

**HEATHER HILLS ESTATES
UTILITIES LLC.**

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August 8th, 2011

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

**RE: Docket No. 100472-WS- Response to letter dated August 3, 2011 from
Stephen C. Reilly, Associate Public Counsel**

Dear Ms. Cole,

Heather Hills Estates Utilities LLC would like to respond to a few of the issues that were in Mr. Reilly's letter dated August 3, 2011.

1. Mr. Reilly says that our community is comprised of senior citizens that are living on fixed incomes. That is true for the most part, but for most of the residents, this is their winter retreat. They own a home in Heather Hills Estates and also own a second home in the north. The residents pay approximately \$50.00 per month for assessments. They do not have a mortgage on their home. This is a land owned community, not a rental park.
2. We purchase our water from Manatee County and are charged a base rate on each connection within Heather Hills Estates which equals 354. So this means, if a resident does not pay the base rate, we are charged from Manatee County Utilities regardless.
3. The office is open Mon, Wed, and Fri from 8:30 am - 1:00pm and Tues, Thursday's and weekends when needed. We are on call 7 days a wk 24 hours a day. We live 10 minutes from the Community. We also bring work home when needed to eliminate interruptions.
4. The rental fee that we charge to Heather Hills Estates LLC for the office space was established from our accountant that handles many of the Private Utility Companies in Florida. They are very familiar with the Public Service Commission. They handle our Regulatory Assessment Fees every year.

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5. We used the Public Service Commission rather than an outside source to help us with a staff assisted rate case to decrease costs to the Utility Company. The Auditor sent from the Public Service Commission had 25+ years of experience (We had full confidence in the Public Service Commission and the auditor). She was here for approximately 2 months and went through every receipt for the past 2 years. We have spent thousands of dollars on this utility for the past few years. It's a 44 year old system. There will be future repairs and we need to be financially prepared . There has not been a rate case for this Utility for 15 years.
6. We need customer's to sign an information form for the billing and emergencies. We do not require a resident to sign anything other than information needed to provide utility services. Heather Hills Estates LLC and Heather Hills Utilities LLC are 2 separate companies. As always we have a copy of the tariffs for any customer wishing to receive a copy.
7. I also have attached an updated picture of the sign outside my office . We are not running a real estate company. The picture of the real estate sign that you received from a resident was an old sign from approximately 2009.

Sincerely,



Chris Stephens "as managing member"
Heather Hills Estates Utilities LLC

**HEATHER HILLS
ESTATES, LLC**

DEED RESTRICTED COMMUNITY



**PLEASE BE AWARE THAT: THERE ARE
MANDATORY ASSESSMENTS that are paid
on a yearly basis.**

**These fees change yearly, and are based on
the Consumer Price Index of March every year.**

**You must visit the office before buying or renting
in Heather Hills Estates.**

Thank you,

Management