECEIVED

OCT 25 2010

Florida Public Service Commission
COMMUNICATIONS SECTION

Att! Lisa Polak Edgar

323990850



Terry and Maria Wilkes
3043 Saturn Cir
N. Fort Myers Fl. 33903

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

Attn: Lisa Polak Edger

RECEIVED FPSC
10 OCT 25 PM 3: 34

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION: _____		

Ref. Docket No. 100149-WU Application to increase water rates in Lee County
by Ni Florida, LLC.

We have a few short points to make about this application.

1. We were appalled that a company would try and raise rates by such a high amount, which amounts to an 86.4% increase.
2. We received a letter at our home up north that a meeting would be held on September 29, 2010. This was impossible to attend as we do not arrive in Florida until mid Oct. as do a large number of other park residents.
3. This increase will affect people who on the whole like us are 55 plus in age, retired, and receiving low fixed incomes.
4. From what we can ascertain the increases in the surrounding areas range from 0% to 9%, which are very reasonable.

We would ask that you schedule a meeting in December 2010 or January 2011, so that we can have a majority attend and voice their opinion.

If after said meeting an increase in your eyes is justified, then we recommend that it be a fare increase, as the proposed increase is way out of line.

We hope that you will be fare in your judgement and not pose unreasonable costs on the residence of Tamiami Village.

Yours truly,
Terry and Maria Wilkes

Terry Wilkes
Maria Wilkes
10/19/2010

Wilkes
3043 Saturn Ct.
N. Fort Myers
Florida
33903

FT MYERS, FL 339

19 OCT 2010 PM 5 T



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

RECEIVED

OCT 21 2010
25

Florida Public Service Commission
COMMISSIONER EDGAR

ATTN: LISA POLAK EDGER

32399-0850



State of Florida




Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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

COMMISSION
CLERK

DATE: October 21, 2010
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Cristina Slaton, Executive Secretary to Commissioner Skop 
RE: Docket Correspondence

Ann,

100149-WU

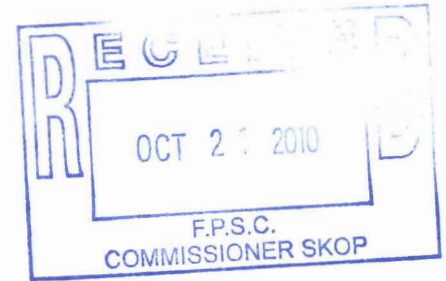
Please place the attached correspondence sent to the Office of Commissioner Skop in the correspondence folder for docket number 100149-WU. These letters are from the following individuals:

Gerard Ouellette – North Fort Myers, FL
Irene Krop – North Fort Myers, FL
Terry and Maria Wilkes – North Fort Myers, FL

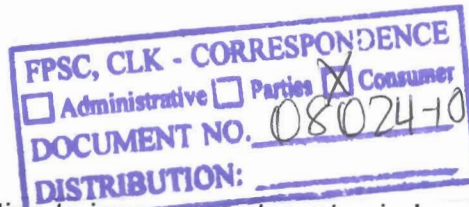
Thank you.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION: _____		

Terry and Maria Wilkes
3043 Saturn Cir
N. Fort Myers Fl. 33903



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



Attn: Nathan A. Skop

Ref. Docket No. 100149-WU Application to increase water rates in Lee County
by Ni Florida, LLC.

We have a few short points to make about this application.

1. We were appalled that a company would try and raise rates by such a high amount, which amounts to an 86.4% increase.
2. We received a letter at our home up north that a meeting would be held on September 29, 2010. This was impossible to attend as we do not arrive in Florida until mid Oct. as do a large number of other park residents.
3. This increase will affect people who on the whole like us are 55 plus in age, retired, and receiving low fixed incomes.
4. From what we can ascertain the increases in the surrounding areas range from 0% to 9%, which are very reasonable.

We would ask that you schedule a meeting in December 2010 or January 2011, so that we can have a majority attend and voice their opinion.

If after said meeting an increase in your eyes is justified, then we recommend that it be a fare increase, as the proposed increase is way out of line.

We hope that you will be fare in your judgement and not pose unreasonable costs on the residence of Tamiami Village.

Yours truly,
Terry and Maria Wilkes

Terry and Maria Wilkes
10/19/2010

Wilkes
3043 Saturn Circle
North Fort Myers
Florida
33903

Director, Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee Florida
32399-0850
Attn: Nathan A. Skop

FT MYERS FL 339

19 OCT 2010 PM 5 T



020000000



Mr Nathan & Shop

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION: _____		

I am writing this letter about the 86.4% increase in my water bill by N. Florida, I live in Tamariki Village in North Fort Myers 3390 it is a retirement Community 55+ most of the residents live on Social Security + some living below Poverty. We are not getting any increase on Social Security in 2010-2011.

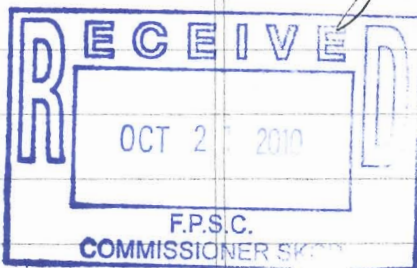
Increase for Fort Myers of 9% and Cape Coral Port Charlotte not getting any increase.

When N. Florida bought The water Comp. They knew it would need repairs, as all meters + water lines were old + most meters were buried in mud + pipes were rusted.

So I feel that 86.4% is unrealistic + should be denied this type of increase.

Sincerely
Mr Gerald A. Outlett

Note! Even now the new meters are partially buried in sand + mud





FT MYERS FL 339

19 OCT 23 15 PM '87



Florida Public Service Comm.
Division of the Commission Clerk and Adm. Services
2540 Shumard Oak Blvd
Tallahassee FL 32399-0850

att: Nathan A Skop.

32399-0850



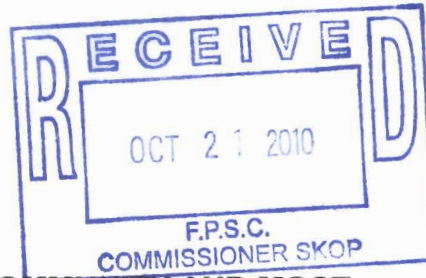
COMMISSIONER SKOP:

i AM SURE YOU ARE AWARE THAT

- 1 TAMIAMI VILLAGE IS A 55 PLUS COMMUNITY AND MOST RESIDENTS RELY ON SOCIAL SECURITY
- 2 FT MYERS WAS POSTED AS ONE OF THE LARGEST GAINS IN POVERTY.
- 3 MANY OF THE FT MYERS RESIDENTS LIVE BELOW THE POVERTY LEVEL.
- 4 FT MYERS WAS RANKED AS 46TH IN THE COUNTRY.

IN CONCLUSION WOULDN'T IT BE WONDERFUL IF YOU, NATHAN SKOP, HAD THE COURAGE TO STAND UP FOR THE PEOPLE INSTEAD OF BIG BUSINESS OR POLITICS.

STILL HOPING
IRENE KROP
3420 CELESTIAL WAY
N FORT MYER, FL., 33903



FT MYERS FL 339

19 OCT 2010 PM 5 L



Comm. Skop
FL. PUBLIC SER Comm
DIV OF THE COMM. CLERK +
ADMINISTRATIVE SER.
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL.
32399-0850

ATT NATHAN SKOP

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION: _____		

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 08024-10
DISTRIBUTION: _____

all 4 letters received and
responses sent are for
the correspondence side
of Docket 100149-WS

9001 Flamingo Circle
North Fort Myers
Florida 33903

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION: _____		

RECEIVED-FPSC

10 OCT 22 PM 3:45

COMMISSION
CLERK

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

Dear Commissioner Argenziano:

I am a resident in an over 55 Manufactured Home Community in North Fort Myers where NI, Florida recently became the company providing our water service. Two weeks ago the Public Service Commission hearing was held in our Park. While the gentleman representing that Commission were very knowledgeable and very courteous, they had been sent out to do a job and did not have the information necessary to do that job. Many times when asked a question, the answer was "we have asked for further information on that topic from NI, Florida". This was very frustrating for us as residents seeking answers to our questions. If the investigations had not been completed why was the hearing being held and why had the interim rates been approved prior to completing the investigation into the validity of the increase?

This company is seeking an 86.4% increase in our rates. We live in Lee County and are surrounded by two very large municipalities providing residents with water-- Those in Fort Myers are to receive an increase of 9% and those in Cape Coral a 8.25 % increase. While this is way above the CPI coupled with the fact that there will be no increase in Social Security, at least those increases are palatable. The NI, Florida increase is absolutely obscene. Are they doing this because by asking for something so ludicrous, they will be happy if they get between 30-50%?

We are a small community of 710 Manufactured homes. NI, Florida is part of a larger conglomerate and therefore we apparently are being asked to absorb their operating costs which will trickle down from their Corporate offices in Texas as well as supporting an office in Hudson, Florida where we submit our bills.

While we are willing to pay our fair share of the cost of providing us clean, safe water, this country is in an economic crisis and people are being asked to "live responsibly and within our means" -- should this not apply to Corporate as well?

I urge you to look very closely at NI Florida's request and keep our community and its residents in mind. Within the past year you already granted a 46% increase to the sewer company which services our Community. Our residents did not participate in that hearing as we were not informed personally as NI Florida informed us, but since we missed its public announcement as it was printed in our paper, we did not have a chance to have our feelings known.

Thank you, in advance, for considering our senior Community and its needs.

Sincerely,



Genevieve Dunleavy

RECEIVED

OCT 21 2010

Florida Public Service Commission
Division of the Commission Clerk and Administrative Services

COMMISSIONERS:

LISA POLAK EDGAR
NATHAN A. SKOP
ART GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

October 22, 2010

Ms. Genevieve Dunleavy
9001 Flamingo Circle
North Fort Myers, FL 33903

RE: PSC Inquiry 975568C

Dear Ms. Dunleavy:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Ni Florida, LLC (Ni Florida).

You expressed a concern about Ni Florida's application for an increase in water and wastewater rates in Lee county. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 100149-WS. I have enclosed a copy of the PSC's special report about Docket No. 100149-WS for your review.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in cursive script that reads "Randy Roland".

Randy Roland
Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosure

Terry and Maria Wilkes
3043 Saturn Cir
N. Fort Myers Fl. 33903

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

Attn: Nancy Argenziano

Ref. Docket No. 100149-WU Application to increase water rates in Lee County
by Ni Florida, LLC.

We have a few short points to make about this application.

1. We were appalled that a company would try and raise rates by such a high amount, which amounts to an 86.4% increase.
2. We received a letter at our home up north that a meeting would be held on September 29, 2010. This was impossible to attend as we do not arrive in Florida until mid Oct. as do a large number of other park residents.
3. This increase will affect people who on the whole like us are 55 plus in age, retired, and receiving low fixed incomes.
4. From what we can ascertain the increases in the surrounding areas range from 0% to 9%, which are very reasonable.

We would ask that you schedule a meeting in December 2010 or January 2011, so that we can have a majority attend and voice their opinion.

If after said meeting an increase in your eyes is justified, then we recommend that it be a fare increase, as the proposed increase is way out of line.

We hope that you will be fare in your judgement and not pose unreasonable costs on the residence of Tamiami Village.

Yours truly,
Terry and Maria Wilkes

Terry and Maria Wilkes
Maria Wilkes
10/10/2010

RECEIVED
10 OCT 22 PM 3:46
COMMISSION
CLERK

RECEIVED
OCT 21 2010
Florida Public Service Commission
Division of RCA

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION: _____		

Wilkes
3043 Saturn Circle
North Fort Myers, Florida
33903

FT. MYERS FL 339

19 OCT 2010 PM 5 T



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

Attn: Nancy Argenziano

RECEIVED

OCT 21 2010

Florida Public Service Commission
Division of RCA

32399-0850



COMMISSIONERS:

LISA POLAK EDGAR
NATHAN A. SKOP
ART GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

October 22, 2010

Mr. & Mrs. Terry Wilkes
3043 Saturn Circle
North Fort Myers, FL 33903

RE: PSC Inquiry 975572C

Dear Mr. & Mrs. Wilkes:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Ni Florida, LLC (Ni Florida).

You expressed a concern about Ni Florida's application for an increase in water and wastewater rates in Lee county. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 100149-WS. I have enclosed a copy of the PSC's special report about Docket No. 100149-WS for your review.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland".

Randy Roland
Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosure

October 13, 2010

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

Attn: Nancy Argenziano, Chairman

Dear Nancy:

This letter is in protest for the 86.4% increase that NI Florida, LLC is proposing to increase our water bill. This amount is absolutely ridiculous. This is a 55 and over Park and a lot of our friends and neighbors are already strapped to find money for food and medications. We are not receiving a raise this year from Social Security.

Fort Myers got an increase of 9%, Cape Coral 8.25%, and Charlotte County residents will have no increase. So what are they trying to do make Tamiami Village pay for everyone.

Anything you can do for us will be greatly appreciated.

Sincerely,



Mary L. Brower
3042 Saturn Circle
North Fort Myers, FL 33903

Phone: 239/656-5602

RECEIVED
OCT 22 PM 3:46

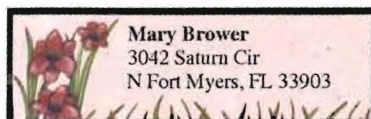
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0802470		
DISTRIBUTION: _____		

RECEIVED

OCT 21 2010

Florida Public Service Commission
Division of RCA



FT MYERS FL 339

15 OCT 2010 PM 6 L



Attn: Nancy Argenziano, Chairman
Florida Public Service Commission
Div. of Commission Clerk & Admin Services
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED

OCT 21 2010

Florida Public Service Commission
Division of RCA

32399+0850



COMMISSIONERS:

LISA POLAK EDGAR
NATHAN A. SKOP
ART GRAHAM
RONALD A. BRISE

STATE OF FLORIDA



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

October 22, 2010

Ms. Mary Brower
3042 Saturn Circle
North Fort Myers, FL 33903

RE: PSC Inquiry 975577C

Dear Ms. Brower:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Ni Florida, LLC (Ni Florida).

You expressed a concern about Ni Florida's application for an increase in water and wastewater rates in Lee county. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 100149-WS. I have enclosed a copy of the PSC's special report about Docket No. 100149-WS for your review.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink that reads "Randy Roland".

Randy Roland
Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosure

October 11, 2010



RECEIVED FT
OCT 22 PM 3:46

Public Service Commissioners:

Nancy Argenziano, Chairman

Lisa Polak Edgar, Commissioner

Ronald A. Brise, Commissioner

Art Graham, Commissioner

Nathan A. Skop, Commissioner

COMMISSION
CLERK

RECEIVED

OCT 21 2010

Florida Public Service Commission
Division of RCA

Florida Public Service Commission

Division of the Commission Clerk and Administrative Services

2540 Shumard Oak Boulevard

Tallahassee, FL 32399-0850



Important Information:

Rate increases:

Ni-Florida, LLC asking for 86.4% increase

Ft. Myers residents will pay 9% more

Cape Coral residents will pay 8.25% more

Charlotte County residents will have no increase



Source of Income for those on retirement:

Tamiami Village is a 55+ Community, where a majority of the residents rely solely on Social Security. There will be no increase for seniors in 2011.

Important information:

Metropolitan areas that posted the largest gains in poverty included Modesto, California, Detroit Michigan, Cape Coral-Fort Myers Florida, Los Angeles and Las Vegas.

Almost 30% or 17,130 of Fort Myers resident lived below the poverty level last year, a 10% increase from 2008.

This year Fort Myers ranks 46th in the country with the highest percentage of people living below poverty, the year before, Fort Myers came in around 200th of those same cities.

Our water company has been purchased by Ni Florida, they raised my bill 8% a month and are asking for an additional 86.4%. I am asking you to please look into this.

Thank You Dorothy Wilkens



Dorothy Wilkens
3054 Saturn Cir
N Ft Myers, FL 33903-2100

FT MYERS FL 339

25 OCT 2010 5 T



RECEIVED

OCT 21 2010

Florida Public Service Commission
Division of RCA

Nancy Argenziano
Florida Public Service Commission
Division of the Commission Clerk and
Administrative Services
2540 Stumard Oak Blvd
Tallahassee FL 32399-0850

32399+0850



COMMISSIONERS:

LISA POLAK EDGAR
NATHAN A. SKOP
ART GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

October 22, 2010

Ms. Dorothy Wilkens
3054 Saturn Circle
North Fort Myers, FL 33903

RE: PSC Inquiry 975575C

Dear Ms. Wilkens:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Ni Florida, LLC (Ni Florida).

You expressed a concern about Ni Florida's application for an increase in water and wastewater rates in Lee county. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 100149-WS. I have enclosed a copy of the PSC's special report about Docket No. 100149-WS for your review.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland".

Randy Roland
Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosure

RECEIVED
Mr Ronald A Boudier PH 3:45



I am writing this letter about the 86.4% increase in my water bill by N.F. Florida, I live in Tamarac Village in North Fort Myers 3391, it is a retirement Community 55+ most of the residents live on Social Security + some living below poverty. We are not getting any increase in Social Security in 2010-2011.

Increase for Fort Myers of 9% and Cape Coral Port Charlotte not getting any increase.

When N.F. Florida bought the water company they knew it would need repairs, as all meters + water lines were old + most meters were buried in mud + pipes were rusted.

So I feel that 86.4% is unrealistic + should be denied this type of increase.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION:		

Sincerely
Mr Gerald A. Outlett

Note! Even now the new meters are partially buried in sand + mud



FT MYERS FL 339

19 OCT 2010 PM 5 L



Florida Public Service Comm.
Division of the Commission Clerk and adm. Services
2540 Shumard Oak Blvd.
Tallahassee FL 32399-0850

att! Ronald A Brice

323990850



Terry and Maria Wilkes
3043 Saturn Cir
N. Fort Myers Fl. 33903

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

Attn: Ronald A. Brice

Ref. Docket No. 100149-WU Application to increase water rates in Lee County
by Ni Florida, LLC.

We have a few short points to make about this application.

1. We were appalled that a company would try and raise rates by such a high amount, which amounts to an 86.4% increase.
2. We received a letter at our home up north that a meeting would be held on September 29, 2010. This was impossible to attend as we do not arrive in Florida until mid Oct. as do a large number of other park residents.
3. This increase will affect people who on the whole like us are 55 plus in age, retired, and receiving low fixed incomes.
4. From what we can ascertain the increases in the surrounding areas range from 0% to 9%, which are very reasonable.

We would ask that you schedule a meeting in December 2010 or January 2011, so that we can have a majority attend and voice their opinion.

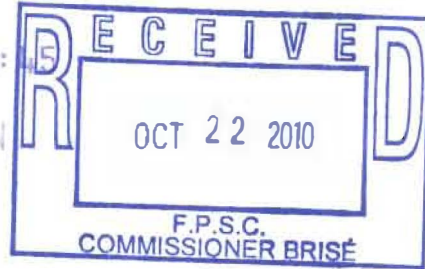
If after said meeting an increase in your eyes is justified, then we recommend that it be a fare increase, as the proposed increase is way out of line.

We hope that you will be fare in your judgement and not pose unreasonable costs on the residence of Tamiami Village.

Yours truly,
Terry and Maria Wilkes

Terry Wilkes
Maria Wilkes
10/10/2010

REC
10 OCT 22 PM 3:45
COMMISSION
CLERK



Wilkes
3043 Saturn Cir.
N. Fort Myers
Florida
33903

FT MYERS FL 339

19 OCT 2010 PM 6 L



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

ATTN: RONALD A. BRICE

3239930850



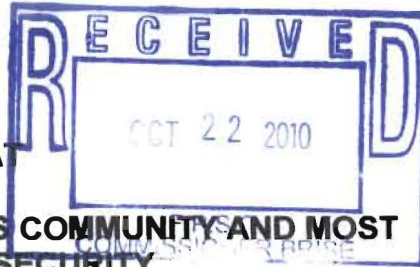
COMMISSIONER BRISE:

I AM SURE YOU ARE AWARE THAT

- 1 TAMIAMI VILLAGE IS A 55 PLUS COMMUNITY AND MOST RESIDENTS RELY ON SOCIAL SECURITY
- 2 FT MYERS WAS POSTED AS ONE OF THE LARGEST GAINS IN POVERTY.
- 3 MANY OF THE FT MYERS RESIDENTS LIVE BELOW THE POVERTY LEVEL.
- 4 FT MYERS WAS RANKED AS 46TH IN THE COUNTRY.

IN CONCLUSION WOULDN'T IT BE WONDERFUL IF YOU, RONALD BRISE, HAD THE COURAGE TO STAND UP FOR THE PEOPLE INSTEAD OF BIG BUSINESS OR POLITICS.

STILL HOPING
IRENE KROP
3420 CELESTIAL WAY
N FORT MYER, FL., 33903

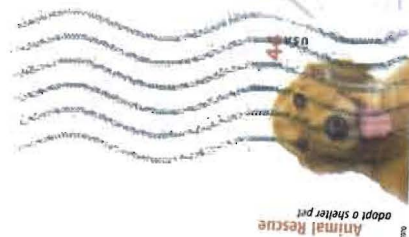


FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Inquiries ☒ Consumer
DOCUMENT NO. 08024-10
INSTRIBUTION:



MYERS FL 339

OCT 2010 P 10



COMM. RONALD BRISE
FL. PUBLIC SERVICE COMM.
DIV. OF THE COMM. CLERK &
ADMINISTRATIVE SER.
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL.
32399-0850

ATT: RONALD BRISE

Dear Nancy Argenziano

RECEIVED FPSC
10 OCT 21 PM 4:33

100149-WS

I am writing this letter about the 86.4% increase in my water bill by N. Florida, I live in Tamarac Village in North Fort Myers 3390 it is a retirement Community 55+ most of the residents live on Social Security + some living below poverty. We are not getting any increase in Social Security in 2010-2011.

Increase for Fort Myers of 99% and Cape Coral Port Charlotte not getting any increase.

When N. Florida bought The water Comp. They knew it would need repairs, as all meters + water lines were old + most meters were buried in mud + pipes were rusted.

So I feel that 86.4% is unrealistic + should be denied this type of increase.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION:		

Sincerely
Mr. Gerald A. Quilley

Correspondence
side of
Docket

100149-WS
N. Florida

Note! Even now the new meters are partially buried in sand + mud

RECEIVED

1 2010

Public Service Commission
Division of RCA

RECEIVED-FPSC

10 OCT 21 AM 9:24

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>108024-10</u>		
DISTRIBUTION:		

FLORIDA PUBLIC SERVICE COMMISSION

Chief Advisor to Commissioner Edgar

Roberta S. Bass

2540 Shumard Oak Boulevard ♦ Tallahassee, Florida 32399-0854

Phone: (850) 413-6016 Fax: (850) 413-6017

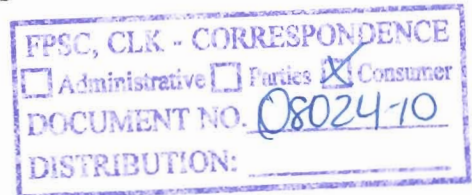
E-mail: rbass@psc.state.fl.us

Ann,
Please place the
attached correspondence in
Pocket No. 100149-WU.

Thank you,
Roberta

October 13, 2010

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



Attn: Lisa Polak Edgar, Commissioner

Dear Lisa:

This letter is in protest for the 86.4% increase that NI Florida, LLC is proposing to increase our water bill. This amount is absolutely ridiculous. This is a 55 and over Park and a lot of our friends and neighbors are already strapped to find money for food and medications. We are not receiving a raise this year from Social Security.

Fort Myers got an increase of 9%, Cape Coral 8.25%, and Charlotte County residents will have no increase. So what are they trying to do make Tamiami Village pay for everyone.

Anything you can do for us will be greatly appreciated.

Sincerely,

Mary L. Brower
3042 Saturn Circle
North Fort Myers, FL 33903

Phone: 239/656-5602



FT MYERS FL 339

OCT 20 2010



RECEIVED

OCT 20 2010

Florida Public Service Commission
COMMISSIONER EDGAR

Attn: Lisa Polak Edgar, Commissioner
Florida Public Service Commission
Div of the Commission Clerk & Adm. Services
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

32399-0850



9001 Flamingo Circle
North Fort Myers
Florida 33903

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0802410		
DISTRIBUTION:		

Dear Commissioner Edgar :

I am a resident in an over 55 Manufactured Home Community in North Fort Myers where NI, Florida recently became the company providing our water service. Two weeks ago the Public Service Commission hearing was held in our Park. While the gentleman representing that Commission were very knowledgeable and very courteous, they had been sent out to do a job and did not have the information necessary to do that job. Many times when asked a question, the answer was "we have asked for further information on that topic from NI, Florida". This was very frustrating for us as residents seeking answers to our questions. If the investigations had not been completed why was the hearing being held and why had the interim rates been approved prior to completing the investigation into the validity of the increase?

This company is seeking an 86.4% increase in our rates. We live in Lee County and are surrounded by two very large municipalities providing residents with water-- Those in Fort Myers are to receive an increase of 9% and those in Cape Coral a 8.25 % increase. While this is way above the CPI coupled with the fact that there will be no increase in Social Security, at least those increases are palatable. The NI, Florida increase is absolutely obscene. Are they doing this because by asking for something so ludicrous, they will be happy if they get between 30-50%?

We are a small community of 710 Manufactured homes. NI, Florida is part of a larger conglomerate and therefore we apparently are being asked to absorb their operating costs which will trickle down from their Corporate offices in Texas as well as supporting an office in Hudson, Florida where we submit our bills.

While we are willing to pay our fair share of the cost of providing us clean, safe water, this country is in an economic crisis and people are being asked to "live responsibly and within our means" -- should this not apply to Corporate as well?

I urge you to look very closely at NI Florida's request and keep our community and its residents in mind. Within the past year you already granted a 46% increase to the sewer company which services our Community. Our residents did not participate in that hearing as we were not informed personally as Ni Florida informed us, but since we missed its public announcement as it was printed in our paper, we did not have a chance to have our feelings known.

Thank you, in advance, for considering our senior Community and its needs.

Sincerely,



Genevieve Dunleavy

Genevieve Dunleavy
9001 Flamingo Cir.
Fort Myers, FL 33903-2167

RECEIVED

OCT 20 2010

Florida Public Service Commission
COMMISSIONER EDGAR

TAMPA FL 335
SAINT PETERSBURG FL
26 OCT 2010 PM 5 L



% Mm Edgar

*Florida Public Service Commission
Division of the Commission Clerk and Administrative
2540 Shumard Oak Bl. Service*

Tallahassee, Fla 32399-0850

32399-0850



State of Florida




Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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

RECEIVED-FPSC
OCT 20 PM 2:24
COMMISSION
CLERK

DATE: October 19, 2010
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Cristina Slaton, Executive Secretary to Commissioner Skop 
RE: Docket Correspondence

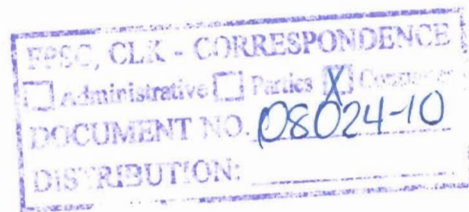
Ann,

Please place the attached correspondence sent to the Office of Commissioner Skop in the correspondence folder for docket number 100149-WU. These letters are from the following individuals:

Mary L. Brower, North Fort Myers, FL
Genevieve Dunleavy, North Fort Myers, FL
Dorothy Wilkens, North Fort Myers, FL

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION: _____		

October 13, 2010



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

Attn: Nathan A. Skop, Commissioner

Dear Nathan:

This letter is in protest for the 86.4% increase that NI Florida, LLC is proposing to increase our water bill. This amount is absolutely ridiculous. This is a 55 and over Park and a lot of our friends and neighbors are already strapped to find money for food and medications. We are not receiving a raise this year from Social Security.

Fort Myers got an increase of 9%, Cape Coral 8.25%, and Charlotte County residents will have no increase. So what are they trying to do make Tamiami Village pay for everyone.

Anything you can do for us will be greatly appreciated.

Sincerely,

Mary L. Brower
3042 Saturn Circle
North Fort Myers, FL 33903

Phone: 239/656-5602





FT MYERS FL 335

NO POST NECESSARY IF MAILED IN THE UNITED STATES



Attn: Nathan A. Skop, Commissioner
Florida Public Service Commission
Div. of Commission Clerk & Admin. Services
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

32399-0850



9001 Flamingo Circle
North Fort Myers
Florida 33903

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

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO 08024-10		
DISTRIBUTION:		

Dear Commissioner Skop :

I am a resident in an over 55 Manufactured Home Community in North Fort Myers where NI, Florida recently became the company providing our water service. Two weeks ago the Public Service Commission hearing was held in our Park. While the gentleman representing that Commission were very knowledgeable and very courteous, they had been sent out to do a job and did not have the information necessary to do that job. Many times when asked a question, the answer was "we have asked for further information on that topic from NI, Florida". This was very frustrating for us as residents seeking answers to our questions. If the investigations had not been completed why was the hearing being held and why had the interim rates been approved prior to completing the investigation into the validity of the increase?

This company is seeking an 86.4% increase in our rates. We live in Lee County and are surrounded by two very large municipalities providing residents with water-- Those in Fort Myers are to receive an increase of 9% and those in Cape Coral a 8.25 % increase. While this is way above the CPI coupled with the fact that there will be no increase in Social Security, at least those increases are palatable. The NI, Florida increase is absolutely obscene. Are they doing this because by asking for something so ludicrous, they will be happy if they get between 30-50%?

We are a small community of 710 Manufactured homes. NI, Florida is part of a larger conglomerate and therefore we apparently are being asked to absorb their operating costs which will trickle down from their Corporate offices in Texas as well as supporting an office in Hudson, Florida where we submit our bills.

While we are willing to pay our fair share of the cost of providing us clean, safe water, this country is in an economic crisis and people are being asked to "live responsibly and within our means" -- should this not apply to Corporate as well?

I urge you to look very closely at NI Florida's request and keep our community and its residents in mind. Within the past year you already granted a 46% increase to the sewer company which services our Community. Our residents did not participate in that hearing as we were not informed personally as Ni Florida informed us, but since we missed its public announcement as it was printed in our paper, we did not have a chance to have our feelings known.

Thank you, in advance, for considering our senior Community and its needs.

Sincerely,



Genevieve Dunleavy



Genevieve Dunleavy
9001 Flamingo Cir.
Fort Myers, FL 33903-2167

SAINT PETERSBURG FL 335
15 OCT 2010 PM 5 T



o/o Mr. Skop

Florida Public Service Com.
Division of the Com Clerk and Administrative
2540 Shumard Oak Bl. Service.
Tallahassee, Fla

3239940850

3239940850

October 11, 2010



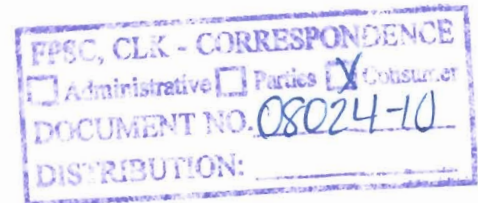
Public Service Commissioners:

Nancy Argenziano, Chairman
Lisa Polak Edgar, Commissioner
Ronald A. Brise, Commissioner
Art Graham, Commissioner
Nathan A. Skop, Commissioner



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

Important Information:



Rate increases:

Ni-Florida, LLC asking for 86.4% increase

Ft. Myers residents will pay 9% more
Cape Coral residents will pay 8.25% more
Charlotte County residents will have no increase

Source of Income for those on retirement:

Tamiami Village is a 55+ Community, where a majority of the residents rely solely on Social Security. There will be no increase for seniors in 2011.

Important information:

Metropolitan areas that posted the largest gains in poverty included Modesto, California, Detroit Michigan, Cape Coral-Fort Myers Florida, Los Angeles and Las Vegas.

Almost 30% or 17,130 of Fort Myers resident lived below the poverty level last year, a 10% increase from 2008.

This year Fort Myers ranks 46th in the country with the highest percentage of people living below poverty, the year before, Fort Myers came in around 200th of those same cities.

Our water company has been purchased by Ni Florida, they raised my bill \$8⁰⁰ a month and are now asking for an additional 86.4%. I am asking you to please look into this. Thank You,
Dorothy Wilkens



Dorothy Wilkens
3054 Saturn Cir
N Ft Myers, FL 33903-2100

FT MYERS FL 339
15 OCT 2000 PM 6T



Nathan Skyp
Florida Public Service Commission
Division of the Comm Clerk and
Administrative Services
2540 Shumard Oak Blvd
Tallahassee Fl 32399-0850

32399-0850



FLORIDA PUBLIC SERVICE COMMISSION

Chief Advisor to Commissioner Edgar

Roberta S. Bass

2540 Shumard Oak Boulevard ♦ Tallahassee, Florida 32399-0854

Phone: (850) 413-6016 Fax: (850) 413-6017

E-mail: rbass@psc.state.fl.us

RECEIVED

10 OCT 23 PM 3:24

COMMISSION
CLERK

10/20/10

Ann,

Please place the
attached correspondence
in Docket No. 100149-WU.

Thank you,

Roberta

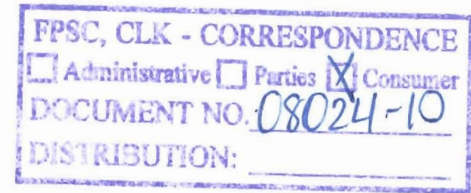
FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION:		

October 11, 2010



Public Service Commissioners:

Nancy Argenziano, Chairman
Lisa Polak Edgar, Commissioner
Ronald A. Brise, Commissioner
Art Graham, Commissioner
Nathan A. Skop, Commissioner



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

Important Information:

Rate increases:

Ni-Florida, LLC asking for 86.4% increase

Ft. Myers residents will pay 9% more
Cape Coral residents will pay 8.25% more
Charlotte County residents will have no increase



Source of Income for those on retirement:

Tamiami Village is a 55+ Community, where a majority of the residents rely solely on Social Security. There will be no increase for seniors in 2011.

Important information:

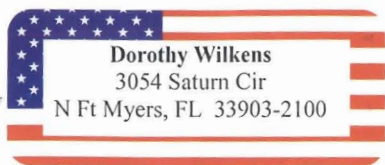
Metropolitan areas that posted the largest gains in poverty included Modesto, California, Detroit Michigan, Cape Coral-Fort Myers Florida, Los Angeles and Las Vegas.

Almost 30% or 17,130 of Fort Myers resident lived below the poverty level last year, a 10% increase from 2008.

This year Fort Myers ranks 46th in the country with the highest percentage of people living below poverty, the year before, Fort Myers came in around 200th of those same cities.

Our water company has been purchased by Ni Florida, they raised my bill \$8.00 a month and are now asking for an additional 86.4%. I am asking you to please look into this. Thank you

Dorothy Wilkens



Dorothy Wilkens
3054 Saturn Cir
N Ft Myers, FL 33903-2100

FT MYERS FL 339

15 OCT 2010 PM 5 L



RECEIVED

OCT 19 2010

Lisa Palak Edgar

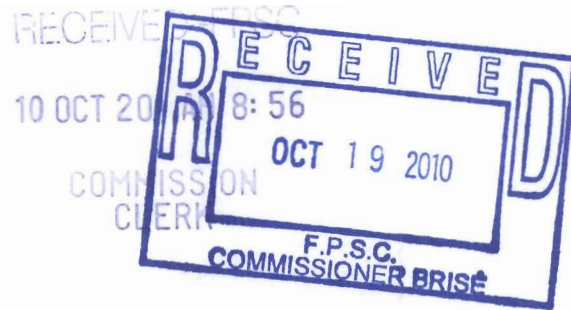
Florida Public Service Commission
COMMISSIONER EDGAR

Florida Public Service Commission
Division of the Comm. Clerk and
Administrative Services
2540 Shumard Oak Blvd
Tallahassee FL 32399-0850

32399+0850

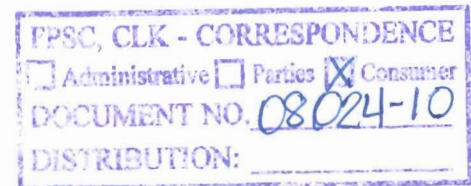


October 13, 2010



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

Attn: Ronald A. Brise, Commissioner



Dear Ronald:

This letter is in protest for the 86.4% increase that **NI Florida, LLC** is proposing to increase our water bill. This amount is absolutely ridiculous. This is a 55 and over Park and a lot of our friends and neighbors are already strapped to find money for food and medications. We are not receiving a raise this year from Social Security.

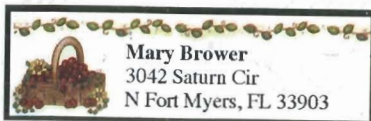
Fort Myers got an increase of 9%, Cape Coral 8.25%, and Charlotte County residents will have no increase. So what are they trying to do make Tamiami Village pay for everyone.

Anything you can do for us will be greatly appreciated.

Sincerely,

Mary L. Brower
3042 Saturn Circle
North Fort Myers, FL 33903

Phone: 239/656-5602



Mary Brower
3042 Saturn Cir
N Fort Myers, FL 33903

FT MYERS FL 339

15 OCT 2013 PM 5 L



Attn: Ronald A Bree, Commissioner
Florida Public Service Commission
Div. of Commission Clerk & Admin. Services
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

32399+0850



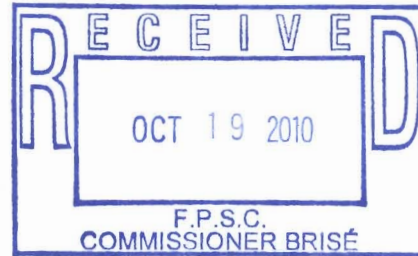
9001 Flamingo Circle
North Fort Myers
Florida 33903

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

RECEIVED-

10 OCT 20 10

COMMISS
CLERK



100149-WV

Dear Commissioner Brise :

I am a resident in an over 55 Manufactured Home Community in North Fort Myers where NI, Florida recently became the company providing our water service. Two weeks ago the Public Service Commission hearing was held in our Park. While the gentleman representing that Commission were very knowledgeable and very courteous, they had been sent out to do a job and did not have the information necessary to do that job. Many times when asked a question, the answer was "we have asked for further information on that topic from NI, Florida". This was very frustrating for us as residents seeking answers to our questions. If the investigations had not been completed why was the hearing being held and why had the interim rates been approved prior to completing the investigation into the validity of the increase?

This company is seeking an 86.4% increase in our rates. We live in Lee County and are surrounded by two very large municipalities providing residents with water-- Those in Fort Myers are to receive an increase of 9% and those in Cape Coral a 8.25 % increase. While this is way above the CPI coupled with the fact that there will be no increase in Social Security, at least those increases are palatable. The NI, Florida increase is absolutely obscene. Are they doing this because by asking for something so ludicrous, they will be happy if they get between 30-50%?

We are a small community of 710 Manufactured homes. NI, Florida is part of a larger conglomerate and therefore we apparently are being asked to absorb their operating costs which will trickle down from their Corporate offices in Texas as well as supporting an office in Hudson, Florida where we submit our bills.

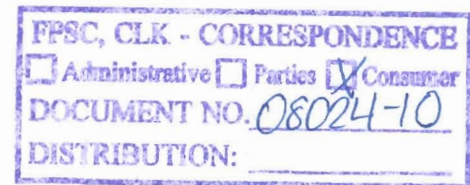
While we are willing to pay our fair share of the cost of providing us clean, safe water, this country is in an economic crisis and people are being asked to "live responsibly and within our means" -- should this not apply to Corporate as well?

I urge you to look very closely at NI Florida's request and keep our community and its residents in mind. Within the past year you already granted a 46% increase to the sewer company which services our Community. Our residents did not participate in that hearing as we were not informed personally as Ni Florida informed us, but since we missed its public announcement as it was printed in our paper, we did not have a chance to have our feelings known.

Thank you, in advance, for considering our senior Community and its needs.

Sincerely,

Genevieve Dunleavy
Genevieve Dunleavy



Genevieve Dunleavy
9001 Flamingo Cir.
Fort Myers, FL 33903-2167

TAMPA FL 335

2004 APR 11 PM 3:1



% M^r Brise

*Florida Public Service Commission
Division of the Commission Clerk and
2540 Shumard Oak Bl. Administrative Service
Tallahassee, Fla*

3230640650

30399 0850

October 11, 2010

RECEIVED-FT-S.

10 OCT 20 AM 8:56



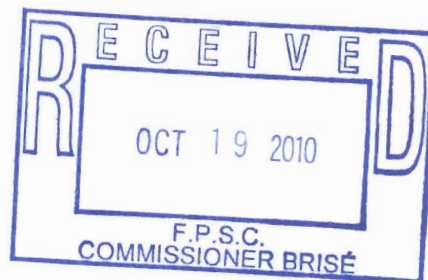
Dorothy Wilkens
3054 Saturn Cir
Ft Myers, FL 33903-2100

Public Service Commissioners:

Nancy Argenziano, Chairman
Lisa Polak Edgar, Commissioner
Ronald A. Brise, Commissioner
Art Graham, Commissioner
Nathan A. Skop, Commissioner

COMMISSION
CLERK

100149-WU

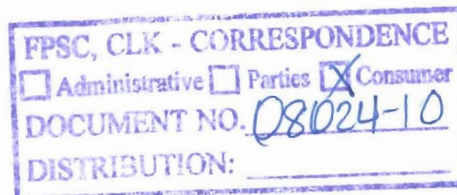


Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Important Information:

Rate increases:

Ni-Florida, LLC asking for 86.4% increase



Ft. Myers residents will pay 9% more
Cape Coral residents will pay 8.25% more
Charlotte County residents will have no increase

Source of Income for those on retirement:

Tamiami Village is a 55+ Community, where a majority of the residents rely solely on Social Security. There will be no increase for seniors in 2011.

Important information:

Metropolitan areas that posted the largest gains in poverty included Modesto, California, Detroit Michigan, Cape Coral-Fort Myers Florida, Los Angeles and Las Vegas.

Almost 30% or 17,130 of Fort Myers resident lived below the poverty level last year, a 10% increase from 2008.

This year Fort Myers ranks 46th in the country with the highest percentage of people living below poverty, the year before, Fort Myers came in around 200th of those same cities.

Our water company has been purchased by Ni Florida, they raised my bill \$8⁰⁰ a month and are now asking for an additional 86.4%. I am asking you to please look into this. Thank You Dorothy Wilkens



Dorothy Wilkens
3054 Saturn Cir
N Ft Myers, FL 33903-2100

FT MYERS FL 339

15 OCT 2004 PM 5 T



Ronald Brice
Florida Public Service Commission
Division of the Comm. Clerk and
Administrative Services
2540 Shumard Oak Blvd
Tallahassee Fl 32399-0850

32399-0850



COMMISSIONERS:
LISA POLAK EDGAR
NATHAN A. SKOP
ARTHUR GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



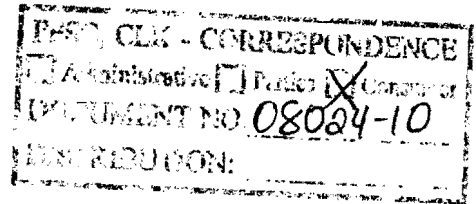
MARSHALL WILLIS, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6914

10 OCT 18 AM 8:08
MARSHALL WILLIS
CLERK

Public Service Commission

October 14, 2010

Franklin Cleaver
9055 Flamingo Circle
N. Fort Myers, FL 33903



Re: Ni Florida, LLC - Docket No. 100149-WU

Dear Mr. Cleaver:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Ni Florida, LLC (Ni Florida or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

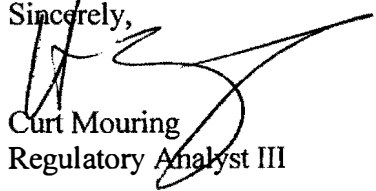
With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

Franklin Cleaver
Page 2
October 14, 2010

We understand your concerns regarding the Utility's proposed increases. During these difficult economic times, any increase in your utility bill would create more hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at cmouring@psc.state.fl.us.

Sincerely,



Curt Mouring
Regulatory Analyst III

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)
Office of Commission Clerk (Docket No. 100149-WU)
Office of Public Counsel

COMMISSIONERS:
LISA POLAK FOGAR
NATHAN A. SKOP
ARTHUR GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6914

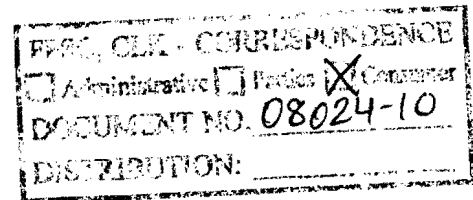
RECEIVED
10/14/10 10:04:13 AM 8:08

COMMISSION
CLERK

Public Service Commission

October 14, 2010

Margaret Burke
22 Cleghorn LN
Tewksbury, MA 01876



Re: Ni Florida, LLC - Docket No. 100149-WU

Dear Ms. Burke:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Ni Florida, LLC (Ni Florida or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

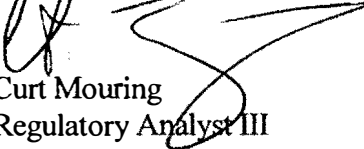
With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

Margaret Burke
Page 2
October 14, 2010

We understand your concerns regarding the Utility's proposed increases. During these difficult economic times, any increase in your utility bill would create more hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at cmouring@psc.state.fl.us.

Sincerely,



Curt Mouring
Regulatory Analyst III

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)
Office of Commission Clerk (Docket No. 100149-WU)
Office of Public Counsel

RECEIVED-FF-80

10 OCT 15 AM 9:52

October 12, 2010

Director, Office of Commission Clerk
Florida P S C
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

COMMISSION
CLERK

100149-WU

RE: Docket No. 100149-WU

Commission Clerk:

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION:		

10 OCT 15 AM 7:1

RECEIVED-FF-80

I am a homeowner in Tamiami Village; I am outraged that you would be even considering an increase of this magnitude. NI Florida, LLC was fully aware of the conditions of the system in Tamiami and what the requirements would be to make the necessary updates. As a business owner myself; I know that they factored this expense into their calculation to determine their purchase bid. I don't see how you or them can justify requiring the consumer to be responsible for recouping a loss that they knew when they purchased this company that they would be incurring. Our park has a ceiling cap for increases at 6% and the majority of the residents are on a fixed income; why would you participate in creating such a hardship on our park & residents for the greed of one company. If NI Florida wanted us to pay for their project; they should have exercised our constitutional rights and asked us if this was something that we wanted to fund. I guess we can thank our people in Washington for giving Corporate America the right to expect the average citizens to bail them out of everything that do. Please do the right thing and for once take care of the consumer.

Respectfully,

Donna Sharps

Donna Sharps
3303 Galaxy Way

RECEIVED 10 OCT 15

10 OCT 15 AM 9:52

October 12, 2010

Director, Office of Commission Clerk
Florida P S C
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

COMMISSION
CLERK

RE: Docket No. 100149-WU

Commission Clerk:

I am a homeowner in Tamiami Village; I am outraged that you would be even considering an increase of this magnitude. NI Florida, LLC was fully aware of the conditions of the system in Tamiami and what the requirements would be to make the necessary updates. As a business owner myself; I know that they factored this expense into their calculation to determine their purchase bid. I don't see how you or them can justify requiring the consumer to be responsible for recouping a loss that they knew when they purchased this company that they would be incurring. Our park has a ceiling cap for increases at 6% and the majority of the residents are on a fixed income; why would you participate in creating such a hardship on our park & residents for the greed of one company. If NI Florida wanted us to pay for their project; they should have exercised our constitutional rights and asked us if this was something that we wanted to fund. I guess we can thank our people in Washington for giving Corporate America the right to expect the average citizens to bail them out of everything that do. Please do the right thing and for once take care of the consumer.

Respectfully,

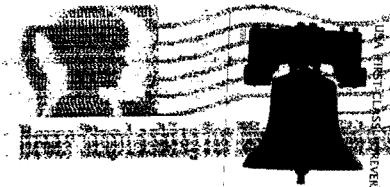


David Lippert
3131 Mercury Lane

Donna Sharps
Rt. 5 Box 658
Clarksburg, WV 26301

CLARKSBURG WV 263

12 OCT 2010 PM 2 L



Director, Office of Commission Clerk
Florida P S C
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

32399+0850



RECEIVED-FPSC

10 OCT 14 AM 8:10

COMMISSION
CLERK

Application for increase in water rates by

Ni Florida, LLC

DOCKET NO. 100149 - WU

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
 DOCUMENT NO. 08024-10
 DISTRIBUTION:

Name Kathy Schopper
 Address 3191 Mercury Lane
D. H. Myers Fl. 33903

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

Dear Commissioners
 Being a small retirement community,
 with homes well under \$100,000
 & no increase in social security
 & many of us without additional
 income, this increase would
 put a huge handicap on our
 residence. It's imperative
 that this not occur, unlike
 our increase in sewer, which
 is another subject. Please give
 EVERY CONSIDERATION you can to
 these citizens. We're just
 trying to make ends meet &
 many cannot even do that.

Fold and tape - - see back for address



Kathy M. Schopper
3191 Mercury Ln
N Ft Myers FL 33903

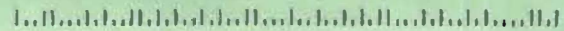
FT MYERS FL 339

12 OCT 2010 PM 5:1



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
10 OCT 13 AM 8:20

COMMISSION
CLERK

100149-WU

FLORIDA PUBLIC SERVICE COMMISSION

Chief Advisor to Commissioner Edgar

Roberta S. Bass

2540 Shumard Oak Boulevard ♦ Tallahassee, Florida 32399-0854

Phone: (850) 413-6016 Fax: (850) 413-6017

E-mail: rbass@psc.state.fl.us

Ann,

Please place in
Docket No. 100149-WU if
it has not already
been done.

Roberta advised
to discard

(Document is in
in DN 08024-10)

Thank you,
Roberta

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 08024-10
DISTRIBUTION:

October 6, 2010

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

RE: Docket No. 100149-WU

Page 1 of 3

Dear Sir:

Attached is a copy of my most recent bill reflecting my personal information, including my Account Number 1642.

In addition to being a resident of Tamiami Village, I am a Director and Treasurer of Tamiami Master Association, Inc.

This letter is in reference to your recently published potential rate increases which, to me, seem excessive. My viewpoint is achieved, for the most part, from the following:

- A. Most of our residents are on fixed income and many with our social security check being the prime or only source of income. For 2010, we did not receive a Cost Of Living Adjustment (COLA). In fact, it decreased because our insurance deduction adjustment was increased. I have not seen where we will be getting an increase for 2011 as well.
- B. In terms of our fiscal year park budget, we are basically governed by the CPI increase or decrease. In our last fiscal year, the CPI decreased with a resultant 32 cent decrease in monthly fees. Thus, we had less money to pay expenses, including park water costs. Final numbers are not available for our next budget, but it currently appears there will be a very, very small increase, if any. Needless to say, one wonders how the funds will be generated to pay the increased water and sewer charges.
- C. The local press has had many articles concerning how they are having to cut cost due the current economic times. One wonders why the public utilities do not have the resident interest as a prime concern like the county officials?
- D. When Ni Florida was in the process of acquiring the water company, I spoke with some utility official in Tallahassee. It was my understanding that utilities were allowed to have a return on investment. To me this means that the higher the investment the larger dollar return. Thus, the seller desires a very high selling price and the purchaser does as well to receive a larger dollar return. My question then was--- who in the regulatory process says too much is too much? Obviously, the higher the investment return, the more money we resident users must pay in water utility charges. **I WAS TOLD.** Don't worry about that, Ni Florida is not requesting, nor are we allowing, a rate increase. HELLO !!! Now we are being asked to pay an 86% increase.
- E. We were recently told that our sewer utility was going too (and did) increase rates. I did not protest this increase. Now we are being asked to pay an 86% increase. **IT HAS TO STOP.** Also, it appears the game of asking for a really high increase is continuing to be played. Then, when it is lowered to a lesser amount, say 53%, we are to be so thankful, we will be silent. I and I presume others are not thankful. We strongly protest even the 53% increase

From a financial point of view, will you please provide me with the following information so that I may make a thorough review of the increase you have proposed.

1. The detailed Income Statement of the prior owner for the most recent twelve month fiscal period of the entity. I would like to compare their cost to the current owner costs.

2. The detailed Income Statement of the current owner for their most recent twelve month fiscal period. For comparison. I presume this will reflect a \$106,536 loss.

Note: I have seen financial numbers given our Park Manager, Barb, that were prepared by a Donald J. Clayton, P.E.. However, they were almost useless for me to make a meaningful financial review.

3. When the prior owner purchased the Water Company, what was the purchase price?

4. What was the purchase price for Ni Florida, LLC to purchase the Water Company?

5. Of the total purchase price, what is the current value of their outstanding mortgage and the applicable interest rate they must pay?

6. I presume you allow a rate of return on the Ni Florida investment. What is the rate you are allowing them and how is the annual amount computed?

7. When the Commission determined their "Approved Rates", what was your reasoning or logic behind the significant increases? At first blush, it appears the former owner was losing money or the current owner desires to make some serious excess profits. If the former owner could make ample profit, how is it that Ni Florida must increase their rates by 85% to make an ample profit? If they are not experienced enough, like the former owner, perhaps the Utility Commission should replace them.

8. How much over their actual water cost are you allowing Ni Florida to bill us? Also, our electric utility said we could not "make a profit" upon rebilling to our residents. How is this water utility different in this regard than any other utility?

9. Our RV Park has about 240 sites. As I read the rate sheet you provided, the base "Facility Charge" is \$1,425.53. There is a significant increase proposed. During the past "off season", we probably had only about 15 sites occupied. What is your logic in allowing our being charged a full amount when only about 6% of the sites are occupied?

Note: It would seem to be to our advantage to install a by-pass pipe with a 4 inch meter for the off season thereby saving a lot of money.

10. We have at least two of our lots (and sometimes more) that are vacant with no houses and no water usage. We were charged the basic fixed fee by the sewer and water utilities. Upon my informing the sewer utility, they immediately ceased such charge and said we should have told them sooner. Not to our amusement, when I related same to the water company, I was told they didn't care and were going too and do continue charging. Now they are requesting to raise this fee from \$13.61 to \$25.39. Pray tell, how do you justify this charge for non-existent services or whatever?

Thank you for your consideration.

Very truly yours,

John C. Schueller
Tamiami Village
3193 Pluto Circle
N. Ft. Myers, FL 33903

	<u>Current Rates</u>	<u>Per Cent Increase</u>	<u>Comm. Approved Interim Rates</u>	<u>Increase Over Comm. Approved</u>	<u>Increase Over Current Rates</u>	<u>Utility Requested Interim Rates</u>	<u>Increase Over Interim Rates</u>	<u>Increase Over Current Rates</u>	<u>Utility Requested Final Rates</u>
<u>Residential Service</u>									
all Meter sizes	13.61	53.5636%	20.90	14.4976%	75.8266%	23.93	6.1011%	86.5540%	25.39
consumpt per 1,000	3.36	53.5714%	5.16	6.5891%	63.6905%	5.50	14.0000%	86.6071%	6.27
<u>General Service</u>									
<u>Base Facility Charge:</u>									
<u>Meter Size</u>									
1/8 x 3/4	11.13	53.5490%	17.09	14.5114%	75.8311%	19.57	6.0807%	86.5229%	20.76
	27.89	53.5676%	42.83	14.4758%	75.7978%	49.03	6.0983%	86.5185%	52.02
1/2	55.76	53.5509%	85.62	14.4826%	75.7891%	98.02	6.1110%	86.5316%	104.01
	89.21	53.5478%	136.98	14.4839%	75.7875%	156.82	6.1089%	86.5262%	166.4
	195.18	53.5557%	299.71	14.4807%	75.7916%	343.11	6.1088%	86.5304%	364.07
	278.82	53.5543%	428.14	14.4812%	75.7908%	490.14	6.1085%	86.5289%	520.08
Charge Per 1,000	3.36	53.5714%	5.16	14.5349%	75.8929%	5.91			
<u>General Service- RV Park</u>									
<u>Base Facility Charge</u>									
Meter Size 3	1,425.53	53.5534%	2,188.95	14.4827%	75.7922%	2,505.97	6.1082%	86.5299%	2659.04
Charge Per 1,000	3.54	53.6723%	5.44	14.3382%	75.7062%	6.22	6.1093%	86.4407%	6.60

	Current Rates	Per Cent Increase	Comm. Approved Interim Rates	Increase Over Comm. Approved	Increase Over Current Rates	Utility Requested Interim Rates	Increase Over Interim Rates	Increase Over Current Rates	Utility Requested Final Rates
<u>Residential Service</u>									
All Meter sizes	13.61	53.5636%	20.90	14.4976%	75.8266%	23.93	6.1011%	86.5540%	25.39
Consumpt per 1,000	3.36	53.5714%	5.16	6.5891%	63.6905%	5.50	14.0000%	86.6071%	6.27

General Service

Base Facility Charge:

Meter Size									
5/8 x 3/4	11.13	53.5490%	17.09	14.5114%	75.8311%	19.57	6.0807%	86.5229%	20.76
1	27.89	53.5676%	42.83	14.4758%	75.7978%	49.03	6.0983%	86.5185%	52.02
1 1/2	55.76	53.5509%	85.62	14.4826%	75.7891%	98.02	6.1110%	86.5316%	104.01
2	89.21	53.5478%	136.98	14.4839%	75.7875%	156.82	6.1089%	86.5262%	166.4
3	195.18	53.5557%	299.71	14.4807%	75.7916%	343.11	6.1088%	86.5304%	364.07
4	278.82	53.5543%	428.14	14.4812%	75.7908%	490.14	6.1085%	86.5289%	520.08
Charge Per 1,000	3.36	53.5714%	5.16	14.5349%	75.8929%	5.91			

General Service- RV Park

Base Facility Charge

Meter Size 3	1,425.53	53.5534%	2,188.95	14.4827%	75.7922%	2,505.97	6.1082%	86.5299%	2659.04
Charge Per 1,000	3.54	53.6723%	5.44	14.3382%	75.7062%	6.22	6.1093%	86.4407%	6.60

NI FLORIDA, TAMiami
 13825 US HWY 19,STE 301
 HUDSON, FL 34667
 (877) 233-0101

TYPE	WATER SERVICE	SEWER	NET	CHARGES
Water	18760	16850	1,910	6.42
Base Fee				13.61
Credit				(26.86)

PRESORTED
 FIRST-CLASS MAIL
 U.S. POSTAGE
 PAID
 TAMPA, FL
 PERMIT NO. 1444
 NI FLORIDA, TAMiami

ROUTE	CUSTOMER	PAY PERIOD
1	1642	10/15/10
NET AMOUNT TO BE PAID		GROSS AMOUNT TO BE PAID
(6.83)(CR)		

MAIL THIS STUB WITH YOUR PAYMENT



3193 PLUTO CIRCLE

Service From 8/11/2010 TO 9/16/2010 ACCOUNT 1642 9/30/2010

TYPE	WATER SERVICE	SEWER	NET	CHARGES
9	16	1	(6.83)	

SCHUELLER, JOHN
 3193 PLUTO CIR
 N FORT MYERS FL
 33903-i106

TAMIAMI MASTER ASSOCIATION, INC. DBA



16555-A N. Cleveland Ave.
U.S. 41 North
N. Ft. Myers, FL 33903

Florida Public Service Commissioner
COMMISSIONER EDGAR
OCT 11 2010

RECEIVED

Commissioner Lisa Polak Edgar
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399



02 1P \$000.61⁰
0002847908 OCT 08 2010
MAILED FROM ZIP CODE 33903

32055\$0850



State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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

DATE: October 11, 2010
TO: Ann Cole, Commission Clerk
FROM: Pamela Paultre, Executive Secretary to Commissioner Brisé
RE: Correspondence RE: Docket 100149

Enclosed is a letter from a customer regarding the above-mentioned docket. Commissioner Brisé has not seen the letter.



RECEIVED-FPSC
10 OCT 12 AM 10:13
COMMISSION
CLERK

October 6, 2010

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

RE: Docket No. 100149-WU

Page 1 of 3

Dear Sir:

Attached is a copy of my most recent bill reflecting my personal information, including my Account Number 1642.

In addition to being a resident of Tamiami Village, I am a Director and Treasurer of Tamiami Master Association, Inc.

This letter is in reference to your recently published potential rate increases which, to me, seem excessive. My viewpoint is achieved, for the most part, from the following:

- A. Most of our residents are on fixed income and many with our social security check being the prime or only source of income. For 2010, we did not receive a Cost Of Living Adjustment (COLA). In fact, it decreased because our insurance deduction adjustment was increased. I have not seen where we will be getting an increase for 2011 as well.
- B. In terms of our fiscal year park budget, we are basically governed by the CPI increase or decrease. In our last fiscal year, the CPI decreased with a resultant 32 cent decrease in monthly fees. Thus, we had less money to pay expenses, including park water costs. Final numbers are not available for our next budget, but it currently appears there will be a very, very small increase, if any. Needless to say, one wonders how the funds will be generated to pay the increased water and sewer charges.
- C. The local press has had many articles concerning how they are having to cut cost due the current economic times. One wonders why the public utilities do not have the resident interest as a prime concern like the county officials?
- D. When Ni Florida was in the process of acquiring the water company, I spoke with some utility official in Tallahassee. It was my understanding that utilities were allowed to have a return on investment. To me this means that the higher the investment the larger dollar return. Thus, the seller desires a very high selling price and the purchaser does as well to receive a larger dollar return. My question then was--- who in the regulatory process says too much is too much? Obviously, the higher the investment return, the more money we resident users must pay in water utility charges. **I WAS TOLD.** Don't worry about that, Ni Florida is not requesting, nor are we allowing, a rate increase. HELLO !!! Now we are being asked to pay an 86% increase.
- E. We were recently told that our sewer utility was going too (and did) increase rates. I did not protest this increase. Now we are being asked to pay an 86% increase. IT HAS TO STOP. Also, it appears the game of asking for a really high increase is continuing to be played. Then, when it is lowered to a lesser amount, say 53%, we are to be so thankful, we will be silent. I and I presume others are not thankful. We strongly protest even the 53% increase

From a financial point of view, will you please provide me with the following information so that I may make a thorough review of the increase you have proposed.

1. The detailed Income Statement of the prior owner for the most recent twelve month fiscal period of the entity. I would like to compare their cost to the current owner costs.

2. The detailed Income Statement of the current owner for their most recent twelve month fiscal period. For comparison. I presume this will reflect a \$106,536 loss.

Note: I have seen financial numbers given our Park Manager, Barb, that were prepared by a Donald J. Clayton, P.E.. However, they were almost useless for me to make a meaningful financial review.

3. When the prior owner purchased the Water Company, what was the purchase price?

4. What was the purchase price for Ni Florida, LLC to purchase the Water Company?

5. Of the total purchase price, what is the current value of their outstanding mortgage and the applicable interest rate they must pay?

6. I presume you allow a rate of return on the Ni Florida investment. What is the rate you are allowing them and how is the annual amount computed?

7. When the Commission determined their "Approved Rates", what was your reasoning or logic behind the significant increases? At first blush, it appears the former owner was losing money or the current owner desires to make some serious excess profits. If the former owner could make ample profit, how is it that Ni Florida must increase their rates by 85% to make an ample profit? If they are not experienced enough, like the former owner, perhaps the Utility Commission should replace them.

8. How much over their actual water cost are you allowing Ni Florida to bill us? Also, our electric utility said we could not "make a profit" upon rebilling to our residents. How is this water utility different in this regard than any other utility?

9. Our RV Park has about 240 sites. As I read the rate sheet you provided, the base "Facility Charge" is \$1,425.53. There is a significant increase proposed. During the past "off season", we probably had only about 15 sites occupied. What is your logic in allowing our being charged a full amount when only about 6% of the sites are occupied?

Note: It would seem to be to our advantage to install a by-pass pipe with a 4 inch meter for the off season thereby saving a lot of money.

10. We have at least two of our lots (and sometimes more) that are vacant with no houses and no water usage. We were charged the basic fixed fee by the sewer and water utilities. Upon my informing the sewer utility, they immediately ceased such charge and said we should have told them sooner. Not to our amusement, when I related same to the water company, I was told they didn't care and were going too and do continue charging. Now they are requesting to raise this fee from \$13.61 to \$25.39. Pray tell, how do you justify this charge for non-existent services or whatever?

Thank you for your consideration.

Very truly yours,

John C. Schueller
Tamiame Village
3193 Pluto Circle
N. Ft. Myers, FL 33903

	<u>Current Rates</u>	<u>Per Cent Increase</u>	<u>Comm. Approved Interim Rates</u>	<u>Increase Over Comm. Approved</u>	<u>Increase Over Current Rates</u>	<u>Utility Requested Interim Rates</u>	<u>Increase Over Interim Rates</u>	<u>Increase Over Current Rates</u>	<u>Utility Requested Final Rates</u>
<u>Residential Service</u>									
all Meter sizes	13.61	53.5636%	20.90	14.4976%	75.8266%	23.93	6.1011%	86.5540%	25.39
Consumpt per 1,000	3.36	53.5714%	5.16	6.5891%	63.6905%	5.50	14.0000%	86.6071%	6.27
<u>General Service</u>									
Base Facility Charge:									
meter Size									
1/8 x 3/4	11.13	53.5490%	17.09	14.5114%	75.8311%	19.57	6.0807%	86.5229%	20.76
	27.89	53.5676%	42.83	14.4758%	75.7978%	49.03	6.0983%	86.5185%	52.02
1/2	55.76	53.5509%	85.62	14.4826%	75.7891%	98.02	6.1110%	86.5316%	104.01
	89.21	53.5478%	136.98	14.4839%	75.7875%	156.82	6.1089%	86.5262%	166.4
	195.18	53.5557%	299.71	14.4807%	75.7916%	343.11	6.1088%	86.5304%	364.07
	278.82	53.5543%	428.14	14.4812%	75.7908%	490.14	6.1085%	86.5289%	520.08
Charge Per 1,000	3.36	53.5714%	5.16	14.5349%	75.8929%	5.91			
<u>General Service- RV Park</u>									
Base Facility Charge									
meter Size 3	1,425.53	53.5534%	2,188.95	14.4827%	75.7922%	2,505.97	6.1082%	86.5299%	2659.04
Charge Per 1,000	3.54	53.6723%	5.44	14.3382%	75.7062%	6.22	6.1093%	86.4407%	6.60

	Current	Per Cent	Comm.	Increase	Increase	Utility	Increase	Increase	Utility
	Rates	Increase	Approved	Over	Over	Requested	Over	Over	Requested
	Rates	Rates	Interim	Comm.	Current	Interim	Interim	Current	Final
			Rates	Approved	Rates	Rates	Rates	Rates	Rates

Residential Service

All Meter sizes	13.61	53.5636%	20.90	14.4976%	75.8266%	23.93	6.1011%	86.5540%	25.39
Consumpt per 1,000	3.36	53.5714%	5.16	6.5891%	63.6905%	5.50	14.0000%	86.6071%	6.27

General Service

Base Facility Charge:

Meter Size									
5/8 x 3/4	11.13	53.5490%	17.09	14.5114%	75.8311%	19.57	6.0807%	86.5229%	20.76
1	27.89	53.5676%	42.83	14.4758%	75.7978%	49.03	6.0983%	86.5185%	52.02
1 1/2	55.76	53.5509%	85.62	14.4826%	75.7891%	98.02	6.1110%	86.5316%	104.01
2	89.21	53.5478%	136.98	14.4839%	75.7875%	156.82	6.1089%	86.5262%	166.4
3	195.18	53.5557%	299.71	14.4807%	75.7916%	343.11	6.1088%	86.5304%	364.07
4	278.82	53.5543%	428.14	14.4812%	75.7908%	490.14	6.1085%	86.5289%	520.08
Charge Per 1,000	3.36	53.5714%	5.16	14.5349%	75.8929%	5.91			

General Service- RV Park

Base Facility Charge

Meter Size 3	1,425.53	53.5534%	2,188.95	14.4827%	75.7922%	2,505.97	6.1082%	86.5299%	2659.04
Charge Per 1,000	3.54	53.6723%	5.44	14.3382%	75.7062%	6.22	6.1093%	86.4407%	6.60

NI FLORIDA, TAMiami
 13825 US HWY 19,STE 301
 HUDSON, FL 34667
 (877) 233-0101

SERVICE	METER READING		NET	CHARGES
	PRESENT	PREVIOUS		
Water	18760	16850	1,910	6.42
Base Fee				13.61
Credit				(26.86)

PRESORTED
 FIRST-CLASS MAIL
 U.S. POSTAGE
 PAID

TAMPA, FL
 PERMIT NO. 1444

NI FLORIDA, TAMiami

CUSTOMER		PAY 33903-1106	
ROUTE	ACCOUNT	DATE	
1	1642	10/15/10	
NET AMOUNT TO BE PAID		GROSS AMOUNT TO BE PAID	
(6.83)(CR)			

MAIL THIS STUB WITH YOUR PAYMENT



3193 PLUTO CIRCLE

Service From 8/11/2010 TO 9/16/2010 ACCOUNT 1642 9/30/2010

METER READING		NET	
PRESENT	PREVIOUS	NET	CHARGES
9	16	1	(6.83)

SCHUELLER, JOHN
 3193 PLUTO CIR
 N FORT MYERS FL
 33903-1106

TAMIAMI MASTER ASSOCIATION, INC. DBA



16555-A N. Cleveland Ave.
U.S. 41 North
N. Ft. Myers, FL 33903



Commissioner Ronald Brise
Florida Public Service Commission
2540 Shumward Oak Blvd.
Tallahassee, Florida 32399

3239930850



State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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

RECEIVED-FPSC
10 OCT 11 PM 3:29

COMMISSION
CLERK

DATE: October 11, 2010
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Cristina Slaton, Executive Secretary to Commissioner Skop
RE: Docket Correspondence

100149-WU

Ann,

Please place the attached correspondence sent to the Office of Commissioner Skop in the correspondence folder for docket number 100149-WU. This letter is from Mr. John C. Schueller of North Ft. Myers, FL. Thank you.



October 6, 2010

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



RE: Docket No. 100149-WU

Page 1 of 3

Dear Sir:

Attached is a copy of my most recent bill reflecting my personal information, including my Account Number 1642.

In addition to being a resident of Tamiami Village, I am a Director and Treasurer of Tamiami Master Association, Inc.

This letter is in reference to your recently published potential rate increases which, to me, seem excessive. My viewpoint is achieved, for the most part, from the following:

- A. Most of our residents are on fixed income and many with our social security check being the prime or only source of income. For 2010, we did not receive a Cost Of Living Adjustment (COLA). In fact, it decreased because our insurance deduction adjustment was increased. I have not seen where we will be getting an increase for 2011 as well.
- B. In terms of our fiscal year park budget, we are basically governed by the CPI increase or decrease. In our last fiscal year, the CPI decreased with a resultant 32 cent decrease in monthly fees. Thus, we had less money to pay expenses, including park water costs. Final numbers are not available for our next budget, but it currently appears there will be a very, very small increase, if any. Needless to say, one wonders how the funds will be generated to pay the increased water and sewer charges.
- C. The local press has had many articles concerning how they are having to cut cost due the current economic times. One wonders why the public utilities do not have the resident interest as a prime concern like the county officials?
- D. When Ni Florida was in the process of acquiring the water company, I spoke with some utility official in Tallahassee. It was my understanding that utilities were allowed to have a return on investment. To me this means that the higher the investment the larger dollar return. Thus, the seller desires a very high selling price and the purchaser does as well to receive a larger dollar return. My question then was--- who in the regulatory process says too much is too much? Obviously, the higher the investment return, the more money we resident users must pay in water utility charges. **I WAS TOLD.** Don't worry about that, Ni Florida is not requesting, nor are we allowing, a rate increase. HELLO !!! Now we are being asked to pay an 86% increase.
- E. We were recently told that our sewer utility was going too (and did) increase rates. I did not protest this increase. Now we are being asked to pay an 86% increase. **IT HAS TO STOP.** Also, it appears the game of asking for a really high increase is continuing to be played. Then, when it is lowered to a lesser amount, say 53%, we are to be so thankful, we will be silent. I and I presume others are not thankful. We strongly protest even the 53% increase

From a financial point of view, will you please provide me with the following information so that I may make a thorough review of the increase you have proposed.

1. The detailed Income Statement of the prior owner for the most recent twelve month fiscal period of the entity. I would like to compare their cost to the current owner costs.
2. The detailed Income Statement of the current owner for their most recent twelve month fiscal period. For comparison. I presume this will reflect a \$106,536 loss.

Note: I have seen financial numbers given our Park Manager, Barb, that were prepared by a Donald J. Clayton, P.E.. However, they were almost useless for me to make a meaningful financial review.

3. When the prior owner purchased the Water Company, what was the purchase price?
4. What was the purchase price for Ni Florida, LLC to purchase the Water Company?
5. Of the total purchase price, what is the current value of their outstanding mortgage and the applicable interest rate they must pay?
6. I presume you allow a rate of return on the Ni Florida investment. What is the rate you are allowing them and how is the annual amount computed?
7. When the Commission determined their "Approved Rates", what was your reasoning or logic behind the significant increases? At first blush, it appears the former owner was losing money or the current owner desires to make some serious excess profits. If the former owner could make ample profit, how is it that Ni Florida must increase their rates by 85% to make an ample profit? If they are not experienced enough, like the former owner, perhaps the Utility Commission should replace them.
8. How much over their actual water cost are you allowing Ni Florida to bill us? Also, our electric utility said we could not "make a profit" upon rebilling to our residents. How is this water utility different in this regard than any other utility?
9. Our RV Park has about 240 sites. As I read the rate sheet you provided, the base "Facility Charge" is \$1,425.53. There is a significant increase proposed. During the past "off season", we probably had only about 15 sites occupied. What is your logic in allowing our being charged a full amount when only about 6% of the sites are occupied?
Note: It would seem to be to our advantage to install a by-pass pipe with a 4 inch meter for the off season thereby saving a lot of money.
10. We have at least two of our lots (and sometimes more) that are vacant with no houses and no water usage. We were charged the basic fixed fee by the sewer and water utilities. Upon my informing the sewer utility, they immediately ceased such charge and said we should have told them sooner. Not to our amusement, when I related same to the water company, I was told they didn't care and were going too and do continue charging. Now they are requesting to raise this fee from \$13.61 to \$25.39. Pray tell, how do you justify this charge for non-existent services or whatever?

Thank you for your consideration.

Very truly yours,

John C. Schueller
Tamiami Village
3193 Pluto Circle
N. Ft. Myers, FL 33903

	Current Rates	Per Cent Increase	Comm. Approved Interim Rates	Increase Over Comm. Approved	Increase Over Current Rates	Utility Requested Interim Rates	Increase Over Interim Rates	Increase Over Current Rates	Utility Requested Final Rates
<u>Residential Service</u>									
All Meter sizes	13.61	53.5636%	20.90	14.4976%	75.8266%	23.93	6.1011%	86.5540%	25.39
Consumpt per 1,000	3.36	53.5714%	5.16	6.5891%	63.6905%	5.50	14.0000%	86.6071%	6.27
<u>General Service</u>									
Base Facility Charge:									
Meter Size									
3/8 x 3/4	11.13	53.5490%	17.09	14.5114%	75.8311%	19.57	6.0807%	86.5229%	20.76
	27.89	53.5676%	42.83	14.4758%	75.7978%	49.03	6.0983%	86.5185%	52.02
1/2	55.76	53.5509%	85.62	14.4826%	75.7891%	98.02	6.1110%	86.5316%	104.01
	89.21	53.5478%	136.98	14.4839%	75.7875%	156.82	6.1089%	86.5262%	166.4
	195.18	53.5557%	299.71	14.4807%	75.7916%	343.11	6.1088%	86.5304%	364.07
	278.82	53.5543%	428.14	14.4812%	75.7908%	490.14	6.1085%	86.5289%	520.08
Charge Per 1,000	3.36	53.5714%	5.16	14.5349%	75.8929%	5.91			
<u>General Service- RV Park</u>									
Base Facility Charge									
Meter Size 3	1,425.53	53.5534%	2,188.95	14.4827%	75.7922%	2,505.97	6.1082%	86.5299%	2659.04
Charge Per 1,000	3.54	53.6723%	5.44	14.3382%	75.7062%	6.22	6.1093%	86.4407%	6.60

	Current Rates	Per Cent Increase	Comm. Approved Interim Rates	Increase Over Comm. Approved	Increase Over Current Rates	Utility Requested Interim Rates	Increase Over Interim Rates	Increase Over Current Rates	Utility Requested Final Rates
<u>Residential Service</u>									
All Meter sizes	13.61	53.5636%	20.90	14.4976%	75.8266%	23.93	6.1011%	86.5540%	25.39
Consumpt per 1,000	3.36	53.5714%	5.16	6.5891%	63.6905%	5.50	14.0000%	86.6071%	6.27

General Service

Base Facility Charge:

Meter Size									
5/8 x 3/4	11.13	53.5490%	17.09	14.5114%	75.8311%	19.57	6.0807%	86.5229%	20.76
1	27.89	53.5676%	42.83	14.4758%	75.7978%	49.03	6.0983%	86.5185%	52.02
1 1/2	55.76	53.5509%	85.62	14.4826%	75.7891%	98.02	6.1110%	86.5316%	104.01
2	89.21	53.5478%	136.98	14.4839%	75.7875%	156.82	6.1089%	86.5262%	166.4
3	195.18	53.5557%	299.71	14.4807%	75.7916%	343.11	6.1088%	86.5304%	364.07
4	278.82	53.5543%	428.14	14.4812%	75.7908%	490.14	6.1085%	86.5289%	520.08
Charge Per 1,000	3.36	53.5714%	5.16	14.5349%	75.8929%	5.91			

General Service- RV Park

Base Facility Charge

Meter Size 3	1,425.53	53.5534%	2,188.95	14.4827%	75.7922%	2,505.97	6.1082%	86.5299%	2659.04
Charge Per 1,000	3.54	53.6723%	5.44	14.3382%	75.7062%	6.22	6.1093%	86.4407%	6.60

NI FLORIDA, TAMiami
 13825 US HWY 19,STE 301
 HUDSON, FL 34667
 (877) 233-0101

TYPE	METER PERIODS		USED	CHARGES
SERVICE	PERIOD	PERIOD		
Water	18760	16850	1,910	6.42
Base Fee				13.61
Credit				(26.86)

PRESORTED
 FIRST-CLASS MAIL
 U.S. POSTAGE
 PAID

TAMPA, FL
 PERMIT NO. 1444

NI FLORIDA, TAMiami

CUSTOMER		PAY PERIOD	
STATE	CITY	DATE	DATE
1	1642	10/15/10	
NET AMOUNT TO BE PAID		GROSS AMOUNT TO BE PAID	
(6.83)(CR)			

MAIL THIS STUB WITH YOUR PAYMENT



3193 PLUTO CIRCLE

Service From 8/11/2010 TO 9/16/2010 ACCOUNT 1642 9/30/2010

9	16	1	(6.83)
---	----	---	--------

SCHUELLER, JOHN
 3193 PLUTO CIR
 N FORT MYERS FL
 33903-1106

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
ART GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

October 12, 2010

Mr. John C. Schueller
3193 Pluto Circle
North Ft. Myers, FL 33903

FPSC, CLK - CORRESPONDENCE

Administrative Parties ✓ Consumer

DOCUMENT NO. 08024-10

DISTRIBUTION: _____

RE: PSC Inquiry 973273C

Dear Mr. Schueller: 100149-WU

This is to acknowledge receipt of your letter to Chairman Nancy Argenziano, Florida Public Service Commission, regarding Ni Florida, LLC (Ni Florida). Given the nature of your concerns, Chairman Argenziano feels it would be appropriate for specialized staff of the Division of Service, Safety and Consumer Assistance to respond directly to you.

You expressed a concern about Ni Florida's application for an increase in water and wastewater rates in Lee county. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 100149-WS. I have enclosed a copy of the PSC's Special Report about Ni Florida's petition for your review.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland".

Randy Roland
Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Enclosure

October 6, 2010

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

RE: Docket No. 100149-WU

add to
Correspondence
Side of Docket
100149-WU

Page 1 of 3

Dear Sir:

Attached is a copy of my most recent bill reflecting my personal information, including my Account Number 1642.

In addition to being a resident of Tamiami Village, I am a Director and Treasurer of Tamiami Master Association, Inc.

This letter is in reference to your recently published potential rate increases which, to me, seem excessive. My viewpoint is achieved, for the most part, from the following:

- A. Most of our residents are on fixed income and many with our social security check being the prime or only source of income. For 2010, we did not receive a Cost Of Living Adjustment (COLA). In fact, it decreased because our insurance deduction adjustment was increased. I have not seen where we will be getting an increase for 2011 as well.
- B. In terms of our fiscal year park budget, we are basically governed by the CPI increase or decrease. In our last fiscal year, the CPI decreased with a resultant 32 cent decrease in monthly fees. Thus, we had less money to pay expenses, including park water costs. Final numbers are not available for our next budget, but it currently appears there will be a very, very small increase, if any. Needless to say, one wonders how the funds will be generated to pay the increased water and sewer charges.
- C. The local press has had many articles concerning how they are having to cut cost due the current economic times. One wonders why the public utilities do not have the resident interest as a prime concern like the county officials?
- D. When Ni Florida was in the process of acquiring the water company, I spoke with some utility official in Tallahassee. It was my understanding that utilities were allowed to have a return on investment. To me this means that the higher the investment the larger dollar return. Thus, the seller desires a very high selling price and the purchaser does as well to receive a larger dollar return. My question then was--- who in the regulatory process says too much is too much? Obviously, the higher the investment return, the more money we resident users must pay in water utility charges. **I WAS TOLD.** Don't worry about that, Ni Florida is not requesting, nor are we allowing, a rate increase. HELLO !!! Now we are being asked to pay an 86% increase.
- E. We were recently told that our sewer utility was going too (and did) increase rates. I did not protest this increase. Now we are being asked to pay an 86% increase. IT HAS TO STOP. Also, it appears the game of asking for a really high increase is continuing to be played. Then, when it is lowered to a lesser amount, say 53%, we are to be so thankful, we will be silent. I and I presume others are not thankful. We strongly protest even the 53% increase

From a financial point of view, will you please provide me with the following information so that I may make a thorough review of the increase you have proposed.

1. The detailed Income Statement of the prior owner for the most recent twelve month fiscal period of the entity. I would like to compare their cost to the current owner costs.
2. The detailed Income Statement of the current owner for their most recent twelve month fiscal period. For comparison. I presume this will reflect a \$106,536 loss.
Note: I have seen financial numbers given our Park Manager, Barb, that were prepared by a Donald J. Clayton, P.E.. However, they were almost useless for me to make a meaningful financial review.
3. When the prior owner purchased the Water Company, what was the purchase price?
4. What was the purchase price for Ni Florida, LLC to purchase the Water Company?
5. Of the total purchase price, what is the current value of their outstanding mortgage and the applicable interest rate they must pay?
6. I presume you allow a rate of return on the Ni Florida investment. What is the rate you are allowing them and how is the annual amount computed?
7. When the Commission determined their "Approved Rates", what was your reasoning or logic behind the significant increases? At first blush, it appears the former owner was losing money or the current owner desires to make some serious excess profits. If the former owner could make ample profit, how is it that Ni Florida must increase their rates by 85% to make an ample profit? If they are not experienced enough, like the former owner, perhaps the Utility Commission should replace them.
8. How much over their actual water cost are you allowing Ni Florida to bill us? Also, our electric utility said we could not "make a profit" upon rebilling to our residents. How is this water utility different in this regard than any other utility?
9. Our RV Park has about 240 sites. As I read the rate sheet you provided, the base "Facility Charge" is \$1,425.53. There is a significant increase proposed. During the past "off season", we probably had only about 15 sites occupied. What is your logic in allowing our being charged a full amount when only about 6% of the sites are occupied?
Note: It would seem to be to our advantage to install a by-pass pipe with a 4 inch meter for the off season thereby saving a lot of money.
10. We have at least two of our lots (and sometimes more) that are vacant with no houses and no water usage. We were charged the basic fixed fee by the sewer and water utilities. Upon my informing the sewer utility, they immediately ceased such charge and said we should have told them sooner. Not to our amusement, when I related same to the water company, I was told they didn't care and were going too and do continue charging. Now they are requesting to raise this fee from \$13.61 to \$25.39. Pray tell, how do you justify this charge for non-existent services or whatever?

Thank you for your consideration.

Very truly yours,

John C. Schueller
Tamiame Village
3193 Pluto Circle
N. Ft. Myers, FL 33903

	<u>Current Rates</u>	<u>Per Cent Increase</u>	<u>Comm. Approved Interim Rates</u>	<u>Increase Over Comm. Approved</u>	<u>Increase Over Current Rates</u>	<u>Utility Requested Interim Rates</u>	<u>Increase Over Interim Rates</u>	<u>Increase Over Current Rates</u>	<u>Utility Requested Final Rates</u>
<u>Residential Service</u>									
all Meter sizes	13.61	53.5636%	20.90	14.4976%	75.8266%	23.93	6.1011%	86.5540%	25.39
consumpt per 1,000	3.36	53.5714%	5.16	6.5891%	63.6905%	5.50	14.0000%	86.6071%	6.27
<u>General Service</u>									
Base Facility Charge:									
meter Size									
3/8 x 3/4	11.13	53.5490%	17.09	14.5114%	75.8311%	19.57	6.0807%	86.5229%	20.76
	27.89	53.5676%	42.83	14.4758%	75.7978%	49.03	6.0983%	86.5185%	52.02
1/2	55.76	53.5509%	85.62	14.4826%	75.7891%	98.02	6.1110%	86.5316%	104.01
	89.21	53.5478%	136.98	14.4839%	75.7875%	156.82	6.1089%	86.5262%	166.4
	195.18	53.5557%	299.71	14.4807%	75.7916%	343.11	6.1088%	86.5304%	364.07
	278.82	53.5543%	428.14	14.4812%	75.7908%	490.14	6.1085%	86.5289%	520.08
Charge Per 1,000	3.36	53.5714%	5.16	14.5349%	75.8929%	5.91			
<u>General Service- RV Park</u>									
Base Facility Charge									
meter Size 3	1,425.53	53.5534%	2,188.95	14.4827%	75.7922%	2,505.97	6.1082%	86.5299%	2659.04
Charge Per 1,000	3.54	53.6723%	5.44	14.3382%	75.7062%	6.22	6.1093%	86.4407%	6.60

	Current Rates	Per Cent Increase	Comm. Approved Interim Rates	Increase Over Comm. Approved	Increase Over Current Rates	Utility Requested Interim Rates	Increase Over Interim Rates	Increase Over Current Rates	Utility Requested Final Rates
<u>Residential Service</u>									
All Meter sizes	13.61	53.5636%	20.90	14.4976%	75.8266%	23.93	6.1011%	86.5540%	25.39
Consumpt per 1,000	3.36	53.5714%	5.16	6.5891%	63.6905%	5.50	14.0000%	86.6071%	6.27

General Service

Base Facility Charge:

Meter Size									
5/8 x 3/4	11.13	53.5490%	17.09	14.5114%	75.8311%	19.57	6.0807%	86.5229%	20.76
1	27.89	53.5676%	42.83	14.4758%	75.7978%	49.03	6.0983%	86.5185%	52.02
1 1/2	55.76	53.5509%	85.62	14.4826%	75.7891%	98.02	6.1110%	86.5316%	104.01
2	89.21	53.5478%	136.98	14.4839%	75.7875%	156.82	6.1089%	86.5262%	166.4
3	195.18	53.5557%	299.71	14.4807%	75.7916%	343.11	6.1088%	86.5304%	364.07
4	278.82	53.5543%	428.14	14.4812%	75.7908%	490.14	6.1085%	86.5289%	520.08
Charge Per 1,000	3.36	53.5714%	5.16	14.5349%	75.8929%	5.91			

General Service- RV Park

Base Facility Charge

Meter Size 3	1,425.53	53.5534%	2,188.95	14.4827%	75.7922%	2,505.97	6.1082%	86.5299%	2659.04
Charge Per 1,000	3.54	53.6723%	5.44	14.3382%	75.7062%	6.22	6.1093%	86.4407%	6.60

NI FLORIDA, TAMiami
 13825 US HWY 19,STE 301
 HUDSON, FL 34667
 (877) 233-0101

TYPE	WATER REVENUE		FEES	CHARGES
AMOUNT	PERCENT	AMOUNT		
Water	18760	16850	1,910	6.42
Base Fee				13.61
Credit				(26.86)

PRESORTED
 FIRST-CLASS MAIL
 U.S. POSTAGE
 PAID
 TAMPA, FL
 PERMIT NO. 1444
 NI FLORIDA, TAMiami

DISPATCH		PAY GROSS AMOUNT
ROUTE	AMOUNT	AFTER THIS DATE
1	1642	10/15/10
NET AMOUNT TO BE PAID		GROSS AMOUNT TO BE PAID
(6.83)(CR)		

MAIL THIS STUB WITH YOUR PAYMENT



3193 PLUTO CIRCLE

Service From 8/11/2010 TO 9/16/2010 ACCOUNT 1642 9/30/2010

TYPE	AMOUNT	PERCENT	AMOUNT	CHARGES
9	16	1	(6.83)	

SCHUELLER, JOHN
 3193 PLUTO CIR
 N FORT MYERS FL
 33903-1106

TAMIAMI MASTER ASSOCIATION, INC. DBA



16555-A N. Cleveland Ave.
U.S. 41 North
N. Ft. Myers, FL 33903



Chairman Nancy Argenziano
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida

32399

October 6, 2010

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

RECEIVED-FPSC

10 OCT 11 AM 8:33

COMMISSION
CLERK

Page 1 of 3

10 OCT 11 AM 7:29
DISTRIBUTION CENTER

RE: Docket No. 100149-WU

Dear Sir:

FPSC, CLK - CORRESPONDENCE	
Administrative <input type="checkbox"/>	Parties <input checked="" type="checkbox"/> Constant
DOCUMENT NO 08024-10	
DISTRIBUTION:	

Attached is a copy of my most recent bill reflecting my personal information, including my Account Number 1642.

In addition to being a resident of Tamiami Village, I am a Director and Treasurer of Tamiami Master Association, Inc.

This letter is in reference to your recently published potential rate increases which, to me, seem excessive. My viewpoint is achieved, for the most part, from the following:

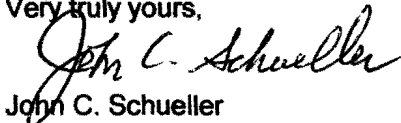
- A. Most of our residents are on fixed income and many with our social security check being the prime or only source of income. For 2010, we did not receive a Cost Of Living Adjustment (COLA). In fact, it decreased because our insurance deduction adjustment was increased. I have not seen where we will be getting an increase for 2011 as well.
- B. In terms of our fiscal year park budget, we are basically governed by the CPI increase or decrease. In our last fiscal year, the CPI decreased with a resultant 32 cent decrease in monthly fees. Thus, we had less money to pay expenses, including park water costs. Final numbers are not available for our next budget, but it currently appears there will be a very, very small increase, if any. Needless to say, one wonders how the funds will be generated to pay the increased water and sewer charges.
- C. The local press has had many articles concerning how they are having to cut cost due the current economic times. One wonders why the public utilities do not have the resident interest as a prime concern like the county officials?
- D. When Ni Florida was in the process of acquiring the water company, I spoke with some utility official in Tallahassee. It was my understanding that utilities were allowed to have a return on investment. To me this means that the higher the investment the larger dollar return. Thus, the seller desires a very high selling price and the purchaser does as well to receive a larger dollar return. My question then was— who in the regulatory process says too much is too much? Obviously, the higher the investment return, the more money we resident users must pay in water utility charges. **I WAS TOLD.** Don't worry about that, Ni Florida is not requesting, nor are we allowing, a rate increase. HELLO !!! Now we are being asked to pay an 86% increase.
- E. We were recently told that our sewer utility was going too (and did) increase rates. I did not protest this increase. Now we are being asked to pay an 86% increase. **IT HAS TO STOP.** Also, it appears the game of asking for a really high increase is continuing to be played. Then, when it is lowered to a lesser amount, say 53%, we are to be so thankful, we will be silent. I and I presume others are not thankful. We strongly protest even the 53% increase

From a financial point of view, will you please provide me with the following information so that I may make a thorough review of the increase you have proposed.

1. The detailed Income Statement of the prior owner for the most recent twelve month fiscal period of the entity. I would like to compare their cost to the current owner costs.
2. The detailed Income Statement of the current owner for their most recent twelve month fiscal period. For comparison. I presume this will reflect a \$106,536 loss.
Note: I have seen financial numbers given our Park Manager, Barb, that were prepared by a Donald J. Clayton, P.E.. However, they were almost useless for me to make a meaningful financial review.
3. When the prior owner purchased the Water Company, what was the purchase price?
4. What was the purchase price for Ni Florida, LLC to purchase the Water Company?
5. Of the total purchase price, what is the current value of their outstanding mortgage and the applicable interest rate they must pay?
6. I presume you allow a rate of return on the Ni Florida investment. What is the rate you are allowing them and how is the annual amount computed?
7. When the Commission determined their "Approved Rates", what was your reasoning or logic behind the significant increases? At first blush, it appears the former owner was losing money or the current owner desires to make some serious excess profits. If the former owner could make ample profit, how is it that Ni Florida must increase their rates by 85% to make an ample profit? If they are not experienced enough, like the former owner, perhaps the Utility Commission should replace them.
8. How much over their actual water cost are you allowing Ni Florida to bill us? Also, our electric utility said we could not "make a profit" upon rebilling to our residents. How is this water utility different in this regard than any other utility?
9. Our RV Park has about 240 sites. As I read the rate sheet you provided, the base "Facility Charge" is \$1,425.53. There is a significant increase proposed. During the past "off season", we probably had only about 15 sites occupied. What is your logic in allowing our being charged a full amount when only about 6% of the sites are occupied?
Note: It would seem to be to our advantage to install a by-pass pipe with a 4 inch meter for the off season thereby saving a lot of money.
10. We have at least two of our lots (and sometimes more) that are vacant with no houses and no water usage. We were charged the basic fixed fee by the sewer and water utilities. Upon my informing the sewer utility, they immediately ceased such charge and said we should have told them sooner. Not to our amusement, when I related same to the water company, I was told they didn't care and were going too and do continue charging. Now they are requesting to raise this fee from \$13.61 to \$25.39. Pray tell, how do you justify this charge for non-existent services or whatever?

Thank you for your consideration.

Very truly yours,



John C. Schueller
Tamiامي Village
3193 Pluto Circle
N. Ft. Myers, FL 33903

	<u>Current Rates</u>	<u>Per Cent Increase</u>	<u>Comm. Approved Interim Rates</u>	<u>Increase Over Comm. Approved</u>	<u>Increase Over Current Rates</u>	<u>Utility Requested Interim Rates</u>	<u>Increase Over Interim Rates</u>	<u>Increase Over Current Rates</u>	<u>Utility Requested Final Rates</u>
<u>Residential Service</u>									
All Meter sizes	13.61	53.5636%	20.90	14.4976%	75.8266%	23.93	6.1011%	86.5540%	25.39
Consumpt per 1,000	3.36	53.5714%	5.16	6.5891%	63.6905%	5.50	14.0000%	86.6071%	6.27
<u>General Service</u>									
Base Facility Charge:									
Meter Size									
5/8 x 3/4	11.13	53.5490%	17.09	14.5114%	75.8311%	19.57	6.0807%	86.5229%	20.76
1	27.89	53.5676%	42.83	14.4758%	75.7978%	49.03	6.0983%	86.5185%	52.02
1 1/2	55.76	53.5509%	85.62	14.4826%	75.7891%	98.02	6.1110%	86.5316%	104.01
2	89.21	53.5478%	136.98	14.4839%	75.7875%	156.82	6.1089%	86.5262%	166.4
3	195.18	53.5557%	299.71	14.4807%	75.7916%	343.11	6.1088%	86.5304%	364.07
4	278.82	53.5543%	428.14	14.4812%	75.7908%	490.14	6.1085%	86.5289%	520.08
Charge Per 1,000	3.36	53.5714%	5.16	14.5349%	75.8929%	5.91			
<u>General Service- RV Park</u>									
Base Facility Charge									
Meter Size 3	1,425.53	53.5534%	2,188.95	14.4827%	75.7922%	2,505.97	6.1082%	86.5299%	2659.04
Charge Per 1,000	3.54	53.6723%	5.44	14.3382%	75.7062%	6.22	6.1093%	86.4407%	6.60

	Current Rates	Per Cent Increase	Comm. Approved Interim Rates	Increase Over Comm. Approved	Increase Over Current Rates	Utility Requested Interim Rates	Increase Over Interim Rates	Increase Over Current Rates	Utility Requested Final Rates
<u>Residential Service</u>									
All Meter sizes	13.61	53.5636%	20.90	14.4976%	75.8266%	23.93	6.1011%	86.5540%	25.39
Consumpt per 1,000	3.36	53.5714%	5.16	6.5891%	63.6905%	5.50	14.0000%	86.6071%	6.27
<u>General Service</u>									
Base Facility Charge:									
Meter Size									
5/8 x 3/4	11.13	53.5490%	17.09	14.5114%	75.8311%	19.57	6.0807%	86.5229%	20.76
1	27.89	53.5676%	42.83	14.4758%	75.7978%	49.03	6.0983%	86.5185%	52.02
1 1/2	55.76	53.5509%	85.62	14.4826%	75.7891%	98.02	6.1110%	86.5316%	104.01
2	89.21	53.5478%	136.98	14.4839%	75.7875%	156.82	6.1089%	86.5262%	166.4
3	195.18	53.5557%	299.71	14.4807%	75.7916%	343.11	6.1088%	86.5304%	364.07
4	278.82	53.5543%	428.14	14.4812%	75.7908%	490.14	6.1085%	86.5289%	520.08
Charge Per 1,000	3.36	53.5714%	5.16	14.5349%	75.8929%	5.91			
<u>General Service- RV Park</u>									
Base Facility Charge									
Meter Size 3	1,425.53	53.5534%	2,188.95	14.4827%	75.7922%	2,505.97	6.1082%	86.5299%	2659.04
Charge Per 1,000	3.54	53.6723%	5.44	14.3382%	75.7062%	6.22	6.1093%	86.4407%	6.60

NI FLORIDA, TAMiami
 13825 US HWY 19, STE 301
 HUDSON, FL 34667
 (877) 233-0101

PRESORTED
 FIRST-CLASS MAIL
 U.S. POSTAGE
 PAID

TAMPA, FL
 PERMIT NO. 1444

NI FLORIDA, TAMiami

SERVICE	WATER METER		FEES	CHARGES
	PRESENT	PREVIOUS		
Water	18760	16850	1,910	6.42
Base Fee				13.61
Credit				(26.86)

DISCOUNTS		PAY GROSS AMOUNT	
ROUTE	ACCOUNT	AFTER	
1	1642	10/15/10	
NET AMOUNT TO BE PAID		GROSS AMOUNT	
(6.83)(CR)			

MAIL THIS STUB WITH YOUR PAYMENT



3193 PLUTO CIRCLE

Service From 8/11/2010 TO 9/16/2010 ACCOUNT 1642 9/30/2010

SERVICE PERIOD			TOTAL DUE UPON RECEIPT	TOTAL DUE AFTER DISCOUNT	POSTAGE AMOUNT
MONTH	DAY	YEAR			
9	16	1	(6.83)		

SCHUELLER, JOHN
 3193 PLUTO CIR
 N FORT MYERS FL
 33903-1106

RECEIVED-FPSC

10 OCT 11 AM 8:32

COMMISSION
CLERK

10 OCT 11 AM 7:36

DISTRIBUTION CENTER

October 6, 2010

Director, Office of Commission Clerk
Florida Public Service Commission
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. 08024-10		
DISTRIBUTION:		

Re: Docket No. 100149-WU

Director,

With the economy in the dumps, employment at an all time high, the population decreasing, would you allow this increase to further burden the people of Lee County?

This move would be outrages. More than 50 % of the water used does not even go down the sewer, but we pay for that anyway.

I feel strongly that allowing the requested rate increase would be very wrong and a great burden on the people of Lee County.

Sincerely,

Raymond W. Miller

Raymond W. Miller
NI Florida - Account # 889



Mr. Raymond W. Miller
16052 Tangelo Way
Fort Myers, FL 33903-1427

FT MYERS FL 339

07 OCT 2010 PM 5 T



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

323990850



RECEIVED-FPSC

Application for increase in water rates

10 OCT -7 AM 9:46

Ni Florida, LLC

DOCKET NO. 100149 - WU

COMMISSION
CLERK

10 OCT -7 AM 7:15
DISTRIBUTION CENTER

Name FRANKLIN R. CLEAVER

Address 9055 FLAMINGO CIRCLE

NORTH FORT MYERS, FL. 33903-2131

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

2 PAGE LETTER ATTACHED

Fold and tape - - see back for address

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION: _____		

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

NI FLORIDA, LLC
DOCKET NO. 100149-WU

Dear Commissioners,

Please accept the attached to your application of "COMMENTS", of which I request that it be designated as such.

I would like to begin with the previous owner of the water company, who has in the past years applied for an increase in their rates of which you granted. They were of a very small amount of which was acceptable to all residents of Tamiami Village and were affordable.

The new company, NI Florida, in two years is applying for an increase of 86.4% which is not acceptable, mainly for the reasons which were explained to you at our meeting. Our residents do not have the funds to meet such an obligation that is being put before them.

Most of our residents have been retired for at least 15 to 20 years with absolutely no increase in their incomes except the minimum in their social security checks.

It seems like NI, Florida's attitude is to h--- with the community, we as a corporation are in control and we can do as we please.

To prove my point, they were in possession only a short time, of which I had to file a complaint against them with the Public Service Commission.

Their first billing statement to us showed only one thing, the total amount that was owed to them. It did not show the charge for service and then the amount for water usage which gave us the total amount.

I contacted their office in Florida and explained this to one of their representatives, but with absolutely no results.

That is when I contacted the P. S. C., and you did inform them of my complaint.

I was contacted by their Public Relations Officer and was informed that the billing could be changed to show both items, and this was done.

Now we come to the meeting that was planned by the stated NI Florida, of which they knew there would be a minimum of our people there due to the fact many residents have not returned from their summer residences.

First impressions mean a lot when establishing a good relationship between customers and a new corporation. I think that I speak for most of the residents in our park when I say that they have not established good relations thus far.

This could be redeemed through you, the Public Service Commission as our representative, of which you are.

We of the English language sometimes have to reverse the wording to fully understand their meaning. So let us reverse the Public Service Commission wording to read, "COMMISSION TO SERVICE THE PUBLIC."

Commissioners, we are the public. Corporations, businesses, etc. are only one part of the public and should be represented on a secondary basis by the P.S.C. We are the priority and the main reason for the establishment of the P.S.C.

I Know we HAVE great confidence that you will fairly represent us, the "P U B L I C " of Tamiami Village, by evaluating their request for an 86.4% increase after owning the utility company less than two years. We need your help to insure all parties are treated equally and fairly.

I respectfully submit all this to you, hoping to establish a very good relationship between Tamiami Village and NI, Florida.

Franklin R. Cleaver

Franklin R. Cleaver

10-05-10

Mr. Franklin R. Cleaver
9055 Flamingo Circle
N. Fort Myers, Fl. 33903

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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

32399-0850



Ref:

Docket #

10D149-WV,

Ni Florida, LLC

RECEIVED FPSC

10 OCT -5 AM 11:35

OCT 04 2010

COMMISSION
CLERK

Florida Public

Division of Reg.

Dear Sir,

I am a senior residing in
Tamiami Village, and am opposed
to the proposed rate increase.
The utility company raised their
base rate by \$5.41. If you
must raise your rate, \$5 more
should be sufficient! Why
\$10-\$12 more? I am barely
surviving on my monthly
Soc. Sec. check, as I am
sure most others are also.
I am a 72 year old widow

Trying to make ends meet.
Please reconsider this increase
for me, as well as all
other residents of Tamiami
Village.

I am currently in Mass.
and not able to attend your
meeting on Sept. 29.

Thank-you.

Margaret A. Burke
3380 Rainbow Ln.
N. Ft. Myers, FL
33903

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION:		

M. Burke
22 Cleghorn Ln
Tewksbury, MA
01876

MIDDLESEX-ESSEX
MA 018 5 T
23 SEP 2010 PM



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



RECEIVED

OCT 04 2010

Flt. Lt. Perry
Division of RCA



COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
ARTHUR GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6914

RECEIVED-FPSC

10 OCT -5 PM 3:33

COMMISSION
CLERK

Public Service Commission

100149-WU

October 4, 2010

Bradley Horning
16002 Citron Way
North Fort Myers, FL 33903

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0802410		
DISTRIBUTION:		

Re: Ni Florida, LLC - Docket No. 100149-WU

Dear Mr. Horning:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Ni Florida, LLC (Ni Florida or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

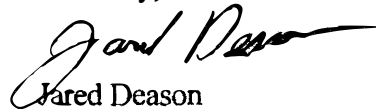
With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

Bradley Horning
Page 2
October 4, 2010

We understand your concerns regarding the Utility's proposed increases. During these difficult economic times, any increase in your utility bill would create more hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6844 or e-mail me at jdeason@psc.state.fl.us.

Sincerely,



Jared Deason
Regulatory Analyst IV

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)
Office of Commission Clerk (Docket No. 100149-WU)
Office of Public Counsel

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
ARTHUR GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6914

RECEIVED-FPSC

10 OCT 4 5 PM 3: 34

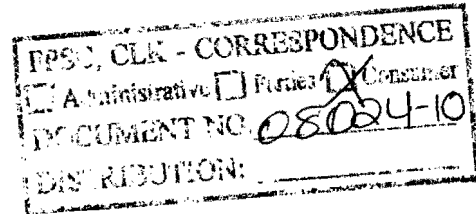
COMMISSION
CLERK

Public Service Commission

100149-WU

October 4, 2010

Bradley Horning
16002 Citron Way
North Fort Myers, FL 33903



Re: Ni Florida, LLC - Docket No. 100149-WU

Dear Mr. Horning:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Ni Florida, LLC (Ni Florida or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

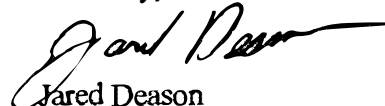
With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

Bradley Horning
Page 2
October 4, 2010

We understand your concerns regarding the Utility's proposed increases. During these difficult economic times, any increase in your utility bill would create more hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6844 or e-mail me at jdeason@psc.state.fl.us.

Sincerely,



Jared Deason
Regulatory Analyst IV

cc: Division of Economic Regulation (Maurey, Fletcher, Williams)
Office of Commission Clerk (Docket No. 100149-WU)
Office of Public Counsel

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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

COMMISSION
CLERK

DATE: October 1, 2010
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Jared Deason, Division of Economic Regulation
RE: Docket No. 1000149 – Application for increase in water rates in Lee County by Ni Florida, LLC.

Please add the attached documents to the consumer correspondence for the above referenced docket.

PSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08024-10		
DISTRIBUTION:		

September 29, 2010

RE: Docket No. 100149-WU, NI Florida LLC

My name is H.C. "Robbie" Robbins and I am the President of the Tamiami Village Renters Association and a full time resident here. I am speaking today on behalf of the Renters Association and the 117 homeowners who are members of this Association.

I have read the MFR very carefully. It states that the average bill is \$19.98 and will increase to \$37.26, an annual increase of \$24,701 for just our 117 residents against a loss of \$106,536 before adjustments based on a test year case. The basis for the rate increase was because of inadequate earnings. Since NI Florida has no long term or short term debt, was the \$173,178 additional operating costs and capital investment for the sub-standard isolation valves and meter replacement included in the single year operating cost loss calculations. Did this create the basis for the rate increase? We also wonder why the MFR shows an expense of only \$42,194 for the test year with the balance to be spent in 2010 but the whole \$173,178 is included in the 2009 test year calculations including \$10,200 for depreciation on the water meter replacement? The current rates were confirmed by The Public Service Commission on 12/31/2007 when the ownership was transferred to NI Florida LLC. Less than 3 years later, we are faced with this huge rate increase.

Some other questions immediately came to mind while reviewing the utility test year adjustments:

1. **What was the flushing program that cost \$3,500 and was this a single year event related to the isolation valve and meter replacement?**
2. **What justifies an increase of \$2,650 for uncollectable accounts? Under the proposed \$159,475 of increased revenue, an additional increase is another \$2,791 for uncollectable accounts (on a base of 720 residential customers). \$5,441 is rather a high \$ rate for uncollectable debts.**
3. **Of course, based on the requested increase in revenue, the RAF (regulatory assessment fee) also adds another \$7,176 to the requested rate increase.**
4. **When are the test year figures audited to adjust the test year rate?**

We cannot speak for the other 603+ other users in the village, but it would appear to us that the rate increase of 86.4% requested is not justified pending a review of the MFR.

Most of our residents are on fixed incomes and have received no rate increase in Social Security and an increase of 86.4% in the water bill would pose an additional economic hardship. Even the Staff recommended rate of 53.6% is excessive. Based on these questions about the test year figures I would request another review of these proposed rates.



Howard C. (Robbie) Robbins
3163 Pluto Circle
North fort Myers, FL 33903
President
Tamiami Village Renters Association

As I understand the utility game, investors seem to be guaranteed a given rate of return.

If a person has \$1,000,000 to invest, they may get say 2% from CD or whatever. They would then receive \$20,000 interest.	1,000,000 <u>0.02</u> 20,000
--	------------------------------------

If they would invest this same \$1,000,000 in a utility at a say 6% return, they would then receive a tidy sum more at \$60,000. So invest in a utility.	1,000,000 <u>0.06</u> 60,000
--	------------------------------------

Now let us pay an amount way in excess of the ^{same} say \$1,000,000 value of the water company----- say throw \$5,000,000 at it. The seller will accept all they can get and the buyer really has no limit as to how much they can pay. A sweet deal for both of them.	5,000,000 <u>0.06</u> 300,000
So who pays the additional cost- guess????????? The user. After all, the investor certainly has to get a reasonable rate of return. Who could argue with that??	

I recall when the utility people were asked about the above, there response was -- well they are not asking for a rate increase and we (the utility group in Tallahassee) do not intend to give them one.

WELL FOLKS!! HERE THEY ARE ASKING FOR AN INCREASE!!

You may also recall that I raised this same point when the Ni people visited our park prior to buying the system. They had a question and answer session. Very conveniently this question and the answer to it were way above their pay grade.

Note: I am not sure how much the water company was worth, nor how much was paid for it. The above numbers are simply an example to show people can easily "play" the system. And, who watches over them?

Application for increase in water rates by

Ni Florida, LLC

DOCKET NO. 100149 - WU

Name Marian Randall

Address 9215 Bonita Dr.

N Ft Myers FL 33903

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

What went on when they dug up & replaced what? My home they did nothing. Then after the park was done. One day 2 Men in a truck stopped an took off ~~the~~ cover & looked I seen them & asked if there was a problem They said NO & put cover back on & left. NO one changed anything at 9215 Bonita Dr.

Marian Randall
9215 Bonita Dr.
N Ft Myers FL 33903

Call me 239-995-0943

Fold and tape -- see back for address

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

Date: 09/28/2010

From: Bradley Horning

Address; 16002 Citron Way

North Fort Myers, Fl. 33903

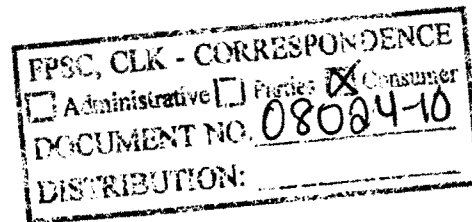
Subject; Docket N. 100149-WU

NI Florida, LLC Rate Increase.

RECEIVED-FPSC

10 SEP 27 AM 9: 58

COMMISSION
CLERK



10 SEP 27 AM 8: 07

DEVELOPMENT CENTER

To; Staff of the Florida Public Service Commission.

This rate increase should not be approved by the Commission because it is totally out of line. NI Florida say they are working in the red. I can't look at their books but I have a hard time thinking that any company would be in business to lose money. It is all too easy to show negative results.

No one is getting raises these days in pay or **retirement** some retirees have lost part of their retirement and yet all utility companies are asking for and getting increases in rates LCEC just double their base rate, FGU the new sewage company just raised their base rate plus the sewer usage rates. The commissions need to think about the ability these people have to pay for all these increases.

NI Florida spent a lot of money putting in new meters in the park last year which they may have had a reason for doing it. But why did they have the contractor working 7 days a week and 10 to 12 hours a day. To me that was just a waste of money.

Please do not allow this increase at this time.

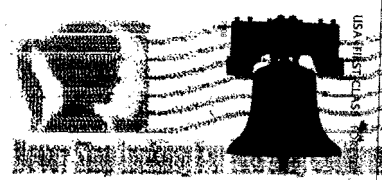
Sincerely , Bradley Horning

A handwritten signature in cursive script that reads "Bradley Horning". The signature is written in dark ink and is positioned below the typed name.

B. L. Horning
16002 Citron Way
N. Ft. Myers, FL.
33903

CUMBERLAND MD 215

24 SEP 2010 PM 1 L



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

Docket # 100149-WU
Ni Florida, LLC. 32399-0850



100149-WU

COMMISSION
CLERK

CONSUMER

September 20, 2010

10 SEP 24 AM 7:16

Re: Docket 100149-WU

As a resident of Tamiami Village in Lee County, I am requesting that you reject the water rate increase requested by NI Florida, LLC.

NI Florida purchased the water service in mid-2008 from Tamiami Village Water Co. In just two years this company is requesting an 85 percent+ increase in both Base Rate and Gallonage Charge.

How could they purchase a company business and need this whopping increase in just two years? Base Rate means no water usage and yet they need almost double for nothing. I suggest cost of living increases for both Base Rate and usage rate.

Thank you for considering my voice in this matter.

Very truly yours,

Ronald C. Phillips
Ronald C. Phillips

Ronald C. Philipps

8024 SEP 24 9
FPCO-COLA POSITION C-1501