

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0805

12-33-1 11 3 41

Dear Sir or Madam,

May 27, 2012

I would like to comment to the Florida Public Service Commission (PSC) on the pending rate increases for water and wastewater rates in Seminole County by Sanlando Utilities Corp. Docket Number 110257-WS.

I ask that the Commission consider the items below in making your decision:

It is my understanding that the basis of increase is to cover increased operating costs.

I am not aware of these increased costs, but question such huge increases of 12 % for water and 32 % for waste water treatment. Can these increased operating costs be associated with the Utilities Inc. cost at other locations? I do not remember, in 30 years, having such large increases until Utilities Inc. became involved. Can the increased cost be the results of poor decisions and management?

Sanlando Utilities was established in early 1970's by Greater Construction Corp. Sanlando was established to provide water and wastewater treatment at its Des Pinar plant for The Woodlands Sub- Division, (Approximately 545 homes) which was built by Greater Construction and other building contractors. In later years, Sanlando Utilities expanded into the Wekiva development.

I do not understand the relationship of Sanlando Utilities to Utilities Inc. but understand that it is now the parent company. Are Woodlands residents now responsible for helping to pay Utilities Inc., management expenses, other locations expenses?

It would seem reasonable to me that the initial investment in the Sanlando Utilities has been returned or paid off. I hope that investment return costs are based on 1970 costs and not inflated by the parent company costs, not related to Sanlando Utilities.

I am disappointed that I can no longer pay my bill by using the drop box at what used to be the Sanlando Utilities Offices.

I am saddened that the mailing address for our payments has been changed to Maine!

This would appear to be a loss of accounts receivable jobs in Florida when all the customers are local in Seminole County. When making service calls I have been transferred to Maine for support.

I have noticed that the Sanlando Utilities Offices, on Highway 436, are now offices of Utilities Inc. Please check that these building costs were properly accounted for.

My wife and I are charged about \$ 20more monthly for water and sewerage than a family of 4 adults living nearby. Both families have pools. I have checked for leaks but have none.

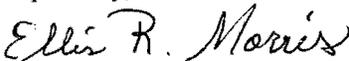
I trust that the Commission will examine the salaries, wages, travel and miscellaneous expenses for reasonableness. Are the number of employees excessive, are salaries reasonable for duties and educational skills required.

Is the utility making efforts to keep local travel expenses minimal? Use of more efficient transportation.

My comments are based upon my observations living in the Woodlands Sub Division and being a Sanlando Utilities customer since 1979.

Thank you for the opportunity to comment on this important matter and for your regulation of utilities. Your efforts are greatly appreciated.

Respectfully,

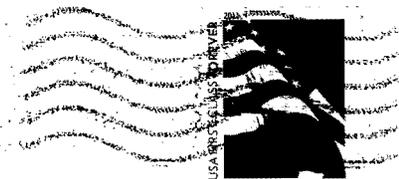


Ellis R. Morris
103 Foxridge Run
Longwood, FL 32750-7319

 **Mr. Ellis Morris**
103 Foxridge Run
Longwood, FL 32750 ★

INDIANVILLE FL 32909

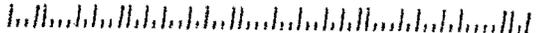
MAY 2012 5PM ET



18 JUN 3 11 57 AM

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0805

32399085099



Eric Fryson

From: Ruth McHargue
Sent: Thursday, April 19, 2012 9:29 AM
To: Eric Fryson
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket Number 110257-WS
customer correspondence

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00800-12		
DISTRIBUTION: _____		

From: Consumer Contact
Sent: Thursday, April 19, 2012 8:16 AM
To: Ruth McHargue
Subject: To CLK Docket Number 110257-WS

Copy on file, see 1061033C. DH

From: Russell Dunn [mailto:ruszdunn63@yahoo.com]
Sent: Wednesday, April 18, 2012 9:40 PM
To: Consumer Contact
Subject: Comments Docket Number 110257-WS

Dear Sir:

I attended the April 17, 2012 meeting in Altamonte Springs, Florida.

I have additional comments to provide regarding Docket Number 110257-WS as follows:

1. First, why is there a charge for using a credit card to pay a bill? This additional credit card fee is totally unacceptable. I can't tell you how many bills I pay on line and they DO NOT charge a fee. Why does Sanlando charge a fee for paying a bill on line and get away with it? Who authorized this charge? This is nickel and diming their customers to death and must be changed. The gentleman that brought this issue up at the April 17th meeting was correct in his statement about this bogus charge.
2. Second, there have been home fires in Wekiva and the fire hydrants did not work properly. The first incident was a fire at my home a few years ago. We had a fire and there was no connection possible at our fire hydrant as I was told by the fire department. This should never occur. A second incident was a home fire in January 2011 on East Cumberland in Wekiva where there was a fire, the home burned down and there was no water at the closest fire hydrant to the home. I saw a large crew from Sanlando replacing the fire hydrant right after the fire on East Cumberland. I reported my concerns about the fire hydrants not working issue with my Homeowners Association. Who is actually responsible for ensuring that fire hydrants work at all times? Is it the water company? Or is it the fire department? Or both? I don't know how many other incidents there are that I may not be aware of in Wekiva or other neighborhoods. We pay our taxes and we should always have working fire hydrants. In my opinion, there is no excuse for non-working fire hydrants in any neighborhood.
3. I have read the Office of Public Counsel Issues and Concerns document. I saw there are many "significant case errors" presented by Sanlando Utilities in attempting to make their case

4/19/2012

outlined in this document. That is frightening to me. I want to publicly thank the Office of Public Counsel for their thorough review of this case.

I provided my initial concerns about Sanlando service in my February 7, 2012 letter to the Public Service Commission.

Russell Dunn
208 Harrogate Place
Longwood, FL 32779

CHRIS S. DERATO

144 WISTERIA DRIVE • LONGWOOD, FLORIDA 32779

RECEIVED-FPSC

12 MAR 28 AM 9:57

COMMISSION
CLERK

Florida Public Service Commission

RE: Sanlando Utilities Corporation-Rate Increase

RE: Docket # 110257-WS

I recommend that you deny the above referenced Water Rate Increase. Please note that my average water bill up until about 18 months ago was in the range of \$42 per month. Over the last 18 months, it has averaged about \$62 per month without any increase to my water usage. So it appears as if Sanlando Utilities has already received a recent rate increase.

We are retired and on a fixed income. Our cost of living has increased although our income has not. Please review Sanlando Utilities' rate increase request carefully as it does not seem to be necessary, and the timing is wrong as we are still in a recession. Thanks.

Sincerely,



Chris and Dorothy Derato

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00800-12		
DISTRIBUTION:		

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

COMMISSION
CLERK

12 MAR -9 AM 11:29

RECEIVED-FPSC

March 8, 2012

Mr. & Mrs. Hibbard
108 Wild Fern Drive
Longwood, Florida 32779

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00800-12</u>		
DISTRIBUTION: _____		

Re: Docket No. 110257-WS - Application for increase in water and wastewater rates in Seminole County by Sanlando Utilities Corporation.

Dear Mr. & Mrs. Hibbard:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Sanlando Utilities Corporation (Sanlando or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section 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.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department

Mr. & Mrs. Hibbard
Page 2
March 8, 2012

officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As part of its petition, Sanlando requested an interim rate increase in its water rates. In accordance with Section 367.082, F.S., the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the Utility to earn the minimum of its approved range of rate of return. Due to the 60-day time frame to process the interim request, the statute dictates that the company need only make a prima facie showing that it is earning outside the allowed range of return established in Labrador's previous rate case. The interim rate increase is subject to refund, plus interest based on the commercial paper rate, if the Commission finds that it is not warranted.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at the customer meeting being held at the Eastmonte Civic Center, Tuesday, April 17, 2012, at 6 p.m. The purpose of the customer meetings is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions and make comments on other issues. Commission staff will be available to respond to customers' comments and questions and provide assistance if necessary.

We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6066 or e-mail me at Mark.Cicchetti@psc.state.fl.us.

Sincerely,



Mark Cicchetti
Public Utilities Supervisor

cc: Division of Economic Regulation (Maurey, Fletcher, Springer, Simpson)
Office of the General Counsel (Jaeger)
Office of Commission Clerk (D. [REDACTED])
Office of Public Counsel

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

March 8, 2012

Mr. Steven D. Kurland
302 Smokerise Blvd.
Longwood, Florida 32779

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	00800-12
DISTRIBUTION:	

RECEIVED-FPSC
12 MAR -9 AM 11:30
COMMISSION
CLERK

Re: Docket No. 110257-WS - Application for increase in water and wastewater rates in Seminole County by Sanlando Utilities Corporation.

Dear Mr. Kurland:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Sanlando Utilities Corporation (Sanlando or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section 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.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

March 8, 2012

Mr. Alberto Felix
601 Blue Lake Dr.
Longwood, Florida 32779

FPSC, CLK	CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00800-12</u>		
DISTRIBUTION:		

RECEIVED-FPSC
12 MAR -9 AM 11:31
COMMISSION
CLERK

Re: Docket No. 110257-WS - Application for increase in water and wastewater rates in Seminole County by Sanlando Utilities Corporation.

Dear Mr. Felix:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Sanlando Utilities Corporation (Sanlando or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section 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.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department

Mr. Felix
Page 2
March 8, 2012

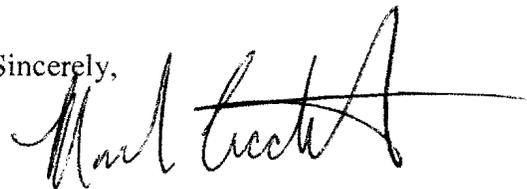
officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As part of its petition, Sanlando requested an interim rate increase in its water rates. In accordance with Section 367.082, F.S., the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the Utility to earn the minimum of its approved range of rate of return. Due to the 60-day time frame to process the interim request, the statute dictates that the company need only make a prima facie showing that it is earning outside the allowed range of return established in Labrador's previous rate case. The interim rate increase is subject to refund, plus interest based on the commercial paper rate, if the Commission finds that it is not warranted.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at the customer meeting being held at the Eastmonte Civic Center, Tuesday, April 17, 2012, at 6 p.m. The purpose of the customer meetings is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions and make comments on other issues. Commission staff will be available to respond to customers' comments and questions and provide assistance if necessary.

We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6066 or e-mail me at Mark.Cicchetti@psc.state.fl.us.

Sincerely,



Mark Cicchetti
Public Utilities Supervisor

cc: Division of Economic Regulation (Maurey, Fletcher, Springer, Simpson)
Office of the General Counsel (Jaeger)
Office of Commission Clerk ([REDACTED])
Office of Public Counsel

John & Linda Hibbard
108 Wild Fern Drive
Longwood, FL 32779

12 MAR -5 10 40

March 1, 2012

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00800-12		
DISTRIBUTION:		

RECEIVED-FPSC
12 MAR -5 AM 9:17
COMMISSION
CLERK

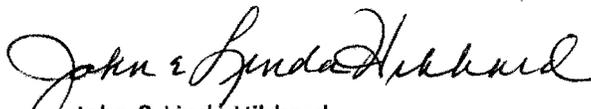
Re: Docket # 110257-WS

To The Office of Commission Clerk:

The rate of return requested by the utility is excessive when compared to the current economy and we would venture to say that this rate of return would be difficult to find in the private sector.

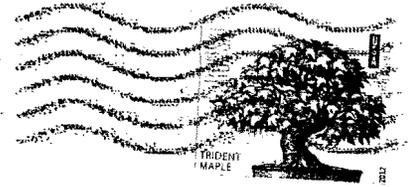
While the Federal government controls interests rates and keeps rates artificially low, thereby hurting people on fixed incomes, it seems incredulous that local government would award a utility a 10.6 % return on investment. We respectfully submit that the rate increase be denied.

Thank you,


John & Linda Hibbard

108 Wild Fern Dr
Longwood, FL 32779

MAIL FLORIDA POST
FLORIDA
AIR MAIL SERVICE PERM



12 MAR -5 AM 7:02

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

32399+0850



Friday, February 10, 2012

RECEIVED-FPSC

12 FEB 20 AM 10:05

Docket No. 110257 – WS

COMMISSION
CLERK

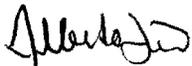
Dear Friends,

I was disappointed to receive a “notice of interim rate increase”.

In times of economic uncertainty, where my wife and I are discussing leaving the state and moving to an area with a lower cost of living – I would ask that you protect your residents by not allowing such increases.

Each of us are adapting in our own ways. The document that was shared indicated that “the existing rates do not provide sufficient revenues to cover the required expenses of operations on a going forward basis.” Respectfully, that statement applies to many of us at this season in our country.

I genuinely thank you for allowing me to share my thoughts.


Alberto Felix

410.365.1725

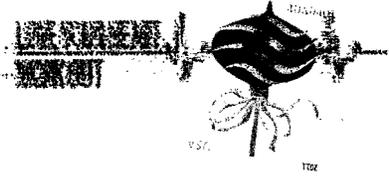
FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00800-12</u>		
DISTRIBUTION: _____		

12 FEB 20 11:08:26

601 Blue Lake Dr.
Covington FL 32779

MID FLORIDA FL 927

17 FEB 2012 PM 1 L



RECEIVED BY CLAYTON

12 FEB 20 11 06:53
Office of Commission Clerk
FL. Public Service Commission
2540 SUMMIT OAK Blvd.
TALLAHASSEE FL 32399-0850

32399+0850



CONSUMER

February 7, 2012

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

RECEIVED-FPSC
12 FEB 10 AM 11:08
COMMISSION
CLERK

Reference: Docket No. 110257-WS

To Whom It May Concern:

I just got the proposed increases in the mail. I think they are ridiculous.

We live in a less than 2% inflation rate and Utilities inc./Sandlando Utilities is trying to give us a 24% increase in our base rate and 10% on gallon rate. They haven't upgraded our system so that we can use reuse water in our area and they keep on raising our rates on tap water.

They just raised our rates last year to reflect significant increases in our water bill from a typical \$30 to \$40 range to a \$50 to \$70 range. They promote water savings by restricting our water use, but they continue to raise our rates.

Please do not give them any more than a 2.5% rate increase. Our incomes have not gone up and they keep raising rates. How are we to afford water.

Has anyone looked at the benefits, the salaries of the employees?

Has anyone looked at their buying habits on maintenance items such as supplies, pipe, electrical equipment? Has anyone looked at if they are bidding out their capital expenditure to three parties or are they just using favored high vendors for their equipment.

My history in the water/wastewater business knows that this utility does not go out to bid on equipment. They use favored suppliers, which increases their project expenditure without getting any better quality products.

I say, SAY NO, to their increase and have someone go over their operating expenses to see if they can be run more efficiently.

Sincerely,



Steven D. Kurland
302 Smokerise Blvd.
Longwood, FL 32779

DOCUMENT NUMBER DATE
00800 FEB 10 2012
FPSC-COMMISSION CLERK

MID FLORIDA

08 FEB 2012 PM 4 L



12 FEB 10 AM 7:03

Office of Commissions Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850
Docet # 110257-WS

3239990850

