

RECEIVED-FPSC

14 MAR 10 AM 9:29

COMMISSION  
CLERK

7 March 2014

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

Re: Document  
Number 130210-WS

Dear Sir/Madam:

In reference to the above document number, the following comments are offered for your consideration:

We are permanent residents of Swiss Golf and Tennis in Winter Haven, Florida.

Quality of water provided is marginal at best and requires the use of different filters to obtain a drinkable product.

Swiss Golf and Tennis is a 55 plus community with many residents on fixed incomes.

While an increase of some amount may be warranted, there is no justification for it.

Community management mandates the use of an irrigation system, included in the water usage amount, for lawns, shrubbery, etc.

Discrepancies exist between the amount of water used by residents and that used by management for common areas, golf course and any other use and who is responsible for cost of usage. Accountability for the amounts spent on each area seems to be lacking.

Many areas watered as common areas or the golf course often water the streets far more than the grass or plants.

In short, we object to the size of this increase, the adverse effect it will have on part-time residents as well as on us with no apparent justification.

Nothing in the proposal provides for an improvement in water quality.

While not objecting to an increase if it is warranted

due to rising costs for providing the services in question, no specific items have been identified to suggest an increase is necessary in the amount requested. A general statement that money is being lost by management to provide water and sewer is not justification.

It is requested that you provide all due diligence in adjudicating this matter.

Most sincerely,



PAUL H. KORNTOP  
38 Greenvview Drive  
Winter Haven, Fl.  
33881-9709  
863 268 8804



CAROLYN L. KORNTOP  
38 Greenvview Drive  
Winter Haven, Fl.  
33881-9709  
863 268 8804



Feb. 03, 2014

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

Re: Docket # 130210-WS

To Whom It may Concern:

My wife and I reside in Swiss Golf and Tennis, a 55+ Mobile Home Community, in Winter Haven, FL which is owned by CRF. We were recently informed that CHC VII, Ltd. (a part of CRF), had filed an application with the Florida Public Service Commission for a substantial rate increase for water and sewer.

CRF claims they are currently losing \$84,681.00 per year on the operation of the water and sewer system in our park. However, the additional revenue gained by the proposed rate increase would amount to \$270,000.00. This would be an increase of 162% for the home owner. Such increase is exorbitant and unwarranted.

Because of the poor quality of the water and the smell emanating from that water, home owners need to install water filters and/or water softeners. My wife and I not only have installed a water filter for the entire house, but we have an additional filter for the water we drink and use for cooking. We also rely on bottled water. Homeowners neither ask for nor receive any assistance from the water utility to get a more acceptable quality of water. In addition, homeowners are frequently confronted with a 48 hour "boil water" situation because of water line breaks. As there is no advance notice of disruption of the water supply, we may find ourselves in the middle of taking a shower when the water stops running.

CRF further requires residents to maintain green lawns to keep up the appearance of the community, i.e. the property belonging to CRF. Lawns have to be watered regularly and sufficiently to accomplish the desired appearance. Home owners, not CRF, are paying for the water. Yet CRF benefits by being in a better position to rent the lots that generate income of approximately \$5,000,000 annually.

The residents of this community are senior citizens, living on a fixed income. Our lot rents increase every January. It appears to us that given the amount of the lot rents, CRF is already a very profitable business and surely knows that not every aspect of a business enterprise is going to be profitable.

While we understand that costs are rising (even though the incomes of senior citizens are not) and CRF therefore wants to adjust the amount collected for water and sewer services, CRF should be required to show how the quality of our water supply would be improved with the increase in revenue.

Given the circumstances outlined above, we plead with the PSC to keep any rate increases to a reasonable minimum.

Thank you.

Sincerely,

David Adamski

Ulrike Jones

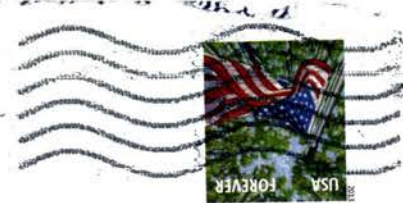
*David Adamski*  
*Ulrike Jones*

52 Greenvview Drive  
Swiss Golf and Tennis  
Winter Haven, FL 33881

RECEIVED-FPSC  
14 MAR -7 AM 9:35  
COMMISSION  
CLERK

David Adamski  
Ulrike Jones  
52 Greenview Drive  
Swiss Golf and Tennis  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
05 MAR 2014 PM 9 L

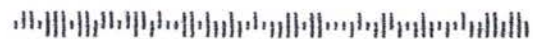


DISTRIBUTION CENTER

14 MAR -7 AM 6:56

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

32399085099



To Whom It May Concern:

February 22, 2014

This letter is being sent regarding document number 130210-WS.

We are residents of Swiss Golf and Tennis in Winter Haven, Fl. We are concerned about the proposed increase in the water. This increase is unwarranted, there have been no economic or natural events to make this increase necessary.

We are paying wastewater charges to sprinkle the lawn, which I may say is a requirement by park management.

This is a "55 Plus" community with senior citizens on a fixed income.

The golf course and gardens are watered, how is the cost of this determined from what the residents use. I would also like to mention we live on the golf course and in the summer these sprinklers on running in the pouring rain.

The snowbirds go back for the summer and many of them leave their sprinklers on, so when its pouring rain out, water is being wasted.

We are not looking for a complete refusal but one that is fair to all.

Thankyou,

Frank Fulton

*Frank Fulton*  
365 PUTTER CIR,  
WINTER HAVEN

RECEIVED-FPSC

14 MAR -7 AM 9:34

COMMISSION  
CLERK



Frank Fulton  
365 Putter Cir  
Winter Haven FL 33881-8750

TAMPA FL 335  
SAINT PETERSBURG FL  
05 MAR 2014 PM 9 L



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14 MAR -7 AM 6:56

FLORIDA PUBLIC SERVICE COMMISSION  
OFFICE OF COMMISSION CLERK  
2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-8650

32399085099





Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name David & Margaret Holley

Address 533 Century Drive

Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

*We are senior citizens with very limited income. Therefore we can't handle a lot more expenses, we hope you will consider this in your decision to raise our water rates. I don't know how much longer we will be able to live here if costs keep going up.*

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.





David Holley  
533 Century Dr.  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
01 MAR 2014 PM 4 L



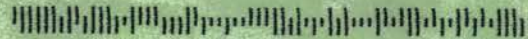
RECEIVED-FPSC

14 MAR -6 AM 9:35

COMMISSION  
CLERK

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

32399085099



Fold Here



Tape

Fold Here



Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Spencer Blauvelt

Address 722 Century Lane

Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

We are on a fixed income and  
any more rate changes are going to  
have to consider putting our place  
up for sale. The charges for our  
rent and now for water are just getting  
to be too much.

Fold and tape - - see back for address

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*L. Blanch*  
*722 Century Lane*  
*Winter Haven, FL*  
*33881*

TAMPA FL 336  
SAINT PETERSBURG FL  
25 FEB 2014 PM 1



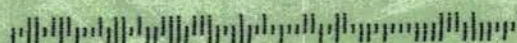
RECEIVED FPSC

14 MAR -6 AM 9:35

COMMISSION  
CLERK

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

32399085099



Fold Here

Tape

Fold Here



Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name GORDON JACON  
Address 110 GREENVIEW DR.  
WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS                              |
|--|
| INCREASE SEEMS OUT OF LINE, PARK HAS           |
| 95% ON PENSIONS & THAT AMOUNT                  |
| WOULD BE A BIG HARDSHIP FINANCIALLY.           |
| MOST RESIDENTS ARE NORTHERNERS &               |
| IT DOES NOT SEEM TO BE JUSTIFIED               |
| WITH A 162% INCREASE. OUR PROSPECTUS           |
| STATES 8000 GALLONS & SEWER FOR \$15.71 A MTH. |
| CRF SHOULD HAVE TO APPLY TO THE STATE          |
| TO CHANGE THE PROSPECTUS PRIOR TO ANY          |
| INCREASE TO PARK RESIDENTS BEING MADE.         |
| A CONTRACT IS A CONTRACT.                      |
| WHY SHOULD CRF BE ALLOWED TO CIRCUMVENT        |
| THE LAW & GO BEHIND TO GET AN INCREASE,        |
| HOW WOULD YOU FEEL IF YOU WERE                 |

IN THIS POSITION. Fold and tape -- see back for address NOT FAIR!!

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



G. VACON  
110 GREENVIEW DR  
WINTER HAVEN, FL

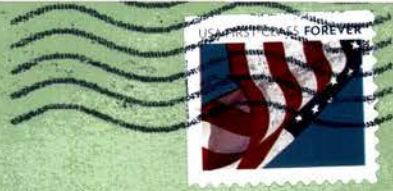
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RECEIVED

14 MAR -6 AM 9:35

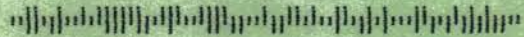
COMMISSION  
CLERK

TAMPA FL 335  
SAINT PETERSBURG FL  
04 MAR 2014 PM 9 L



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

32399085099



Fold Here



Tape

Fold Here





RECEIVED-FPSC  
14 MAR - 6 AM 9:35  
COMMISSION  
CLERK

March 3, 2014

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

To Whom it may Concern re: Doc number 130210-WS:

As a residents of Swiss Golf & Tennis Mobile Home in Winter Haven FL, we would like to go on record as being dismayed with the owners of the Park to ask for an increase in the water & sewer rates. We have never used over the 8000 gal that is allotted to us.

We are six month residents of S G & T...however we pay for w/s for 12 months, never using any water during the absent months except for sprinkling the lawn. This also means we are paying for wastewater charges for water that is used to sprinkle the lawn.

This is a '55 plus' community with senior citizens, most of whom are on a fixed income. The increases in the lot rent the Park managers have been assessed these past years has put a strain on budgets....without thought to the cost of living raises on SS, which have been meager. The (park owners) proposal of raising the rates \$25.52 per month per unit, amounts to an increase of 162%, which is unwarranted.

Yours truly,

  
Don & Joan Daniels  
409 Tennis Lane  
Winter Haven FL 33881



Don & Joan Daniels  
409 Tennis Lane  
Winter Haven FL 33881-8765

DISTRIBUTION CENTER

14 MAR -6 AM 6:59

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

RE: 130210-WS

32399085099



TAMPA FL 335  
SAINT PETERSBURG FL  
04 MAR 2014 PM 9 L



March 3, 2014

388 Tennis Lane

Winter Haven, FL 33881

Florida Public Service Commission

Office of Commission Clerk

2540 Shumard Oak Boulevard

Tallahassee, FL 32399-0850

Document # 130210-WS

RECEIVED-FPSC  
14 MAR -5 PM 3:11  
COMMISSION  
CLERK

Recently the residents of Swiss Golf and Tennis Park in Winter Haven were made aware of a proposed increase in our water/sewer rate. It is a huge increase, 162%, which will be a hardship for those of us who are retired and on fixed incomes. At our house we are conservative in our use of water. We use far less per month than the current minimum suggestion for home owners. Our main water use is for watering our lawn, which is mandated by the park.

We are new residents of our community in Florida—we purchased a year ago-- and we live here less than half the year. Certainly an increase in our water bill would be in order, since it has not been raised for a number of years. However, the amount of increase proposed is out of line. Please settle on a much smaller, more affordable amount. One possible solution to costing out the water price would be to lower the amount of water use allowed by 1,000 gallons, and then raising the fee on the water usage above that point. This would be fairer to those of us who live here less than half of the year. Also the park's rule about lawn watering during the summer when homeowner is not living here should be adjusted.

We also would recommend new water meters be placed in a readable location, so we residents could keep track of our water usage. Currently meters are in the ground, and it requires digging sand off the meter to read it. They are obsolete.

We have some water issues at our house: most days our water is cloudy and has an "off" taste and smell. Also the water pressure is too low for our sprinkler system to cover all of our lawn, even though a new system was installed last year. We would ask that these problems be corrected in the future.

Thank you.

Roxanne and Paul Ebnet

388 Tennis Lane

Winter Haven, FL 33881

*Roxanne Ebnet*  
*Paul Ebnet*

Paul & Roxanne Ebnet  
388 Tennis Lane  
Swiss Golf & Tennis  
Winter Haven FL 33881

DISTRIBUTION CENTER

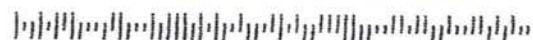
TAMPA FL 335  
SAINT PETERSBURG FL  
03 MAR 2014 PM 1 L



14 MAR -5 AM 7:06

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

32399085099



Re: Doc. 130210-WS



Mr. & Mrs. Daryl I. Reaney  
373 N. Putter Circle  
Swiss Golf & Tennis Club  
Winter Haven, FL 33881-8750  
(863) 299-8278

3 March 2014

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

RECEIVED-FPSC  
14 MAR -5 PM 3:11  
COMMISSION  
CLERK

Dear Sir,

Our Homeowners Association has advised us that the owner of our park, Century Realty Funds (CRF) has filed an application with your commission for a rate increase for water and sewer use in our park. CRF claims it is losing \$84,681 a year on this operation.

I realize that CRF is a business and cannot sustain business losses, however I feel that are putting the brunt of their losses unfairly on the backs of senior citizens who for the most part are on a fixed income.

According to the information provided by our HOA, the new proposed water and sewer rates per month would go from the current \$15.71 to \$41.23. I believe your financial personnel would determine that this is about a 162% increase. This is totally unacceptable to our residents.

The park rules dictate that we MUST water our grass to keep it green. And if we OVER water our grass and exceed a set amount of water per month – we get a bill from CRF for access water usage. I think we use to call this "Catch 22".

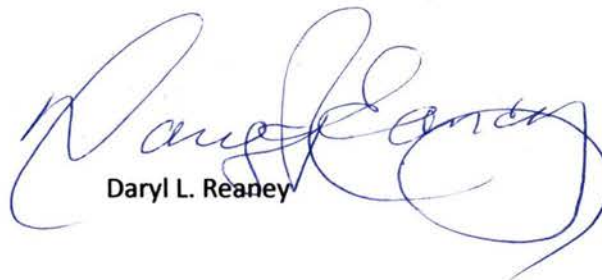
I don't know whether the management in our park gets a bill for over watering the common areas, yet we see this watering even during rain storms. I thought it would be prudent to cut off the sprinkler systems during rain storms in order to SAVE water.

It would appear that excess water usage in the park could partially be attributed to the management and maintenance personnel, not just the residents.

We don't mind CRF asking for a reasonable rate increase, but don't try to recoup their losses from just the residents.

I would think that your commission would look into the disparity of water uses by both residents and management before granting any reasonable increase.

Thank you for your consideration.

  
Daryl L. Reaney



R

DARYL REANEY  
373 PUTTER CIR.  
WINTER HAVEN, FL 33881

DISTRIBUTION CENTER

14 MAR -5 AM 7:06

FLORIDA PUBLIC SERVICE Commission  
OFFICE OF Commission Clerk  
2540 SUMNER OAK BLVD  
TALLAHASSEE, FL  
32399-0850

32399085099

TAMPA FL 335  
SAINT PETERSBURG FL  
03 MAR 2014 PM 2 L



Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name JOHN GRANDEU  
Address 902 BUNKER CIR  
WINTER HAVEN FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS  |
|--|
| THIS IS A SENIOR PARK - MOST RESIDENTS ON LIMITED INCOME |
| PAYING FOR WASTE WATER FOR SPRINKLER                     |
| TIMES WHEN WATER SMELLS VERY BAD                         |
| TIMES WHEN CHLORINE IS SO STRONG IT BURNS EYES           |
| WHEN SHOWERING AND WASHING DISHES                        |
| WATER LEAVES ORANGE RESIDUE ON SEALS ON TUBS AND         |
| SHOWERS  |
| MOST RESIDENTS BUY BOTTLED WATER FOR DRINKING            |
| AND COOKING  |
| WATER IS TURNED OFF PERIODICALLY FOR REPAIRS             |
| TO SYSTEM?   |
|  |
|  |
|  |

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

902 BUNKER CIR  
WINTER HAVEN FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
27 FEB 2014 PM 7 L



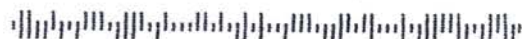
RECEIVED-FPSC

14 MAR -5 AM 10:08

COMMISSION  
CLERK

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

32399085099



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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Rodney Clutterbuck  
Address 54 GREENVIEW DR  
WINTER HAVEN, FLORIDA, 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS                         |
|---|
| How CAN ONE justify an INCREASE LIKE THIS |
| When the economy IS BAD. How CAN SOMEONE  |
| SELL THEIR HOUSE WITH A MONTHLY WATER     |
| BILL AS HIGH AS IT WILL BE WITH THIS      |
| INCREASE. I SEE NO IMPROVEMENT FORTH      |
| COMING WITH THIS INCREASE. I LIVE HERE    |
| ONLY 6 months A YEAR. YET MY WATER BILL   |
| IS FOR 12 MONTHS. YES I DO USE WATER      |
| FOR MY LAWN BUT NOT THE SEWER SYSTEM.     |
| IN THE SUMMER TIMES. WHERE DOES THE       |
| BUCK STOP?                                |
|   |
|   |
|   |
|   |

Fold and tape -- see back for address

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R CLUTTERBUCK  
54 Greenview  
WINTEN HAVEN FL  
33881



RECEIVED-FPSC

14 MAR -5 AM 10:08

COMMISSION  
CLERK

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

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## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Tuesday, March 04, 2014 3:55 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket # 130210-WS proposed rate increase

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Monday, March 03, 2014 1:13 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket # 130210-WS proposed rate increase

Copy on file, see 1140337C. Also filed for water quality, see 1140338C. DHood

---

**From:** roxanne ebnet [<mailto:paulebnet@hotmail.com>]  
**Sent:** Monday, March 03, 2014 12:38 PM  
**To:** Consumer Contact  
**Subject:** Docket # 130210-WS proposed rate increase

Recently the residents of Swiss Golf and Tennis Park in Winter Haven were made aware of a proposed increase in our water/sewer rate. It is a huge increase, 162%, which will be a hardship for those of us who are retired and on fixed incomes. At our house we are conservative in our use of water. We use far less per month than the current minimum suggestion for home owners. Our main water use is for watering our lawn, which is mandated by the park.

We are new residents of our community in Florida--we purchased a year ago--and we live here less than half the year. Certainly an increase in our water bill would be in order, since it has not been raised for a number of years. However, the amount of increase proposed is out of line. Please settle on a much smaller, more affordable amount. One possible solution to costing out the water price would be to lower the amount of water use allowed by 1,000 gallons, and then raising the fee on the water usage above that point. This would be fairer to those of us who live here less than half of the year. Also the park's rule about lawn watering during the summer when homeowner is not living here should be adjusted.

We also would recommend new water meters be placed in a readable location, so we residents could keep track of our water usage. Currently meters are in the ground, and it requires digging sand off the meter to read it. They are obsolete.

We have some water issues at our house: most days our water is cloudy and has an "off" taste and smell. Also the water pressure is too low for our sprinkler system to cover all of our lawn, even though a new system was installed last year. We would ask that these problems be corrected in the future.

Thank you.

Roxanne and Paul Ebnet  
388 Tennis Lane

Swiss Golf and Tennis  
Winter Haven, FL 33881

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Tuesday, March 04, 2014 3:40 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130210  
**Attachments:** FAX-2014-03-04 06\_55\_13.tif

Customer correspondence

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

From: Consumer Contact  
Sent: Tuesday, March 04, 2014 8:22 AM  
To: Ruth McHargue  
Subject: To CLK Docket 130210

Copy on file, see 1140406C. Also filing for water quality, see 1140407C. Will be scanning, and forwarding that to you.  
DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
Sent: Tuesday, March 04, 2014 6:55 AM  
To: Consumer Contact  
Subject: FPSC , 1 page(s)

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



## Application for increase in water rates in Polk County by

**CHC VII, Ltd.**DOCKET NO. 130210-WS

Name Jerry Baum  
Address 576 Century Dr.  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

WS

| REF# 130210 CONSUMER COMMENTS  |
|--|
| Please consider the following:   |
| 1. Are you creating a hardship for some long term residents in the park?   |
| 2. Why is 48% of usage not accounted for when the State of Florida only allows 10-12% of unaccounted usage? Please explain where the other 36% is going. |
| 3. I believe that with costs going up, there should be some re-evaluation, BUT NOT a 162% increase.  |
| 4. Quality of water should be drinkable. We currently have 3 filters on our drinking water.  |
| 5. Exorbitant increase is not justified. Monthly readings instead of quarterly readings should not be passed on to owners.                               |

Fold and tape --- see back for address

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165 Greenview Drive  
Winter Haven, Florida  
February 26, 2014

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

Dear Sir,

We have lived in Swiss Golf and Tennis Club, full time, since 1997, renting for 6 years prior to that, and received one OVER bill for water usage.

We think that a modest increase for usage is probably warranted, but think the following points should be considered.

We have been told that there may be a 40% loss of water between that being pumped, and that billed. Is this true? Are we losing water that may eventually produce sink holes? This question needs to be answered.

Does our water bill include that water being used on the golf course? Shouldn't that water be paid by those who golf (we do not golf)? The water usage for the golf course should be factored into the fees for playing golf.

It looks as if the new billings would be on a monthly basis instead of a quarterly basis, as is being done now. Won't that triple the cost of billing, which will be included in the new rates? We favor the less expensive quarterly billing.

We are on fixed incomes, and having retired 30 years ago, with no cost of living, this could become an expensive burden.

I am in my 90's, and my wife is not far behind.

In addition, the water smells very badly, causing us to install expensive filters. We have whole house filters and more costly ones, which have to be serviced yearly, at a cost, for drinking water.

Please take these matters into your considerations.

Thank you!



Ward B Crabill



Dorothy Gene Crabill



COMMISSION  
CLERK

14 MAR -3 AM 10:07

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TAMPA FL 335  
SAINT PETERSBURG FL  
27 FEB 2014 PM 4 L



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14 MAR -3 AM 7:26

Florida Public Service Comm.  
Office of the Comm. Clerk  
2540 Shumard Oak Bulva  
Tallahassee, Fla.  
32399-0850

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2-26-

To: Public Service Commission

RE: Water & Sewer Charge Increase  
for CRF at Swiss Golf & Tennis  
Winter Haven, FL

The increase of 162% is exorbitant. With social security and wage increases at 2-3%, what can possibly justify this kind of increase! We strongly oppose that much - we would hope that would be some justification for the increase they receive.

As snowbirds we do favor the format of base rate plus usage so we're not paying for water usage while we're gone.

Dinda Smith-Flugel  
Robert & Dagnais

324 Putter Circle  
Winter Haven FL 33881

(863) 875-7363

L. Smith-Flugel

324 Putter Circle

Winter Haven, FL 33881

TAMPA FL 335

SAINT PETERSBURG FL

25 FEB 14 PM 31



18 ROUTE 1 CENTER

14 MAR -3 AM 7:25

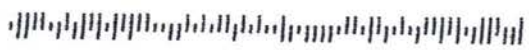
Florida Public Service Commission

Office of Commission Clerk

2540 Shumard Oak Blvd

Tallahassee

Florida 32399-0850





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14 MAR -3 AM 10: 07

COMMISSION

CLERK

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BURROWING OWL

RECEIVED-FPSC

14 MAR -3 AM 10:08 Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

COMMISSION  
CLERK

DOCKET NO. 130210-WS

Name Denise Malloy  
Address 888 Bunker Circle  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS   |
|---|
| Granted, <del>etc</del> it has been considerable time since |
| CHC's last approved rate increase, the proposed rate        |
| increase is unjust in its percentage of increased           |
| separate charges for water and waste water.                 |
| Clearly, there must be consideration for the amount         |
| of water, included in the water bill that is never          |
| processed as wastewater, such as water used for             |
| lawns or washing cars. Also, there should be                |
| accountability for the numerous bill payers that            |
| never come close to the 6000 gallon allotment,              |
| this overage being profit to CHC for many years.            |
| I ask that PSC critically examine this rate increase        |
| request by CHC, and to please consider the magnitude of     |
| its size and impact on so many fixed budget households.     |

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



STAMP

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

Fold Here

Tape

Fold Here

Denise Malloy  
888 Bunker Cir.  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
28 FEB 2014 PM 5 L

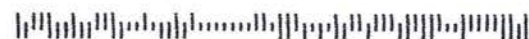


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14 MAR -3 AM 7:27

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

32399085099





Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Gerald and Lene Blasek

Address 838 Sandtrap Circle  
Wester Haven, Fla 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

We are a retired couple who come down here between 6 weeks to 4 months a year. We are on a fixed income so we are limited to our expenditures. We cannot afford higher water bills so hope you decide not to raise the water charges. Thank you! We enjoy your park & hope to be able to continue coming down & eventually spend more time here.

Thank you

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838 Sandtrap Cir.  
Winter Haven, Fla  
33881



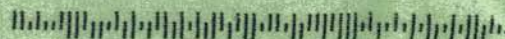
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14 MAR -3 AM 10:09

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CLERK

Florida Public Service Commission  
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2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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TAMPA  
SAINT PETERS  
FL 33634





Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name VIRGINIA PETERS  
Address 398 TENNIS LANE  
WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS                    |
|--------------------------------------|
| Why should I pay for wastewater      |
| we have wells at our location.       |
| We have a pump station for our waste |
| water etc.                           |
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Harold and Ginny Peters  
398 Tennis Ln  
Winter Haven, FL 33881-9713

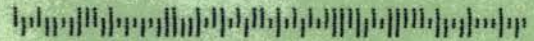
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Pam & Bill Robinson  
Address 258 Fairway Circle  
Winter Haven Fl. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Since we are on a fixed income we feel that a raise in the water and sewer charges of 162% is unwarranted.

If CRF is currently losing \$84,681.00 a year they need to find out where and why they are losing this much. How much of this loss is due to the amount of water being used for the Golf Course and Common Areas & Club Houses.

I feel that a increase of a smaller amount might be needed but not the \$270,000.00 a year as requested. The Park is requiring us to maintain a sewer line and then pay charges sewer rates on the waste water for low

Fold and tape to back for address  
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Billie Robinson  
258 Fairway Cir  
Winter Haven, FL 33881

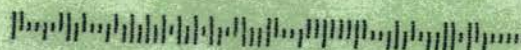
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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name

ALBERT KLOOSTERMAN

Address

72 GREEN VIEW DRIVE

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS |
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SAINT PETERSBURG FL  
28 FEB 2014 PM 4 L



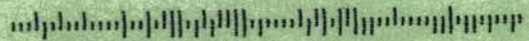
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Tallahassee, FL 32399-0850

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To; Florida Public Service Commission

From: Albert Kloosterman  
72 Greenview Drive

Subject: Docket No. 130210-ws

Date Feb 24, 2014

I am writing to address the application for a 162% increase for water and sewer rates in Swiss Golf and Tennis by CHC V11 Ltd.

An increase of 162% is extremely unreasonable.


We have been informed CHCV11 has a \$80K shortfall in their water/sewer cost, while this increase will generate a +/- 270K annual increase. This increase is hard to rationalize.

As a seasonal resident the bulk of our water usage is to supply our sprinkler system to keep the park up to the standards set out by the park perspectus. A yard with dead grass is naturally unacceptable.

To sum up I submit that: The rate application is excessive.  
Water/ Sewer should not be a profit centre  
The Public Service Commission should monitor CHC V11 LTD for their ongoing costs.

Thank you for the opportunity to submit my thoughts.

Albert Kloosterman  
72 Greenview Drive  
Swiss Golf and Tennis





## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Friday, February 28, 2014 1:18 PM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130210  
**Attachments:** FAX-2014-02-28 09\_08\_37.tif

Customer correspondence

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

From: Consumer Contact  
Sent: Friday, February 28, 2014 9:21 AM  
To: Ruth McHargue  
Subject: To CLK Docket 130210

Copy on file, see 1140163C. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
Sent: Friday, February 28, 2014 9:09 AM  
To: Consumer Contact  
Subject: FPSC , 1 page(s)

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



## Application for increase in water rates in Polk County by

**CHC VII, Ltd.**DOCKET NO. 130210-WS

Name GARY WATSON  
Address 479 S. PUTTER  
WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

PP3 OF STAFF REPORT - REVENUES AND EXPENSES IS  
IN ERROR. THE SUM OF THE FOUR NUMBERS INDICATES  
A COMBINED (\$4,681). THE CORRECT MATH IS (\$45,490)  
THIS MAKES THE ENTIRE STAFF REPORT SUSPECT!  
SUGGESTED INCREASES FOR WATER AND WASTE-  
WATER SHOULD BE:

\$20.00/MO. FEE FOR 5,000 GALLONS, PLUS OVERAGE  
OR CHG.

\$25.00/MO. FEE FOR 8,000 GALLONS, PLUS OVERAGE  
CHG.

THIS SEEMS VERY FAIR AND KEEPS THE  
PROCESS SIMPLE!

Fold and tape -- see back for address

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Paul Niemann

Address 279 Putter Circle

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

I Don't think the request for INCREASE SHOULD BE GRANTED

**CONSUMER COMMENTS**

1. When we purchase here we were told that park management supplied water & sewers and it would be included in lot rent. All park maintenance would be paid this rent. Nothing was said about a water utility that to make a separate profit. Lot rents up to \$700 a mo. should cover water & sewer maintenance.
2. I don't believe estimates are accurate. All water usage is not metered such as golf course, common areas, club houses, pools, club houses, coin laundries, pro shop, office.
3. We live on a small fixed income. Our housing cost is already 1/3<sup>rd</sup> of our income.

Fold and tape -- see back for address

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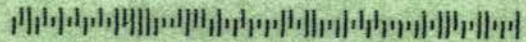
Ms. Carol Niemann  
279 Putter Cir  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
26 FEB 2014 PM 9 L



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

32399085099



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*[Handwritten signature]*

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14 FEB 28 AM 10:23  
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CLERK

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*[Handwritten signature]*



## CECIL REAVES

158 Greenview Drive  
Winter Haven, FL 33881  
863-268-4491

February 22, 2014

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

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14 FEB 28 AM 10:23  
COMMISSION  
CLERK

Reference document number 130210-WS

Dear Sir or Madam,

In regard to the above reference number for water/sewer rate request for Hidden Golf and Swiss Golf and Tennis. I submit the following for your consideration.

A portion of the current loss of \$84,681.00 per year is due to the fact that common area planting irrigation runs while it is raining.

A clarification is needed as to the usage of irrigation water for other common areas, as well as the golf course. Does water for these areas come from the pond on the south end of Swiss? Where does the water come from to refill this pond when it declines? Does it come from Lake Henry? How is this usage accounted for?

If CRF is losing \$84,681.00 per year, why increase the costs of reading 882 lots each month instead of quarterly? Whether you read the meter daily, weekly, monthly, or quarterly, the same amount of water is being used. You are only increasing your expenses of reading the meters.

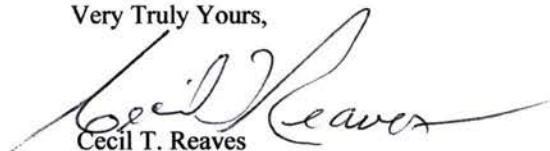
Based on the letter of explanation that I received, further clarification is needed on sewer changes. Will sewer change be a flat \$15.12 plus the base charge on water usage up to 8000 gallons. Or will it be \$1.89 per 1000 gallons of water usage, in addition to the base charge?

I have been told that Swiss can not account for 48% of water usage. I also understand that average loss of water due to leakage, etc., is estimated to be 10 to 12%. If these figures are correct, Swiss needs to explain where the other 36% of water is being used or wasted.

While the loss of \$84,681.00 per year for water is substantial, I suggest that Swiss open their books to verify that current accounting is correct and divulge other profit and loss areas to determine the total profit ability, versus picking just one area of questionable loss.

In closing a 162% of increase is just totally excessive, especially in a park that is occupied by retirees on fixed incomes. Hidden and Swiss currently pay high lot usage, plus an excessive charge for use of the golf course. The golf course is in questionable condition, and cost \$750.00 per year. Water usage for this course should not be charged to common area usage, but should be charged to golf course maintenance.

Very Truly Yours,



Cecil T. Reaves

CC: President, Swiss HOA

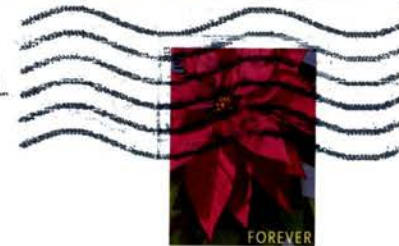


Cecil T. Reaves  
158 Greenview Dr.  
Winter Haven, FL 33881

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26 FEB 2014 PM 9:1

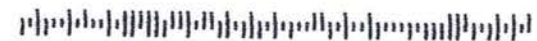
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Tallahassee, FL 32399-0850

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February 26, 2014

14 FEB 28 AM 10: 23

COMMISSION  
CLERK

Marilyn McClendon  
275 Fairway Circle  
Winter Haven, FL 33881

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850  
Re: Document #130210-WS

To Whom It May Concern:

This letter is in reference to the proposal by CRF to the Florida Public Service Commission as to a raise in water and sewer rates. My husband and I were unable to attend the Customer Meeting on Feb 4, 2014. This letter will be our voice on the request by CRF.

The Park Utility (CRF) has offered no reason to request a raise in the water and sewer fees. There appears to be no reason now to request the increase except to cover losses by CRF themselves which the homeowners have not control over. The amounts requested are exorbitant and unconscionable and will deeply impact the current homeowners.

Our current rent is restricted to a \$5.00 per year increase. This request by CRF to raise water and sewer rates smacks of being a covert attempt to raise the rent and bypass the restriction. The current water and sewer rates have been in effect since 1999 yet there has been no issue until now.

The proposal includes flat fees and additional rate usage fees if the additional gallons are used above the maximum flay rate. It is extreme to require both fees here. There is no way to determine if water is used in the home or to water the yard and CRF itself requires homeowners to water the yard to maintain it. There is also no way to know if all the water used by the homeowner requires sewer treatment.

CRF reports that it cannot account for 40% of the water volume used. It is not the responsibility of the current homeowners to pay for water when CRF can not even identify where the usage is occurring. CRF is responsible for the 40% not accounted for and for the \$84,681 loss.

Swiss Golf and Tennis is a 55+ community comprised of mostly senior citizens. The cost of living increases for retirement benefits can be as low as 1% per year yet CRF asks for a 162% increase. This increase will be very hard on those on a fixed income.

Sincerely,  
Marilyn McClendon



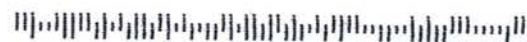
McClendon  
275 Fairway Circle  
Winter Haven, FL 33887

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SAINT PETERSBURG FL  
26 FEB 2014 PM 9 L  
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14 FEB 28 AM 6:50

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



Attn: Doc # 130210-WS



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Friday, February 28, 2014 9:12 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket Number 130210-WS

Customer correspondence

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

From: Consumer Contact  
Sent: Friday, February 28, 2014 8:01 AM  
To: Ruth McHargue  
Subject: To CLK Docket Number 130210-WS

Copy on file, see 1140150C. DHood

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

From: Linda Stupakiewicz [<mailto:lstupakiewicz@gmail.com>]  
Sent: Thursday, February 27, 2014 6:45 PM  
To: Consumer Contact  
Subject: Docket Number 130210-WS

My name is Linda Stupakiewicz, and I live at 185 Fairway Circle, Winter Haven, FL 33881

I am writing about Docket Number 130210-WS, which relates to the application to the PSC by CHC VII, Ltd for an increase in water and sewer rates to be charged to the residents of the Swiss Golf and Tennis community.

The extent of the rate increase is of high concern to me. Considering a comparable monthly usage, the new rates would result in an increase of 162% over what we are currently paying. This is highly exorbitant. CHC VII, Ltd claims an annual loss of \$84,000 due to the rates they are currently charging. The proposed increase would provide additional annual revenue of an estimated \$240,000 - nearly three times the claimed annual loss.

In addition, the proposed increase for waste water will be based on readings from the water meters. A large proportion of our water usage goes to water our lawns to keep our homes attractive, which is a requirement of park management, so this water does not feed into the sewer system. Sewer rates based on water meter readings are therefore not appropriate.

It's my understanding that CHC VII has not had a rate increase in many years, so I am not objecting to a reasonable increase. But the rates as proposed are highly excessive, and therefore the application should be declined.

Sincerely,  
Linda Stupakiewicz



Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Beverly Derusha  
Address 592 Century Dr  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 Sincerely hope this rate increase is   |
| Voted down. Our Community consists of    |
| Mostly retirees with limited income. The |
| economy has hurt a large majority of us  |
| and this large increase could seriously  |
| affect a great many of us.               |
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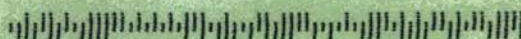
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592 Century Dr  
Wentworth, FL  
33881

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2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Reference: Document # 130210-WS

Good Morning,

We live in Swiss Golf and Tennis in Winter Haven, FL. It has been brought to our attention that Communities Resales Florida (CRF) is proposing a water and sewer rate increase and a change in our method of payment. We strongly disagree with CRF's request for this change and exorbitant rate increase for the following reasons:

1. When we purchased our home in 2006 we bought with the understanding that basic water and sewer usage would be included as part of our rent at a reasonable Base Rate. This was a prime consideration for us when we were shopping for a home. We consider CRF's new proposal a major scope change to our contract with them. Our current water and sewer program was compensation for CRF eliminating some original park prospectus services that we no longer have available to us. We believe CRF should keep their promises and agreements because they certainly demand that from us.
2. We are on a fixed income so a 162% increase is a very severe burden for us. Please let us repeat: **A Very Severe Burden!**
3. Furthermore, the water CRF supplies is bad. Although it might be chemically safe, it tastes terrible. In order to be able to drink it we must filter it three times. A whole house filter, an under the sink kitchen filter and finally a refrigerator filter. The whole house filter must be changed every six weeks because it gets all gummed up and causes low water pressure in the house.
4. We are snowbirds. This means we would be paying more for water when we are gone than we do now since our prospectus states we must keep our lawn sprinklers on while we are up north. Furthermore, they expect us to pay sewer charges for water used during sprinkling. This is unreasonable.
5. Our lot rent was \$420 when we bought in 2006. Now, eight years later, it is \$510. This increase coupled with the proposed water/sewer increase would be unmanageable for us.

In summary, with most of us on a fixed income we are very disappointed that CRF would consider such a burdensome proposal on people in a +55 community. We are hopeful that CRF's proposal will be rejected.

Regards,

*Lloyd Brinson*  
*Nancy Brinson*

Lloyd and Nancy Brinson  
309 Putter Circle  
Winter Haven, FL 33881

Telephone: 863-353-1318

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COMMISSION  
CLERK



2/24/14

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Florida Public Service Commission

CC CRF Properties

I am a single person residing in Swiss  
Golf & Tennis on a fixed income.

I understand it's time for a water increase,  
but I would like it to be a fairer  
amount than the proposed one.

I'm sure I will not use anywhere  
near 8000 gallons of water.

The park requires that we water our  
lawns - that's a big part of  
water usage.

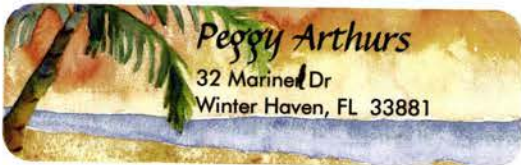
Please consider a much smaller  
rate hike - maybe we could pay  
25.00 like the other parks.

Sincerely,

Margaret Arthurs  
32 Marina Dr  
N. H. H. 33881

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14 FEB 26 AM 9:53  
COMMISSION  
CLERK





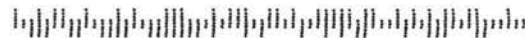
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24 FEB 2014 PM 1 L



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





Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Louis and Rosemary Kalinowsky

Address 1644 Century Lane  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

According to the information we have read, an increase for home owners at Swiss Golf and Tennis for water and sewage would be from \$15.71 to \$41.23 per month. This calculates to be a 162% increase. Nothing has happened to show a need for such an exorbitant increase. We live in a 55+ park and most residents are on a fixed income which has been decreasing instead of increasing. Besides this, our prospectus requires us to have and maintain a green lawn, which ultimately requires irrigation. It seems that is the largest user of home water usage (approximately 40%) which doesn't require sewage treatment. At this point we are also not certain who is paying the bill for golf course and common area water usage, or the percentage of the total usage which belongs to these areas. About 50% of our community are snowbirds who live here six months or less per year. Snowbirds have a tremendous positive influence on Florida's economy. What compensations can be made to

Fold and tape -- see back for address

(see attached sheet)

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Kalinowsky  
644 Century Lane  
Winter Haven FL 33981

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2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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● these residents who are here part time? Although we have never formally voiced a complaint, the quality of our water leaves much to be desired. It often has a swamp-like odor and the pressure varies or is often low. The water has also proven to be hard on appliances. We buy bottled water for drinking even though we have a whole house filter, and we still filter that water a second time for cooking. Shouldn't some of our rent money be put to use to help cover unexpected costs, maintenance, and improvement? That's how we budget our own income for maintenance and improvements on our house. We want only what is fair for both parties involved. A small increase would be acceptable, but with that should come some considerations and improvements.



Louis Kalinowsky  
Rosemary Kalinowsky  
644 Century Lane  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
24 FEB 2014 PM 3 L

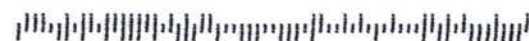


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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name ROBERT & SUSAN McCLEW

Address 856 SANDTRAP CIR  
W. H. FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS                      |  |
|--|--|
| WHEN WE LIVE IN A COMMUNITY            |  |
| THAT <u>MANDATES</u> LAWN MAINTENANCE, |  |
| BASING SEWER RATES ON WATER            |  |
| USAGE SEEMS UNFAIR!                    |  |
| INCREASES BY MORE THAN 160%            |  |
| IS OUTRAGEOUS!                         |  |
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Mr. Robert W. McClew  
856 Sand Trap Cir  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
24 FEB 2014 PM 7 L



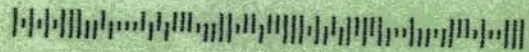
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Tallahassee, FL 32399-0850

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79 Greenview, ...  
Winter Haven, Fl. 33881  
Feb 24, 2014

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399-0850  
Document # 130210-WS

To Whom It May Concern,

We, as homeowners of Swiss Golf and Tennis Community in Winter Haven, understand that Florida Public Service Commission (PSC) has proposed an increase for our water rates. We realize that any business must make a profit. However, most of our community is made up of senior citizens on a fixed income. It might seem like a small increase to PSC, but to the seniors it might be the difference between a doctor's visit and the water bill. Also, many of our residence are "snow birds" and only use potable water between 4 to 6 months.

Presently, we are using waste water to water our lawns and community areas. Thus, this should not be used in your formula for the rate increase.



One other point to consider on a possible increase is most seniors, did, for the first time in a few years received a rate increase of 1% to 3% in their social security check. So, our thinking, is the rate increase should only be in the range of 1% - 3%.

Sincerely,  
Robert & Doris  
Gordyne.

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Garcyna  
179 Greenview Dr  
Winter Haven, FL 33881

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Document #130210-WS



Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Jim DUNNINGTON

Address 458 PUTTER Circle

WINTER HAVEN FLORIDA 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS   |  |
|---|--|
| The new rates ARE too high for my fixed income, Already thinking about selling out of a nickel & dime charging town, and moving to Georgia where living is cheaper. Winter Haven is not Colorado where water is precious, it RAINS every day in the summer. |  |
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DUNNINGTON  
Putter circle  
W.H. Florida

TAMPA FL 335  
SAINT PETERSBURG FL  
24 FEB 2014 PM 7 L



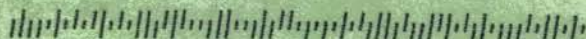
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Tallahassee, FL 32399-0850

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## Crystal Card

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**From:** Ruth McHargue  
**Sent:** Friday, February 21, 2014 9:40 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK docket 130210-ws

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Friday, February 21, 2014 8:28 AM  
**To:** Ruth McHargue  
**Subject:** To CLK docket 130210-ws

Copy on file, see 1139493C. DHood

**From:** Dennis Dido [<mailto:j.d.dido@gmail.com>]  
**Sent:** Thursday, February 20, 2014 9:11 PM  
**To:** Consumer Contact  
**Subject:** comments on docket 130210-ws

As a current resident but a past business owner I have to express my concern with regard to the proposed rate INCREASE being requested by a business responsible for providing a contracted service to our "park community".

As a business owner, I have to propose budgets to cover the cost of MRO and replacement of equipment. Since I do not have the details regarding why the increase of this magnitude is needed, I will assume that the replacement of poorly performing equipment and the excessive cost of trying to maintain some level of "prospective contracted" performance is the issue. Since the Federal Government and the rules and regulations of "standard accounting practices" provide a framework for depreciation and replacement, these costs should have been provided for.

I believe that the proposed 160% increase is out of line and the drastic changes of proposed billing method is out of line and "past practice". While I do not deny that costs increase, they certainly do not justify this range and do not provide for a continuing relationship with the property owner and their tenants some of whom have had a working relationship over 20 years old.

Thanks for the opportunity to comment.

Dennis Dido  
647 Century Lane  
Winter Haven, FL 33881



Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Doris E. Shoulak

Address 315 N. Putter Circle

Winter Haven, FL. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 feel that the increase is exorbitant, I'm a single senior citizen on a fixed income, I do not use that much water, and I can't even use this water for drinking, I also have the expense of buying water to drink, we don't even own our lot here but still have to pay ourselves to keep the property maintained, This added expense would cut into my food budget, I ask you not to do this to us, we like it here, so it would make it harder for us to stay here.

Thank you

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Doris Shoulak  
3150 Putnam Cir  
Winter Haven FL 33881

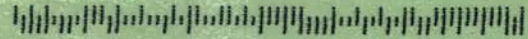
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32399085099



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name EDWARD & LINDA KEENAN

Address 799 BUNKER CIRCLE

WINTER HAVEN, FL. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 part time residents and being  
Canadian we don't feel that we should  
have to pay your increase for 6 months  
that we are not here nor do we support  
the increase at any other time. Enough  
is enough. We already pay an increase  
on our dollar and we do more than  
enough to support ~~the~~ the economy in  
the U.S.A. Give us and all our  
residents a break.

Thank you for your  
anticipated co-operation

Fold and tape -- see back for address

*Linda Keenan*

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Mr Edward Keenan  
799 Bunker Cir  
Winter Haven, FL 33881-9728

In God We Trust



TAMPA FL 335  
SAINT PETERSBURG FL  
25 FEB 2014 PM 1 L



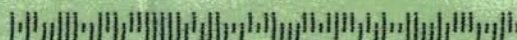
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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name GAETAN BOUCHARD  
Address 357 FAIRWAY CIRCLE  
WINTER HAVEN, FL

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

The quality of the water provided should be considered in this decision as it may be potable but not good tasting.

I believe that no one company should be able to increase the cost of their services by 163%.

Providing water to the park should not be a means to make a profit. It is a service that is provided for a venue which is making its profit from the rent fees collected every month.

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Liberty  
FOREVER

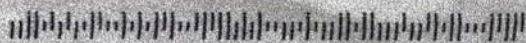
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CLERK

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Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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TAMPA FL 335  
SAINT PETERSBURG FL  
25 FEB 2014 PM 6 L





Ken and Evelyn Krapf  
283 Putter Circle  
Winter Haven, Fl. 33881

Feb. 24, 2014

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

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14 FEB 27 AM 9:16  
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Subject: Document number 130210-ws

Dear sirs:

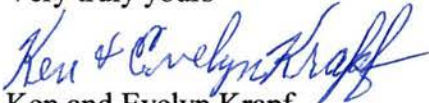
On the subject of the CRF requested water and sewer rate increase at Swiss Golf & Tennis and Hidden Golf (further referred to as the PARK ) calculations based on 882 homes and 8000 gallons of water useage per month the rate increase requested by CRF from the present rate of \$ 15.71 to the requested \$ 41.23 is exorbitant. This is an increase of 162% and relates to an additional revenue of \$ 270,000.00. We are told that CRF claims to be loosing \$ 84,681.00 per year on operations. For someone wanting to recoup a loss to request an increase of \$185,319.00 over and above the loss seems unjustified.

It seems that majority of the water used in the park is not consumed by the home owners but to water the golf course and common areas owned by CRF and a majority of the water going thru the home owners meters is being used to water the home owners lawn which is mandated by CRF. If , in fact, this is true none of this water is sewerage needing processing, therefore the requested increase of \$ 23.46 per month per home owner for sewer is unjustified.

It would seem that CRF needs to justify their request for a rate increase with facts and figures documenting where and by whom the water is used.

We in the PARK are counting on your Commission to come up with an equitable solution.

Very truly yours

  
Ken and Evelyn Krapf



Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Ivan Fort  
Address 580 Century Dr. Winter Haven, FL  
33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

Please do not raise rates, as  
it will cause residents to leave  
park. We are retired people!

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*D. Fort*  
*580 Century Dr*  
*Winter Haven, FL*  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
24 FEB 2014 PM 8 L



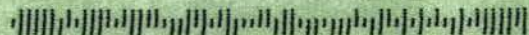
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CLERK

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Office of Commission Clerk  
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Tallahassee, FL 32399-0850

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THIS MAIL MUST BE OPENED BY THE ADDRESSEE ONLY

Tape

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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Thomas J. Walton

Address 248 W. Fairway Cir.

WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

SUBJECT: DOCKET #130210-WS

| CONSUMER COMMENTS  |
|--|
| 1. CHC VII, LTD RATE INCREASE REQUEST IS EXORBITANT!!  |
| 2. THE PROPOSED RATE FOR WATER AND SEWER IF APPROVED COULD REPRESENT AN INCREASE OF 162%.  |
| 3. MANY OF THE PEOPLE IN OUR COMMUNITY ARE SENIORS AND ARE LIVING ON FIXED INCOME.   |
| 4. CRT CLAIMED THEY WERE LOSING \$3,681.00 IN OPERATIONS A YEAR.   |
| 5. IF CHC RATE PROPOSAL WAS PASSED BY FPSC (BASED ON 882 RESIDENTS) IT COULD GENERATE ADDITIONAL REVENUE OF \$270,000.00. THIS IS A IS A EXCESSIVE!! |
| 6. KEEP IN MIND THAT WE ARE SENIORS ON FIXED INCOME AND MANY OF US ARE VETERANS.!!   |
| 7. WE ASK ONLY FOR A FAIR RATE INCREASE.   |
| THANK YOU FOR YOUR CONSIDERATION   |

Fold and tape - see back for address

*Thomas J. Walton*

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Tom and Loretta Walton  
248 N Fairway Circle  
Winter Haven, FL 33881-8742

TAMPA FL 335  
24 FEB 2014 PM 5 L



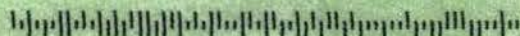
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CLERK

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Office of Commission Clerk  
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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

RECEIVED-FPSC  
14 FEB 26 AM 10:07  
COMMISSION  
CLERK

Name Richard & Cheryl Cooksey

Address 569 Putter Circle N  
Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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>dirty water coming thru the facets</i>             |
| <i>order - often</i>                                  |
| <i>want our problem repaired before any tax added</i> |
| <i>Neighborhood smells.</i>                           |
| <i>We agree they should have an increase</i>          |
| <i>but it should be inline with other parks and</i>   |
| <i>not before problems are addressed and fixed.</i>   |
|   |
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STAMP

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Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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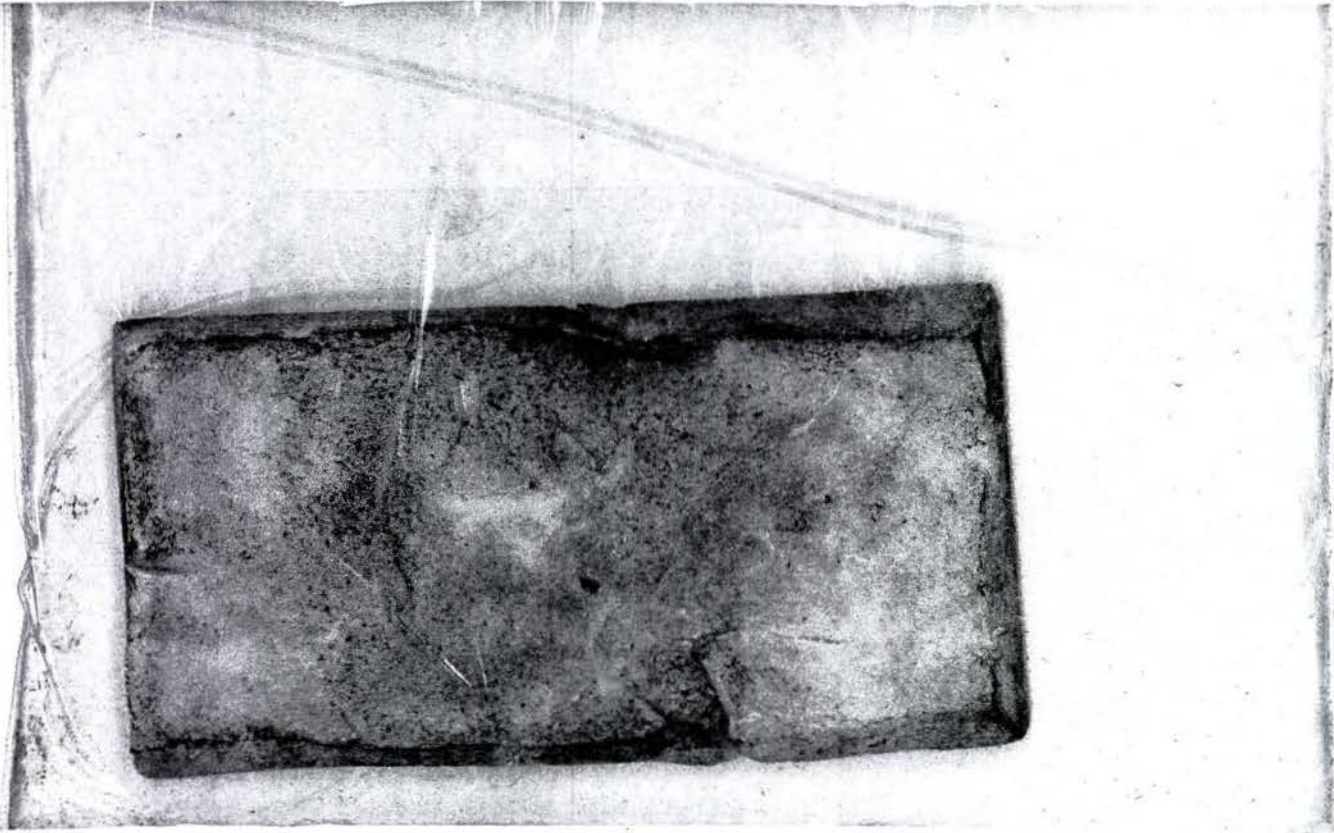


Sir:

This is one cleaning of my Kitchen  
sink - I took this to the Manager  
& was told it was only us - our problem.

Thank you.

Cheryl Cooksey







Cheryl Cooksey  
369 Putter CIR  
Winter Haven, FL 33881



1000



32399

U.S. POSTAGE  
PAID  
LAKE ALFRED, FL  
33850  
FEB 20 14  
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Fl. Public Service Comm.  
Office of Comm. Clerk  
25th St. & Main St. Blvd.  
Tallahassee FL 32399-8950



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7690-16-000-7948

Pocket Rev. 130210-WS



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:** Feb. 25, 2014  
**TO:** Office of Commission Clerk  
**FROM:** Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance  
**RE:** Customer Correspondence

---

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 130210.

RECEIVED-FPSC  
14 FEB 25 PM 2:02  
COMMISSION  
CLERK



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

2/23/14

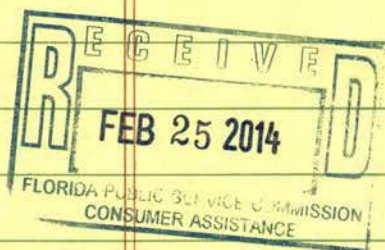
My wife and I have been informed and shocked that we have to pay a \$25.00 increase per month for water & sewage. Such an increase would shatter our monthly fixed income which is basically Social Sec.

We ask why we face such a high increase (162 To) This increase is unreal & water & sewage is basic to our survival. We cannot stop our watering the lawn because it conflicts with park mgt as to appearance of the property.

This community consists of senior citizens who live on a fixed income & this increase would be catastrophic. In addition we are only here for 5 mths (snow birds) & yet have to pay for the other 7 mths.

Please reconsider this increase for the welfare of the elderly citizens.

Mrs. & Mrs. Gilbert J. Hoffman



HOFFMAN  
53 S. GREENVIEW DR.  
WINTER HAVEN, FL 33881



RECEIVED-FPSC

14 FEB 24 AM 9:44

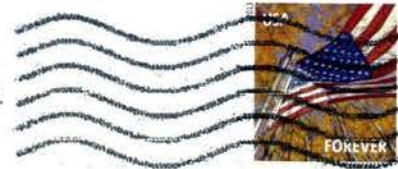
COMMISSION  
CLERK

WINTER HAVEN, FL 33881  
P.O. BOX 2  
GREENVIEW DR  
HOFFMAN



HOFFMAN  
53 S. GREENVIEW DR.  
WINTER HAVEN, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
22 FEB 2014 PM 4 L



DISTRIBUTION CENTER

14 FEB 24 AM 7:26

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Fl.  
32399



32399085099





## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Tuesday, February 25, 2014 9:49 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130210  
**Attachments:** FAX-2014-02-24 22\_19\_07.tif

Customer correspondence

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

From: Consumer Contact  
Sent: Tuesday, February 25, 2014 8:28 AM  
To: Ruth McHargue  
Subject: To CLK Docket 130210

These have been entered as info requests to Docket 130210, WS816, PR68. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
Sent: Monday, February 24, 2014 10:19 PM  
To: Consumer Contact  
Subject: FPSC , 4 page(s)

\*New Fax Received!\*

You have received a 4 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



## Application for increase in water rates in Polk County by

**CHC VII, Ltd.**DOCKET NO. 130210-WS

Name Dorothy Smith  
Address 731 Century Lane - Hidden Golf  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 the increase of our water bills.  
Living in a "55" plus community and on a fixed income.  
The park has there own wells and sewer system.*

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



## Application for increase in water rates in Polk County by

**CHC VII, Ltd.**DOCKET NO. 130210-WSName GrotjanAddress 865 Sandtrap Cir.  
Winter Haven, Fl.

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

Don't quite understand why such an enormous rate increase and what benefits do we reap from this? How do you project the usage when some people are here 12 mo., some 6 mo, some 3 mo, & some trailers are vacant?

We have worked ~~in~~ in the professional world for over 30 years and we know that any figures can be put down on paper.

Need more information!

Fold and tape -- see back for address

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name ANTHONY SORRENTINO + DIANE HULBORD  
Address 842 NINE IRON CT.  
WINTER HAVEN FL. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 BELIEVE YOUR ONLY CONCERN HERE IS TO JUST SQUEEZE EVERY LAST CENT OUT OF THIS RETIREMENT COMMUNITY. WE DO NOT OWN OUR PROPERTY, WE RENT. WE HAVE OUR OWN SEWER SYSTEMS, WE HAVE OUR OWN FRESH WATER WELLS, WE ARE SELF CONTAINED. PEOPLE HERE ARE MOSTLY ON FIXED INCOMES. MAYBE YOUR GAME PLAN IS TO ROUTE ALL OF THESE GOOD PEOPLE OUT OF THE STATE OF FLORIDA. I GUESS LIKE EVERYTHING ELSE IN THIS COUNTRY HANDLED BY PEOPLE WHO DON'T UNDERSTAND ABOUT BEING ELDERLY. THAT WE ARE RUNNING OUT OF RESOURCES. I HOPE YOU WOULD PLEASE LOOK AT THIS VERY CLOSELY BEFORE YOU DECIDE.

Fold and tape - see back for address

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## Application for increase in water rates in Polk County by

**CHC VII, Ltd.**DOCKET NO. 130210-WS

Name G.M. (Mac) & Rena Island  
Address 863 Sandtrap Circle  
Winter Haven, Fl. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

a 162% increase in our water & sewage rates per month is not warranted or justified for the following reasons:

1. 40% of the water usage is unaccounted-for.

2. Fairway type sprinkler heads were installed around all 18 greens on the golf course. This type of sprinkler sends the water out with such force & distance that the majority of the water used goes beyond the greens & is wasted. Proper sprinkler heads for greens would greatly reduce waste water consumption.

3. Waste water wasted because: broken sprinkler heads on common ground areas & on golf course - sprinkler system running while it is raining & when fairways are saturated to too wet to play. Mgmt can control each fairway watering but they don't. Do residents pay for waste water on golf course?

Fold and tape -- see back for address

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Dorothy Philmore

P

Correspondence, mail, or send a fax to 888-311-0809.  
placed in the file of this docket.

CONSUMER COMMENTS

I don't know how much water I use per month.  
I am allocated 3,000. I am only here 16 months  
per year.

I have a contract from the bank for a set  
amount per month.

The bank uses many gallons of water for  
the golf course here. We don't wish to  
pay for that.

The amount of change requested is 162%  
above present costs. Please do not do this.

Fold and tape -- see back for address

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Ned & Dorothy Philpott  
528 Century Dr.  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
14 FEB 2014 PM 8:1



RECEIVED-FPSC

14 FEB 25 AM 9:28

COMMISSION  
CLERK

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

allppf

Tape

Fold Here



Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Bud & Sylvia Landaal

Address 264 Fairway Circle

Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

When we bought our house here in SG&T we were told that our water & sewage usage per quarter was 24,000 gallons and that was included in our rent. We don't understand what gives you the right to change that policy. What you are proposing is a percentage 16%? that is so unfair to the property owners. We put up with the smell from the disposal plant and can't stand the taste of the drinking water. We are forced to buy all our drinking water.

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



Bud & Sylvia Landaal  
264 Fairway Circle  
Winter Haven, FL 33881



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14 FEB 25 AM 9:28

COMMISSION  
CLERK

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

Fold Here

Tape

Fold Here



Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Everett & Pam Wagar

Address 151 Greenview Dr

Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

Since most residents are senior citizens, these rates are unacceptable for those on fixed incomes. Did study take into consideration when 50% are gone for months? Some homes are empty for years while being sold. As seasonal owners, only water use for 5 to 6 months is to water grass we don't even own so we can then pay someone to maintain that grass. Why should we pay for wastewater when there isn't any? Along with unfair rent increases that new owners are required to pay, we believe that many will be forced to sell their homes and move to a different location.

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



WAGER

151 GREENWICH DR

WINTER HAVEN, FL

33881

JANPA FL 335  
SAINT PETERSBURG FL  
18 FEB 2014 PM 9 L



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14 FEB 25 AM 9:28

COMMISSION  
CLERK

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

Fold Here

Tape

Fold Here



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Monday, February 24, 2014 2:26 PM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130210

Customer correspondence

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

From: Consumer Contact  
Sent: Monday, February 24, 2014 10:36 AM  
To: Ruth McHargue  
Subject: To CLK Docket 130210

Copy on file, see 1139655C. DHood

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

From: Webmaster  
Sent: Monday, February 24, 2014 10:28 AM  
To: Consumer Contact  
Subject: FW: My contact

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

From: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) [<mailto:contact@psc.state.fl.us>]  
Sent: Friday, February 21, 2014 5:19 PM  
To: Webmaster  
Cc: [dschinneller@tampabay.rr.com](mailto:dschinneller@tampabay.rr.com)  
Subject: My contact

Contact from a Web user

Contact Information:

Name: Dan Schinneller  
Company:  
Primary Phone:  
Secondary Phone:  
Email: [dschinneller@tampabay.rr.com](mailto:dschinneller@tampabay.rr.com)

Response requested? No  
CC Sent? Yes

Comments:

This is in reference to document number 130210-WS.

My water company has requested a rate increase. I understand the last rate increase was in 1999 and last year the company lost about \$85,000. I do not object to a rate increase. Certainly their operating costs have increased over the past 15 years. However, I think the increase they are requesting is on the high side (over 160% for 8,000 gallons). This would give them a profit on the order of \$270,000 per year. My second comment has to do with the proposed separate sewer charge. A



significant amount of my water usage is for lawn irrigation. We are required to have a lawn irrigation system, maintain it in working order, and maintain satisfactory looking lawns. Therefore, I think the utility company should install separate water meters for lawn irrigation and there should not be a sewer charge for irrigation water.

In the three previous residences I lived in, there were either wells for irrigation or separate irrigation meters.

Respectfully submitted,

Dan Schinneller

474 Putter Circle

Winter Haven, FL 33881



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Friday, February 21, 2014 9:40 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK docket 130210-ws

Customer correspondence

---

**From:** Consumer Contact  
**Sent:** Friday, February 21, 2014 8:28 AM  
**To:** Ruth McHargue  
**Subject:** To CLK docket 130210-ws

Copy on file, see 1139493C. DHood

**From:** Dennis Dido [<mailto:j.d.dido@gmail.com>]  
**Sent:** Thursday, February 20, 2014 9:11 PM  
**To:** Consumer Contact  
**Subject:** comments on docket 130210-ws

As a current resident but a past business owner I have to express my concern with regard to the proposed rate INCREASE being requested by a business responsible for providing a contracted service to our "park community".

As a business owner, I have to propose budgets to cover the cost of MRO and replacement of equipment. Since I do not have the details regarding why the increase of this magnitude is needed, I will assume that the replacement of poorly performing equipment and the excessive cost of trying to maintain some level of "prospected contracted" performance is the issue. Since the Federal Government and the rules and regulations of "standard accounting practices" provide a framework for depreciation and replacement, these costs should have been provided for.

I believe that the proposed 160% increase is out of line and the drastic changes of proposed billing method is out of line and "past practice". While I do not deny that costs increase, they certainly do not justify this range and do not provide for a continuing relationship with the property owner and their tenants some of whom have had a working relationship over 20 years old.

Thanks for the opportunity to comment.

Dennis Dido  
647 Century Lane  
Winter Haven, FL 33881



Feb. 21 - 2014

Dear Sir or Madam

We live at Swiss Golf and Tennis  
in Winter Haven Florida  
a big meeting for the customers  
was held on Feb 4, 2014, we are in  
favour of being fair when a price goes up  
but from \$15.71 to \$41.23 per month,  
seems very difficult to understand.  
We all need water, we all need sewage  
to be taken care of properly. Please  
be kind to us, we are all senior  
citizens who are trying to make ends  
meet so we don't have to leave this  
beautiful park.

Please work with us.

Ricky Van Moorsel  
627 Century Dr.  
Winter Haven FL.  
33881



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14 FEB 24 AM 9:43

COMMISSION  
CLERK



Van Moorsel  
627 Century  
W. H. Fl.

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14 FEB 24 AM 7:25

TAMPA FL 335  
SAINT PETERSBURG FL  
21 FEB 2014 PM 10 L



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-8850



2/22/2014

TO: FLORIDA PUBLIC SERVICE COMMISSION  
OFFICE OF COMMISSION CLERK

DEAR SIRs:

My NAME is HERNAN NIEVES AND  
I LIVE IN 654 CENTURY LN. IN WINTER HAVEN,  
FL. 33881. (SWISS GOLF & TENNIS PARK)

RECENTLY WE HAD A CUSTOMER MEETING FOR  
AN INCREASE WATER + SEWER AND I MISSED  
BECAUSE I STILL WORKING.

BUT I WANT THAT FOR ME THIS IS A  
EXORBITANT INCREASE.

THIS IS A SENIOR CITIZENS COMMUNITY THAT  
MAY BE SOMEONES HAS A GOOD PENSIONS OR GOOD  
RETIREMENT INCOME BUT NOT ALLS.

I AM A LOW INCOME PERSON AND FOR ME WOULD  
BE VERY HARD PAY AN INCREASE LIKE THAT.  
IN THE OTHER SIDE THE PARK MANAGEMENT  
REQUIRE THAT WE BRING A GOOD MAINTAINANCE  
FOR THE LAWN AND FOR THAT WE NEED TO USE  
THE SPRINKLER SYSTEM. WE GOING TO PAY WASTEWATER  
FOR THAT.

IN RESUME I AGREE THAT THEY CAN INCREASE  
SOMETHING BUT YOUR PROPOSAL IS TO HIGH.

Sincerely,

HERNAN NIEVES

Document number 130210-WS



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14 FEB 24 AM 9:43

COMMISSION  
CLERK



HERNAN NIEVES  
654 CENTURY LN.  
WINTER HAVEN, FL.  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
22 FEB 2014 PM 5 L



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14 FEB 24 AM 7:26

FLORIDA PUBLIC SERVICE COMMISSION  
OFFICE OF COMMISSION CLERK  
2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL.  
32399-0850

32399085099





Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Linda L. Richards

Address 230 Fairway Cir.

Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 an eighty year old widow the proposed water and wastewater rates are unacceptable and will cause more problems with people unable to pay their bills. Why the big jump? We did not receive a big jump in our S.S.

Linda L. Richards

Fold and tape -- see back for address

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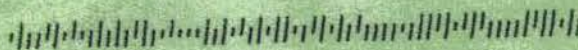


*R* Linda Richards  
230 Fairway Circle  
Winter Haven, FL 33881



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

323990850 C001



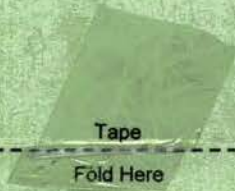
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14 FEB 24 AM 9:42  
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CLERK

Tape

Fold Here





February 21-2014  
Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Gentlemen: Re: Document No. 130210-WS

Please consider the following as my comments in regard to the above referenced case:

It seems unusual that a utility would be permitted to change the method of calculation of any rates and/or usages and end up with a possible increase to the resident/customer of 162%.

Most of the home owners are "fixed income" and our current economy does not support an additional monthly expense in the amount that has been proposed by the Park Utility.

Thank you for your consideration.

R. F. Miller

Homeowner - Swiss Golf and Tennis



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14 FEB 24 AM 9:43

COMMISSION  
CLERK





Mr. & Mrs. Robert Miller  
234 Fairway Cir  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
22 FEB 2014 PM 2 1



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14 FEB 24 AM 7:26

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



To Whom It May Concern:

February 22, 2014

This letter is being sent regarding document number 130210-WS.

We are residents of Swiss Golf and Tennis in Winter Haven, Fl. We are concerned about the proposed increase in the water. This increase is unwarranted, there have been no economic or natural events to make this increase necessary.

We are paying wastewater charges to sprinkle the lawn, which I may say is a requirement by park management.

This is a "55 Plus" community with senior citizens on a fixed income.

The golf course and gardens are watered, how is the cost of this determined from what the residents use. I would also like to mention we live on the golf course and in the summer these sprinklers on running in the pouring rain.

The snowbirds go back for the summer and many of them leave their sprinklers on, so when its pouring rain out, water is being wasted.

We are not looking for a complete refusal but one that is fair to all.

Thankyou,

Robert and Eleanor Kapise

Handwritten signatures of Robert and Eleanor Kapise in blue ink.



RECEIVED-FPSC

14 FEB 24 AM 9:44

COMMISSION  
CLERK





TAMPA FL 335  
SAINT PETERSBURG FL  
22 FEB 2014 PM 2 1

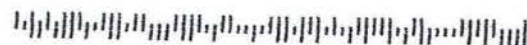
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14 FEB 24 AM 7:26



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

32399085099





To Whom It May Concern:

February 22, 2014

This letter is being sent regarding document number 130210-WS.

We are residents of Swiss Golf and Tennis in Winter Haven, FL. We are concerned about the proposed increase in the water. This increase is unwarranted, there have been no economic or natural events to make this increase necessary.

We are paying wastewater charges to sprinkle the lawn, which I may say is a requirement by park management.

This is a "55 Plus" community with senior citizens on a fixed income.

The golf course and gardens are watered, how is the cost of this determined from what the residents use. I would also like to mention we live on the golf course and in the summer these sprinklers on running in the pouring rain.

The snowbirds go back for the summer and many of them leave their sprinklers on, so when its pouring rain out, water is being wasted.

We are not looking for a complete refusal but one that is fair to all.

Thankyou,

Joyce and Ernie DeLorme



RECEIVED-FPSC

14 FEB 24 AM 9:44

COMMISSION  
CLERK



D

Ernest DeLorme  
323 Putter Circle  
Winter Haven, Florida 33881

DISTRIBUTION CENTER

14 FEB 24 AM 7:26

TAMPA FL 335  
SAINT PETERSBURG FL  
22 FEB 2014 PM 2 1



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shomard OAK Boulevard  
TALLAHASSEE, FL 32399-0850

323999065099





Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

*SWISS GOLF & TENNIS*

Name MICHAEL & BETTY FLORINCHI

Address 446 TENNIS LANE

WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 NEW RESIDENT TO FLORIDA ON A FIXED INCOME, WE ARE NOT PREPARED FOR SUCH A LARGE INCREASE IN THE RATES. IF WE HAD BEEN INFORMED OF THIS POSSIBILITY, IT MIGHT HAVE CHANGED OUR MINDS IN COMING HERE.

WE KNOW THIS SEEMS LIKE A SMALL INCREASE BUT WE LOOK AT IT BY THE YEAR. WE ARE STILL PROPERTY OWNERS IN ANOTHER STATE.

AS WE KNOW INFLATION AFFECTS EVERYTHING. WE WOULD HOPE THAT YOU WOULD THINK OF YOUR SENIOR CITIZENS AND MAKE A SMALLER INCREASE.

THANK YOU FOR GIVING YOUR RESIDENTS A VOICE IN THIS IMPORTANT MATTER

Fold and tape -- see back for address

*2/20/2014*

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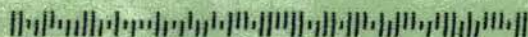
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WINTER HAVEN, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
20 FEB 2014 PM 8 L



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

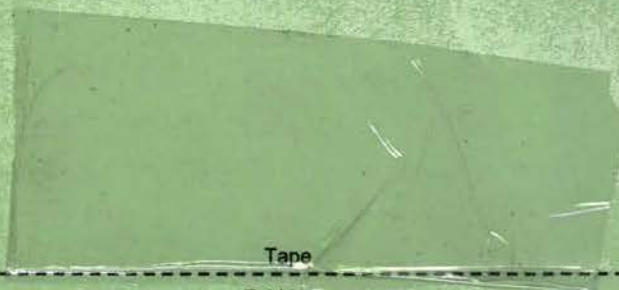
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name JEAN LAUIGNE  
Address 276 FAIRWAY CIRCLE  
WINTER HAVEN, FL. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We should have to pay for water that we do not use ~~for~~ ~~water~~  
The increase of 167% is excessive specially for consumers that are already careful and not abusive of consumption of water billing from 3 months to 1 month will increase fee administration 40% water loss for CRF cannot find leak.  
It is mandatory by the owner of the park to water lawn & wash house

Fold and tape -- see back for address

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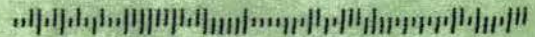


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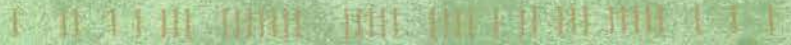


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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name \_\_\_\_\_  
Address \_\_\_\_\_

 **Mrs. Bernadine Weir**  
740 Century Ln.  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

*We are all retired and in a Senior Citizen Home park and on limited income. We cannot afford this increase, and why do we have to pay it when we have our town wells and septic system???*

Fold and tape -- see back for address

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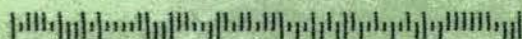
Mrs. Bernadine Weir  
740 Century Ln.  
Winter Haven, FL 33881

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SAINT PETERSBURG FL  
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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Andrew Charniere

Address 584 Century Drive  
Winter Haven, Fl. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

Please do not increase our water and wastewater rates. We are on a fixed income and would find it extremely hard to pay this increase.

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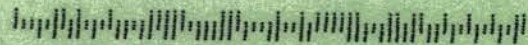
A. Choiniere  
584 Century Dr.  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Dawn Warner  
Address 40 Greenview Dr  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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'm not saying they don't deserve  
a raise. 162% is ridiculous.  
I rec'd a \$16- raise last year. We're  
all se. citizen's a most on fixed  
incomes. This will create a real  
hard ship for some of us.

Fold and tape - - see back for address

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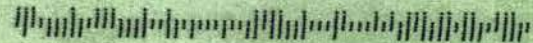
Ms. Dawn L. Warner  
40 Greenview Dr  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
21 FEB 2014 PM 10 L



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name ROBERT FAULISE

Address 744 CENTURY LA.  
WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS  |
|--|
| IF MY CALCULATIONS ARE CORRECT, MY BILL FOR THE PROPOSED RATE INCREASE (DOCKET # 130210-WS) WOULD COST ME AN ADDITIONAL \$35 TO \$40 PER MONTH. I BELIEVE THIS IS AN EXTREME INCREASE THAT PEOPLE SUCH AS MYSELF ON FIXED INCOMES CAN NOT AFFORD. A SMALL INCREASE OF \$3 TO \$5 PER MONTH WOULD BE OK. THIS PROPOSED INCREASE IS TOTALLY UNACCEPTABLE. PLEASE DO NOT ALLOW A RATE INCREASE OF THIS MAGNITUDE TO GO THROUGH. |
|  |
|  |
|  |

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744 CENTURY LT

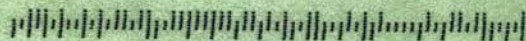
WINTER HAVEN, FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
21 FEB 2014 PM 10 L



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

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CLERK

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Tom & Pat Mills  
Address 211 Fairway Circle  
Winter Haven, Fl. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 was very surprised when learned what increase might be to water/sewer billing. I think it is warranted to have an increase to offset an aging infrastructure & to put an increased value on water. But I think this increase is too dramatic since we are a retirement community on limited budgets; Also it is required we keep our lawns watered & in good shape even if we are not here in summer months. In all I believe it would be a fairer compromise to charge (as in past) a lump sum for water & sewer service with our lot fee. I understand an increase is in order - but something we all can live with.

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211 Fairway Circle  
Winter Haven, FL  
33881



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name BOB SMITH

Address 169 FAIRWAY CIRCLE

WINTER HAVEN, FL., 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

1/ THERE ARE A NUMBER OF AREAS THAT HAVE NOT BEEN PROVED FOR WATER USE. GOLF COURSE, CLUB HOUSE, POOLS, ETC WITH A LOSS OF 40% OF THE WATER NOT ACCOUNTED FOR.

2/ THE INCREASE IS AT 162% AND WE GET NO REPORTS ON WATER USED IN THE ABOVE

3/ THERE TOTAL INTAKE IN 8 IS \$270,000.00 WITH A LOSS OF ONLY \$84,000 THERE IS A PROFIT OF \$186,000 WHAT IS THIS GOING TO.

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169 FAIRWAY Circle  
WINTER HAVEN  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
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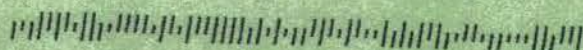
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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Keith & Patricia Gause  
Address 168 Fairway Circle  
Winter Haven FL  
33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS 11

The rate increase seems Way To High  
We signed contracts for our property  
rent of 8000 gallons NOT only  
do they want to increase our rate's  
But decrease our water to 6000 gallons  
It's also unfair way to charge sewer's  
when we need to irrigate our lawns.  
This seems like a way to increase our Monthly Rent

Fold and tape -- see back for address

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To pay off Debts That The Company  
Borrowed against for other Parks !



Keith & Patricia Gausee  
168 Fairway Circle  
Winter Haven  
FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Richard & Eleanor Allison  
Address 391- Greasy Lane  
Winter Haven, FL 33581

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 do not think they need a rate increase. Water is slow coming out & it also stinks. We can not even drink the water. Mr. Maxwell and Corporation get enough money from us.

Fold and tape - - see back for address

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Allison  
3911 Jervis Lane  
Winter Haven, FL  
33881

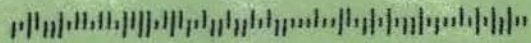
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name CHARLES & LINDA DAWSON

Address 59 GREENVIEW DR.  
WINTER HAVEN, FLA 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS   |
|---|
| MY WIFE & I FEEL THAT AN INCREASE OF 12% IN WATER/WASTEWATER RATES IS ENTIRELY UNCONSCIONABLE.  |
| WE WOULD ASK THE COMMISSION TO CONSIDER THE FACT THAT MANY OR MOST OF THE PEOPLE EFFECTED BY THE PROPOSED RATE INCREASE ARE OLDER, RETIRED, AND LIVING ON A FIXED INCOME. |
| Charles Dawson<br>Linda Dawson  |

Fold and tape - - see back for address

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C. L. DAWSON  
59 GREENVIEW DR  
WINTER HAVEN, FL  
33991

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2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name GAIL CASEY  
Address 687 Century LN (Hidden Golf)  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 object to this increase.    |
| Water rates should be based   |
| on actual usage. I am here    |
| only 5 months and live alone. |
|                               |
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CASEY  
687 Century LN  
W.H., FL 33881



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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name William Baker

Address 56 Greenview Drive

Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

We are on fixed income and with charges going up is a problem. Yards would not get enough water and go brown. Homes would not be cleaned as they ~~are~~ are suppose to be. People that have retired here in Polk County can not afford these increases. If its not stopped they will start looking for other counties that are cheaper and move. We pay taxes on everything so you should keep where we are at this point.

Fold and tape -- see back for address

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Bill Baker  
56 Greensview Dr  
Winter Haven FL  
33881

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2540 Shumard Oak Boulevard  
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name

Bue & Sannie Quirk

Address

307.5 Putter Circle  
Water Haven Fla 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

My husband and I attended the meeting for the water increase on Feb 4<sup>th</sup> 2014. A lot of questions we asked and we definitely want more proof on this high increase they are proposing. We live in a senior community and we feel that we will be paying for extra water that we do not use. We are snow birds and live here part-time and are paying for consumption of all year residents. Another problem is paying for the golf course irrigation. We want as well as the other tenants proof of all year consumption and part-time consumption. We want separate meters for our home and the sprinkler system. So we are not paying for the use of the water on the golf course. We signed a contract for 10,000 gallons a month. We can't break it so neither can you.

Fold and tape -- see back for address

Signed, Bue & Sannie Quirk

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William Quick  
307 Putter Cir  
Winter Haven, FL 33881-9712

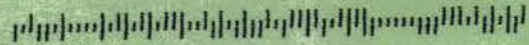
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Marsha Almy

Address 459 Patten Cir

Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

Why Can't this stay the same, there are some people in here that can't afford any more extras like me my check pays lot rent + TV + phone. I sell cars to make up for my Elec Bill. So how can the world pay I pay this water. The lot rent goes up every yr. This is why I have my house up for sale. If part of the park (Bach) is on well water how can we be charged a water Bill. I know every thing goes up But what about the little people. This wrong my opinion but my opinion don't count because you are going to do what you want any way. There has to be a better way. When I signed my contract 7 yrs ago we were allowed 10,000 gal. I don't use that much, but now it is down to 6,000 gal. Every one is getting "fat" off the little people - Every one is get their hand out for more + more money.

Thank you have a Blessed Day

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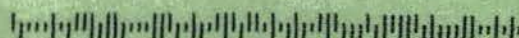
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## Florida Public Service Commission

# SPECIAL REPORT

FEBRUARY 2014

Application for staff-assisted rate case in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

*On August 5, 2013, CHC VII, Ltd. (CHC) filed an application with the Florida Public Service Commission (PSC or Commission) for a staff-assisted rate case to increase its water and wastewater rates. CHC provides service to approximately 882 water and 875 wastewater customers in Polk County.*

## QUESTIONS & ANSWERS

### **1** Is there an opportunity for public input on this rate case?

Yes. As part of the evaluation process for CHC's rate request, the Commission staff will conduct a customer meeting to allow customer feedback about CHC and the rate-setting process. Customer comments, written and oral, will be taken into consideration before the Commission reaches a decision. One or more Commissioners may attend and participate during the customer meeting.

### **2** Why is CHC requesting a rate increase?

CHC is requesting a rate increase to cover increasing operating costs.

### **3** When was CHC's last approved rate increase?

CHC filed one rate case since coming under PSC jurisdiction in 1999 but subsequently withdrew it.

### **CUSTOMER MEETING**

**Tuesday, February 4, 2014  
5:00 p.m.**

Chain of Lakes Complex - Poolside Room  
210 Cypress Gardens Boulevard  
Winter Haven, FL

### **4** How much is the current monthly water and wastewater bill for a customer using 6,000 gallons of water per month?

Currently, the combined monthly water and

*Continued on back*



wastewater bill for a customer using 6,000 gallons per month is \$15.71

**5 Using PSC staff's proposed rates, how much would the monthly water and wastewater bills for a customer using 6,000 gallons be?**

Under PSC staff's proposal, the water bill would be \$13.51 and the wastewater bill would be \$19.68.

**6 What if I cannot attend the customer meeting or prefer not to speak? Are there other ways to comment on this case?**

Any person who wants to comment or provide information to the Commission regarding this matter may do so orally at the meeting or in writing.\* Written comments should be mailed to:

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

The PSC will also accept faxes and e-mails.

Fax number: 1-800-511-0809

Internet e-mail address:  
[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Please be sure to include the  
Docket Number, **130210-WS**.

Customer comments are placed on the correspondence side of the docket file and are taken into consideration by the Commissioners in reaching their decision. In accordance with Florida Statutes, the PSC will also consider CHC's quality of service and other matters. If you have questions, contact the Florida Public Service Commission's Office of Consumer Assistance & Outreach at 1-800-342-3552.

**7 Who can answer technical or legal questions?**

**For technical questions, contact:**

Pete Lester  
(850)413-6467

Melinda Watts  
(850) 413-6952

Sonica Bruce  
(850)413-6994

**For legal questions, contact:**

Lee Eng Tan  
(850) 413-6185

**8 Where on the Internet can I obtain more detailed information?**

Detailed docket information is available on the PSC website at [www.floridapsc.com](http://www.floridapsc.com). Click on **Clerk's Office/Dockets** and then type in the Docket Number, **130210-WS**.

**9 When will the PSC make a decision?**

The PSC staff is scheduled to file a recommendation with the Commission on March 27, 2014. The Commissioners are expected to vote on this matter at the **April 8, 2014** Commission Conference.

*\*Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law.*

*This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.*



## PSC Commissioners



COMMISSIONER  
Eduardo E. Balbis



COMMISSIONER  
Lisa Polak Edgar



CHAIRMAN  
Art Graham



COMMISSIONER  
Ronald A. Brisé



COMMISSIONER  
Julie I. Brown

## CHC VII, Ltd. Monthly Water Service Rates

|  | Utility<br>Present<br>Rates | Staff<br>Recommended<br>Rates |
|--|-----------------------------|-------------------------------|
| <b><u>Residential Service and General Service*</u></b>   |                             |                               |
| Base Facility Charge for all meter sizes:  | \$15.71                     |                               |
| Charge per 1,000 gallons   |                             |                               |
| 0 - 8,000 gallons  | \$0.00                      |                               |
| 8,000 -10,000 gallons  | \$1.31                      |                               |
| Over 10,000 gallons  | \$2.09                      |                               |
| * The utility collects a base facility charge (BFC) and gallonage charges for both water and wastewater service which includes a monthly allotment of 8,000 gallons. |                             |                               |
| Base Facility Charge by Meter Size:  |                             |                               |
| 5/8 X 3/4"   |                             | \$4.68                        |
| 3/4"   |                             | \$7.02                        |
| 1"   |                             | \$11.70                       |
| 1 1/4"   |                             | \$18.72                       |
| 1 1/2"   |                             | \$23.40                       |
| 2"   |                             | \$37.44                       |
| 3"   |                             | \$74.88                       |
| 4"   |                             | \$117.00                      |
| 6"   |                             | \$234.00                      |
| 8"   |                             | \$374.40                      |
| Charge per 1,000 gallons - Residential Water   |                             |                               |
| 0—5,000 gallons  |                             | \$1.34                        |
| Over 5,000 gallons   |                             | \$2.13                        |
| Charge per 1,000 gallons - General Service   |                             | \$1.53                        |



## CHC VII, Ltd. Monthly Water Service Rates

|   | Utility<br>Present<br>Rates | Staff<br>Recommended<br>Rates |
|---|-----------------------------|-------------------------------|
| <b><u>Irrigation Service</u></b>                                    |                             |                               |
| Base Facility Charge - All Meter Sizes                              | \$7.86**                    | \$4.68                        |
| Charge per 1,000 Gallons  | \$0.65                      | \$1.53                        |
| ** Includes an allotment of 8,000 gallons per month                 |                             |                               |
| <b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b> |                             |                               |
| 3,000 gallons   | \$15.71***                  | \$8.70                        |
| 6,000 gallons   | \$15.71***                  | \$13.51                       |
| 10,000 gallons  | \$18.33***                  | \$22.03                       |

\*\*\* Current combined water and wastewater bill.



## CHC VII, Ltd. Monthly Wastewater Service Rates

|  | Utility<br>Present | Staff<br>Recommended<br>Rates |
|--|--------------------|-------------------------------|
| <b><u>Residential and General Service</u></b>  |                    |                               |
| Base Facility Charge - All Meter Sizes   | *                  |                               |
| Charge per 1,000 Gallons - Residential   | *                  |                               |
| * The utility collects a base facility charge (BFC) and gallonage charges for both water and wastewater service which includes a monthly allotment of 8,000 gallons. |                    |                               |
| Base Facility Charge by Meter Size   |                    |                               |
| 5/8" x 3/4"  |                    | \$8.34                        |
| 3/4"   |                    | \$12.51                       |
| 1"   |                    | \$20.85                       |
| 1 1/4"   |                    | \$33.36                       |
| 1 1/2"   |                    | \$41.70                       |
| 2"   |                    | \$66.72                       |
| 3"   |                    | \$133.44                      |
| 4"   |                    | \$208.50                      |
| 6"   |                    | \$417.00                      |
| 8"   |                    | \$667.20                      |
| Charge per 1,000 Gallons - Residential Service<br>8,000 gallon cap   |                    | \$1.89                        |
| Charge per 1,000 gallons - General Service   |                    | \$2.27                        |
| <b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>  |                    |                               |
| 3,000 gallons  | \$15.71***         | \$14.01                       |
| 6,000 gallons  | \$15.71***         | \$19.68                       |
| 10,000 gallons   | \$18.33***         | \$23.46                       |

\*\*\* Current combined water and wastewater bill.



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name STEVE LANDIS

Address 261 Fairway Circle

WINTER HAVEN FL. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

I HAVE lived in this park for three winters now and am furnished water by CHC VII, LTD. THE RATE for the water is REASONABLE for the water that is being provided, I CANNOT drink it or use it in coffee makers or in making ice with the refrigerator system. With the request of over 100% rate increase is in my opinion UNREASONABLE unless they are going to improve the quality of the water! I believe that that CHC VII, LTD. NEEDS to do a study that shows who is NOT conserving water. and to bill accordingly. The golf course and common areas ARE VERY relaxed in their maintenance of sprinklers and watering habits. They could SAVE THOUSANDS of gallon with some supervision.

Fold and tape -- see back for address

THANK YOU

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STEVE Landis  
261 Fairway Circle  
Winter Haven FL 33881

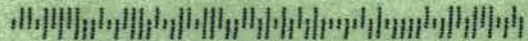
TAMPA FL 335  
SAINT PETERSBURG FL  
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Florida Public Service Commission  
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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name

THOMAS HANFT

Address

620 CENTURY DR.

FLORIDA, N.Y. 33884

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 completely against any increase in the water Bill. The water is not drinkable + there are only a profit-making scam. And will be a burden on everyone in the park.

Thomas Hanft

Fold and tape -- see back for address

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T.J. HANFI  
620 Century Pk.  
Winter Haven, FL  
33881

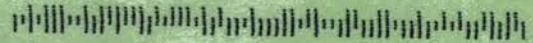
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32399085099



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Edward W. John  
Address 162 Greenview Dr.  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 part-time residents, (we are also new to park), we are not ready to handle all the unexpected rate hikes such as the one proposed for water usage... Fixed incomes have been pro-rated for what we have for current expenses of \$15.71 for both wastewater and undrinkable, "stinky" water... now we are expected to come up with another \$2500 per month for just watering our lawn while we are absent from the property from May to October... This is highway robbery. Who else pays for watering the golf course? We may need to look elsewhere for our snowbird experience before long...

Fold and tape -- see back for address

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ED. ST. JOHN  
162 Greenview Dr  
Winter Haven, FL.  
33881

SAINT PETERSBURG FL  
18 FEB 2014 PM 9 L



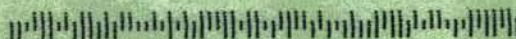
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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name DON & PHYLLIS MCKENZIE  
Address 114 GREENVIEW DR.  
WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

A \$25/mo INCREASE WILL HIT SENIOR RESIDENTS EXTREMELY HARD. PERHAPS 75% LIVE ON MODEST FIXED INCOMES AND THIS RAISE WILL COST RESIDENTS \$300/YR. MOREOVER 70% OF RESIDENTS ARE SNOWBIRDS WHO NOW PAY FOR 6-8 MONTHS OF RENT USE, SO THE OWNER WILL NOW COLLECT AN ADDITIONAL 162% FROM SNOWBIRDS.

A 162% INCREASE IS UNREASONABLE. AN ANNUAL INCREASE OF \$300 TIMES 875 HOMES EQUALS \$262,500 RAISE FOR THE PARK. AND HOW MANY CRF PARKS IS THIS BEING REPEATED.

MOST RESIDENTS MIGHT ABIDE A REASONABLE INCREASE, BUT THIS RAISE HITS SENIORS VERY HARD.

PLEASE REJECT THIS REQUEST IN WHICH THE COMMISSION STAFF COLLUDED.

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D & P McKENZIE  
114 Greenview  
WINTER HAVEN, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
18 FEB 2014 PM 9 L



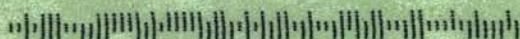
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name DONALD + Virginia DODDS

Address 502 CENTURY Drive

WINTER HAVEN, Florida 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

I have read the staff report and attended the Customer Meeting on CHC VII, LTD's application for this rate increase. I calculate their request is for an increase of \$25.52 per month or 162% for the same 8,000 gallons we currently get for the set payment. This seems a little much to me.

The park owner is limited in the amount they can increase the lot rent because of Florida Statue 723. This statue was passed because we are in a unique position. If rents and fees become to high we are unable to just move somewhere else like regular renters. This because we own the house that sits on the rented land. I wonder if this request for a rate increase is a way to get around the lot rent restriction. I calculate if every effected resident used 8,000 gallons per month for 12 months the owner would get \$270,00.00 in added income.

Reading the staff report I found a statement about having the billing often enough so people would know their costs better and this might cause them to find ways to reduce their consumption. This is a retirement community so nearly all homes have at the most two occupants. The domestic water use in this case would be pretty much just for necessities. Using my experience about 1/3 of our usage is for watering the lawn which is required by our Prospectus.

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Don & Virginia Dodds  
502 Century Drive  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
18 FEB 2014 PM 5 L



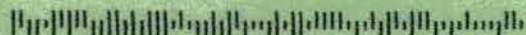
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Robert & Ann Hoitenga  
Address 893 Bunker Cir  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS   |
|---|
| Docket # 130210 - WS.   |
| We are <u>totally apposed</u> to this docket for the following reasons                        |
| (1) This calls for over a <u>100%</u> increase in water rates for this park.                  |
| (2) Many in fact almost all residents are retired and on a limited income.                    |
| (3) Over half at this park and many other parks pay for water when gone for 6 months or more. |
| (4) Economic conditions do not merit increased amount and water for drinking here not great!  |

Fold and tape -- see back for address

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Bob and Ann Hoitenga  
893 Bunker Circle  
Hidden Golf Club  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
18 FEB 2014 PM 2 L

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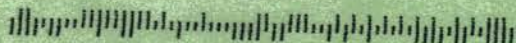
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Rosa Parks

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Tallahassee, FL 32399-0850

32399085099



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name PHILLIP GRUENSTERN

Address 538 CENTURY DRIVE  
WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

THE WAY IT LOOKS, IF OUR HOUSEHOLD IS ONE OF THOSE THAT AVERAGE 6,000 GALLONS A MONTH OUR BILL WILL INCREASE TO \$33.19 FROM \$15.71. THATS AN INCREASE OF 111%.

WE ARE ONE OF THE OVER 50% OF HOUSEHOLDS THAT RESIDE SIX MONTHS IN THIS COMMUNITY. THE WATER USED FOR THE SIX MONTHS WE ARE NOT HERE IS FOR LAWN WATERING AS REQUIRED BY OUR PROPECTUS AND DOES NOT BECOME WASTE WATER, BUT WILL BE CHARGED A WASTE WATER FEE. MAYBE AN INCREASE IS NEEDED BUT IT SHOULD BE REASONABLE. THE PROPOSED FORMULA'S ARE CONFUSING. MOST RESIDENTS ARE RETIRED ON FIXED INCOMES WHICH I HOPE YOU WILL CONSIDER. THANKS

Fold and tape -- see back for address

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P. GRUENSTERN  
538 CENTURY DR.  
WINTER HAVEN, FL 33881

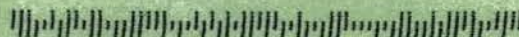
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Tallahassee, FL 32399-0850

32399085099



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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name JAMES H & NORMA J Schmidt

Address 583 CENTURY DRIVE  
WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

We live in a 55+ community and a lot of our water is used for irrigation. The water in our community comes from a well and our waste goes through a septic system and our perspective states what ~~are~~ the cost of our water and waste water should be.

*James H Schmidt*  
*Norma J Schmidt*

Fold and tape -- see back for address

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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Harry Gallagher  
Address 610 Century Dr.  
Winter Haven, FL 33881

I feel perhaps a rate increase is in order; however the one that is being proposed is in excess and unfair to us the consumer.  
Things are going up for all of us every day.  
So please let's not forget the consumer again.  
The seniors in this country take enough hits.

Harry and Joan Gallagher

Fold and tape - - see back for address

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**Harry G. Gallagher**

610 Century Dr.  
Winter Haven, FL 33881-8717

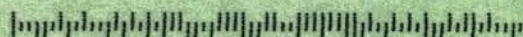
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Susan Ganson

Address 862 Sand Trap Circle  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS   |
|---|
| <p>I am confused about such a large increase. Waste Water currently is used for our sprinklers. More than 1/2 of homes are occupied for 6mo's or less. Your decision should be based on the economies of Swiss Golf &amp; Hidden Golf. If anything, the owners stand to make a substantial profit. Our rates should be actually reduced. We have many who are on fixed incomes. This increase seems very inflated and I encourage the council to look at all information in an unbiased way.</p> <p>Susan M. Ganson</p> |
|   |
|   |

Fold and tape -- see back for address

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Susan M Ganson  
862 Sand Trap Circle  
Winter Haven  
Florida 33881

TAMPA FL 336  
SAINT PETERSBURG FL  
18 FEB 2014 PM 2:1

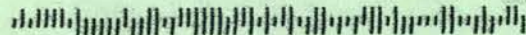
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It was confirmed about which a large release  
of water would be used in the future. There have been  
of some are occurring for some or less.  
If you believe there should be some in the future  
of the water. It is not the only one.  
There is a lot of water in the future.  
There is a lot of water in the future.  
There is a lot of water in the future.

Tape

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Susan M Ganson



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Wednesday, February 19, 2014 1:00 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130210  
**Attachments:** FAX-2014-02-18 19\_48\_20.tif

Consumer correspondence

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

From: Consumer Contact  
Sent: Wednesday, February 19, 2014 8:04 AM  
To: Ruth McHargue  
Subject: To CLK Docket 130210

Copy on file, see 1139252C. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
Sent: Tuesday, February 18, 2014 7:48 PM  
To: Consumer Contact  
Subject: FPSC , 1 page(s)

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



## Application for increase in water rates in Polk County by

**CHC VII, Ltd.**DOCKET NO. 130210-WSName Tom + Debbie StroupAddress 875 Sandtrap CircleWinter Haven, FL 33781

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS   |
|---|
| We believe this is totally unfair. This was not mentioned when we bought our property. This was not even mentioned that it could happen. The reason we bought in Hidden Golf was because sewage + water was a part of our lot rent. If it is your intention to raise prices, in return empty all of the housing developments, then we would be the first to ask you to pay up what we have in the property + we will return to Pennsylvania. Along with our other property at 728 Century Lane, Winter Haven. |
|   |
|   |
|   |

Fold and tape -- see back for address

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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

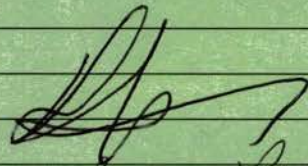
Name Douglas & Susan Wilson  
Address 561 Racket Dr.  
Winter Haven, Fla 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

This proposal is quite complex and appears to be reducing the amount of our basic residential water volume. Meter size seems to confuse the issue more. Result is a huge increase in our water charges. While we see the need for a modest increase, this is excessive.

Please deny this application!

  
Susan P. Wilson

Fold and tape - - see back for address

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Doug & Sue Wilson  
561 Racket Drive  
Winter Haven FL  
33881



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

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CLERK

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Hilton Comeau  
Address 642 Centurylane  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS                 |
|-----------------------------------|
| unfair increase ! exceeds 125% !! |
| too much of a hike total Greed !! |
| - Reasonable increase yearly -    |
| 3-5%                              |
|                                   |
|                                   |
|                                   |
|                                   |
|                                   |
|                                   |
|                                   |

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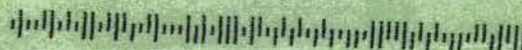
H. Comeau  
642 Century Lane  
Winter Haven, FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
15 FEB 2014 PM 2 L



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Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name JOHN PATERSON

Address 358 N. PUTTAN CIR.

WINTER HAVEN

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS                                     |
|---|
| CHC VII LOST \$85000 IN 2012. DIVIDE THAT BY THE      |
| LESS THAN 900 CUSTOMERS, WORKS OUT TO APPROX \$96 FOR |
| THAT YEAR (PER CUSTOMER).                             |
| I CAN ACCEPT RISING COSTS FOR SERVICES, THEREFORE     |
| I CAN ACCEPT INCREASES TO COVER THEIR COSTS.          |
| MY CALCULATIONS YIELD $\$96 \div 12 = 7.75$ A MONTH   |
| TO BRING CHC OUT OF A LOSS SITUATION, PLUS AN         |
| INFLATIONARY INCREASE.                                |
| IN MY OPINION, THE MONTHLY INCREASE SHOULD NOT        |
| BE MORE THAN \$10.00                                  |
| IT IS CHC'S PROBLEM TO SUBMIT RATE INCREASE           |
| APPLICATIONS MORE FREQUENTLY, TO COVER INCREASED      |
| OPERATING COSTS.                                      |

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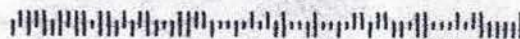
John Paterson  
358 N Putter Cir  
Winter Haven, FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
13 FEB 2014 PM 5 L



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Office of Commission Clerk  
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Tallahassee, FL 32399-0850

32399085099



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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Barbara and William Souire  
Address 858 Century Drive  
Winter Haven Fl. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We are strongly opposed to increased water rates. There have been no national or regional events to substantiate such an unreasonable increase. We live in a gated community and are required by park rules to water our lawns. We are 55+ snow birds living on a fixed income and an increase of this magnitude would create financial hardship. Please reconsider this increase.

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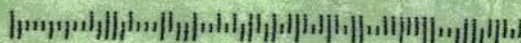
SAVER  
858 Century Dr  
Winter Haven FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
13 FEB 2014 PM 6 L



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

32399085099



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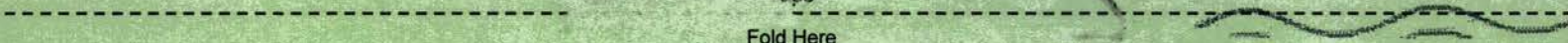
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name

Jay & Trina Bendickson

Address

609 Century Drive  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS                   |
|-------------------------------------|
| <u>Water-Sewer INCREASE - 162%</u>  |
| <u>THAT is WAY out of line -</u>    |
| <u>WHO gets that for a RAISE IN</u> |
| <u>SALARY - BAD Idea.</u>           |
|                                     |
|                                     |
|                                     |
|                                     |
|                                     |
|                                     |
|                                     |

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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name LOU & REGINA CELMER  
Address 829 BUNKER CIRCLE  
WINTER HAVEN, FL, 33881-8708

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS                       |
|---|
| RE: DOCKET # 130210-WS                  |
| WOW! TRIPLE THE CURRENT RATE??          |
| PLEASE - PLEASE - IF RATES ARE RAISED   |
| BE REALISTIC PLEASE! WE ARE ON A        |
| FIXED INCOME AND SO MUCH IS GETTING OUT |
| OF HAND. WE SURE ARE APPALLED BY YOUR   |
| SUGGESTED RATES- PLEASE BE KIND.        |

Fold and tape -- see back for address

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CELMER  
829 BUNKER CIR.  
WINTER HAVEN  
FL 33884

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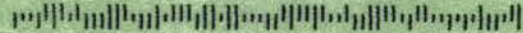
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Office of Commission Clerk  
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Tallahassee, FL 32399-0850

32399085099



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## LEGENDS OF HOLLYWOOD

America's "Queen of Comedy," Lucille Ball, is best loved for her portrayal of that wacky redhead Lucy Ricardo in the 1950s TV series *I Love Lucy*. Her wit, charm, and amazing ability for physical comedy have endeared this star of radio, stage, television, and film to generations of fans worldwide.



"I Love Lucy" is a registered trademark of CBS Worldwide Inc.

Tape

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Peter DZEMOVAS

Address 563 Racket Dr  
Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

Don't understand such a large up charge  
all at once. Believe smaller increments  
would work better. Know cost keep  
going up but this is too much

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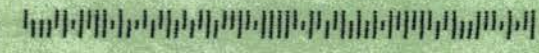
DANKAS  
563 Rocket Dr  
Winter Haven FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
13 FEB 2014 PM 3:1



Florida Public Service Commission  
Office of Commission Clerk  
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name

JOHNSTON

Address

678 Century Lane  
Hidden Golf / Winter Haven

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS    |
|----------------------|
| Reject the over 100% |
| increase.            |
| We object to this    |
| increase             |
|                      |
|                      |
|                      |
|                      |
|                      |
|                      |

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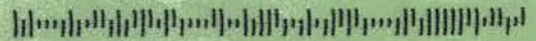
JOHNSTON  
Hidden Golf/Lake Henry  
678 Century Lane  
Winter Haven, FL  
33861 USA

PA FL 335  
SAINT PETERSBURG FL  
13 FEB 2014 PM 4 L



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name

Maurine Downing

Address

851 Sandtrap Circle  
Winter Haven Fla 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 on a fixed income and  
any Lg. increase would force me  
out of my home. My husband  
died 1-13-13 and my income was  
reduced quite a lot.

Thank you  
Maurine

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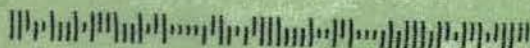
851 Sandtrap Cr.  
Winter Haven Fla  
33881

TAMPA FL 335  
SAINT PETERSBURG  
13 FEB 2014 PM



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Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Helen Weaver

Address 549 Racket Dr  
Winter Haven, FL 33881  
Hidden Golf Club

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 oppose an increase in  |
| water rates.             |
| Many people in our park  |
| are on a limited income. |
|                          |
|                          |
|                          |
|                          |
|                          |
|                          |
|                          |

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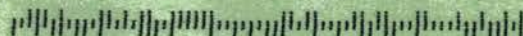
549 Racket Dr  
Winter Haven, FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
13 FEB 2014 PM 2 1



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name

Theresa Cabana

Address

530 Century Dr.

Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 understand that you may need a rate increase, but 100% seems a little much. This is a over fifty five park. I like many other residents live on S.D. and a little more..  
Costs go up every year and so does insurance etc.  
I could not understand why after all these years you need to increase so much. I don't use any more water now than I did ten years ago. I feel you may be pricing me out of my home.

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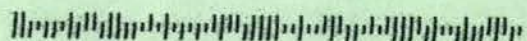
Ms Theresa A Cabana  
530 Century Dr  
Winter Haven FL 33881-8715

TAMPA FL 335  
SAINT PETERSBURG FL  
14 FEB 2014 PM 8:1



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Raymond F. Lewis

Address 737 Century Lane

Winter Haven, FL 33881-8740

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 "snow bird" there only a 6 month (maximum) resident, any increase does not impact me greatly. My concern is for the many permanent residents of this community, most of whom are quite elderly, living for the most part on "fixed" incomes and subject to really substantial increases in insurance rates, deductible increases which are substantial, prescription costs, and all the myriad increases of late. To place an additional burden on these folks to satisfy the bureaucracy and its need for additional funds is unconscionable at best.

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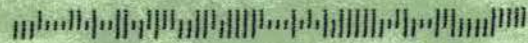
R. L. Lujan  
737 Century Lane  
Winter Haven, FL  
33881-8740

TAMPA FL 335  
SAINT PETERSBURG FL  
14 FEB 2014 PM 1 L



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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Mr + Mrs. Carl Houtenga  
Address 585 Century Drive  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

My wife and I are opposed to this rate increase because:

1. The new combined rate is over a 100% increase. We can not see where that amount of increase is warranted.
2. We are only here for 4 months, but will have to pay this rate for 12 months. Watering when not here is somewhat required for appearance and is not really a choice.
3. Most seniors in our park (including us), which is primarily a senior citizen park, are on a fixed income. Increased costs are a hardship and therefore unnecessary increased should be avoided.

Thank you,  
*Carl A. Houtenga*

Fold and tape -- see back for address

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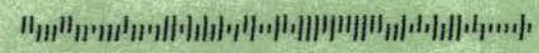
Carl Haitenga  
585 Century Drive  
Winter Haven, FL  
33881

SAINT PETERSBURG FL  
14 FEB 2014 PM 8 L



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

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name ROBERT L. & JANET C. BURUS

Address 690 CENTURY LANE  
WINTER HAVEN, FLORIDA 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 Feel ANY INCREASE IN lot expenses   |
| would make it more difficult for the  |
| resale of mobile homes, by the park   |
| resale office, or private individuals |
| more difficult.                       |
|                                       |
|                                       |
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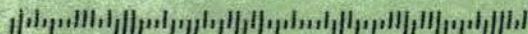
BURNS  
690 Century Ln.  
Winter Haven, FL 33881

SAINT PETERSBURG FL  
14 FEB 2014 PM 9 L



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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Mary A Benson

Address 536 Century Dr.

Hunter Haven Fl. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

Gentlemen & Ladies:  
I do hope you will not raise the rate on water use. Being on a fixed income I budget my money carefully & right now my budget is bulging.  
Please consider the raising of water rates & hope it will be in our favor.  
Thank you  
Mary Benson

Fold and tape -- see back for address

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TAMPA FL 335  
SAINT PETERSBURG FL  
15 FEB 2014 PM 5 L

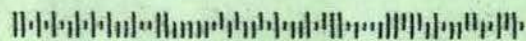


B

Mary A. Benson  
536 Century Dr  
Winter Haven, FL 33881-8715

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

32399085099



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14 FEB 18 AM 9:02

COMMISSION  
CLERK

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Dorothy Solada  
Address 462 Putter Cir  
Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

The increase would be more than double the present rate which is 100% more than we are paying now.

No water bill should ever be raised 100%.

Some people will find this increase a hardship all of us are on a limited income.

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



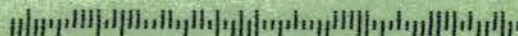
*Dorothy Solada*  
*462 Rutter Cir*  
*Winter Haven Fl.*  
*33881*

TAMPA FL 335  
SAINT PETERSBURG FL  
24 FEB 2014 PM 2:1



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

32399085099



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14 FEB 18 AM 9:02  
COMMISSION  
CLERK

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Robert M<sup>c</sup>Caslin

Address 147 Greenview DR.

Winter Haven FL

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

If the water rate is increased, the first thing that will be done is the irrigation system will be turned off. That will make this park look like a desert and property values will drop to 0.

Then you can have the property back and pay the lot rent + water bill yourself

Fold and tape -- see back for address

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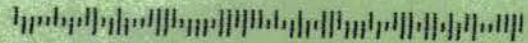
Robert M. Casler  
147 Green View Dr  
Winter Haven, Fla  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
15 FEB 2014 PM 2 L



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

32399085099



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14 FEB 18 AM 9:02  
COMMISSION  
CLERK

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name LYNN CUMMINGS

Address 871 SANDTRAP CIR.

WINTERHAVEN FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 STRONGLY OBJECT TO THIS INCREASE  
I AM A CANADIAN ON A FIXED PENSION  
HERE 6 MOS. A YEAR.  
IF THIS INCREASE TAKED PLACE I  
MAY HAVE TO RETHINK MY FINACIAL  
ABILITY TO SPEND MY WINTERS  
HERE IN FLORIDA.

Fold and tape -- see back for address

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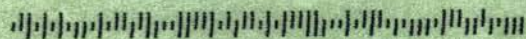
871 SANDTRAP CIRC  
WINTER HAVEN, FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
14 FEB 2014 PM 8 L

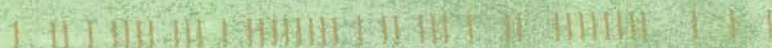


Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399085099



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COMMISSION  
CLERK

14 FEB 18 AM 9:02

RECEIVED-FPSC

Tape

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## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Tuesday, February 18, 2014 11:38 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: Docket Number 130210-ws  
**Attachments:** water rates.rtf

Customer correspondence

---

**From:** MURRAY & LIZ [<mailto:mmcisaac2@tampabay.rr.com>]  
**Sent:** Monday, February 17, 2014 9:03 PM  
**To:** Consumer Contact  
**Subject:** Docket Number 130210-ws

**Please find attached my thoughts and concerns re the above docket number.**



**TO: Florida Public Service Commission**

**FROM: Murray McIsaac (58 Greenview Dr.)**

**SUBJECT: Docket No. 130210-ws**

**DATE: Feb 18, 2014**

I am writing to express my view regarding the application for a 162% rate increase for water and sewer in SG&T by CHC V11 Ltd.

First it is worth noting the current water supply, while safe for consumption, tastes so bad my wife and I are unable to drink it without incurring the expense of our own in house filter. When we have company we buy bottled water because they can't drink it.

However more to the issue I submit three thoughts for your consideration:

1) An increase of 162% in today's economy is extremely unreasonable. The fact that CHC V11 has not had a successful rate application since 1999 and PERHAPS is not being fully compensated for their water/sewer costs does not justify correcting the short fall in one rate jump.

Since there does not appear to be a natural or catastrophic event to justify such an increase, it would appear the cost/rev relationship of water/sewer was well known to CHC V11 over the years. With this assumption a gradual increase to cost recovery would be a more reasonable approach.

2) We have been informed CHC V11 is experiencing a +/- \$80K annual revenue short fall re water/sewer costs while this rate application would generate a +/- \$270k annual increase. Assuming water/sewer is a cost center vs a profit center (our lot rent is the profit center) this increase is very hard to rationalize.

3) My final thoughts involve water/sewer consumption. We are obligated by CHC V11 to maintain the property we rent to a certain standard. While I fully support this obligation most of my water usage is consumed by watering the lawn to ensure the standard is met. ( a park full of dead lawns is naturally unacceptable).

Keeping the properties presentable is a benefit to the unit owners (renters) as well as the property owner (CHC V11). This lawn maintenance represents more than 50% of my water consumption as I am a part time resident with full time lawn care. I feel this joint benefit should be reflected when setting consumption philosophy and rates.



**A final thought with reference to water/sewer consumption....I have been assured the water/sewer used by CHC V11 in common areas, golf course maintenance and the club houses are separately metered and as such are paid for in our lot rent.**

**In summary I submit: 1) The current rate application is excessive. 2) Water/sewer should be a cost center not a profit center. 3) The Public Service Commission should monitor CHC V11 Ltd.'s ongoing costs and significant capital expenditures for reasonableness and to ensure they benefit the rate payers (renters).**

**Thank you for the opportunity to submit my thoughts for your consideration.**



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Monday, February 17, 2014 4:35 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130210  
**Attachments:** FAX-2014-02-17 14\_17\_39.tif

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Monday, February 17, 2014 2:46 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130210

Copy on file, see 1139091C. Also filed for water quality issue, see 1139092C. DHood

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

**From:** PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
**Sent:** Monday, February 17, 2014 2:18 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 1 page(s)

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name JEAN ANNUNZIATO

Address 751 CENTURY LAKE  
WINTER HAVEN FLA 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS                    |
|--------------------------------------|
| - INCREASE IS EXCESSIVE              |
| - WATER STILL UNUSABLE TO DRINK      |
| - WE ARE ALL ON FIXED INCOMES        |
| & THIS HIGH INCREASE IS UNREASONABLE |
| PLS REIND OR ALLOW FOR A             |
| MUCH SMALLER INCREASE                |
|                                      |
| Thank you.                           |
|                                      |
|                                      |
|                                      |
|                                      |
|                                      |

Fold and tape -- see back for address

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## Crystal Card

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**From:** Ruth McHargue  
**Sent:** Monday, February 17, 2014 4:33 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130210  
**Attachments:** FAX-2014-02-17 15\_24\_23.tif

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Monday, February 17, 2014 3:31 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130210

Copy on file, see 1139105C. DHood

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

**From:** PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
**Sent:** Monday, February 17, 2014 3:24 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 1 page(s)

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



## Application for increase in water rates in Polk County by

**CHC VII, Ltd.**DOCKET NO. 130210-WSName Karen HolleyAddress 607 Century Dr

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 on a fixed income and I know there is a lot more people in our park that this increase would greatly effect. I would have to decide whether to pay my water bill, buy food and/or my meds.

Also the water that we water our golf course with would be put on our bill and I don't golf. Why should I have to pay for the golf courses water.

Please think this through before you ruin a lot of peoples lives. With this increase we would loose people from our park + Florida.

Fold and tape -- see back for address

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## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Monday, February 17, 2014 4:18 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130210  
**Attachments:** FAX-2014-02-17 12\_46\_10.tif

Customer correspondence

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

From: Consumer Contact  
Sent: Monday, February 17, 2014 1:04 PM  
To: Ruth McHargue  
Subject: To CLK Docket 130210

Copy on file, see 1139080C. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
Sent: Monday, February 17, 2014 12:46 PM  
To: Consumer Contact  
Subject: FPSC , 1 page(s)

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Louise Theodore Carman

Address 532 Century Drive

Winter Haven, Fla 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We are senior citizens on a fixed income and have large medical expenses. Due to this, any large increase in essential services such as water usage will really hinder our quality of life.

I see no reason why the increase in our water cost should be so high. Please take our senior status into consideration.

Thank you -

Louise Theodore Carman

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Monday, February 17, 2014 12:50 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130210  
**Attachments:** FAX-2014-02-15 20\_55\_07.tif

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Monday, February 17, 2014 8:26 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130210

Copy on file, see 1139021C. DHood

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

**From:** PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
**Sent:** Saturday, February 15, 2014 8:55 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 1 page(s)

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Charles & Louise Lawson  
Address 695 Century Lane  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

It appears to me that CHC is attempting to create an additional profit center to increase the outrageous income it generates from ground rents.  
CRF is proposing to increase the rents through its water district & waste system. We are required to water our lawns to keep them green & alive. How much of the 6000 gal is for prime use versus lawn irrigation, I would question the method used to determine the \$19.68 charge. How is this determined? How can you charge people a monthly charge when no <sup>WASTE</sup> water is generated for 6-9 months a year.

It is obvious to me that CRF through its water distribution CHC is attempting to make a cost of doing business into a ~~cost~~ separate profit center AND  
I OBJECT

Fold and tape -- see back for address

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## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Friday, February 14, 2014 12:48 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130210  
**Attachments:** FAX-2014-02-14 09\_25\_46.tif

Customer correspondence

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

From: Consumer Contact  
Sent: Friday, February 14, 2014 11:02 AM  
To: Ruth McHargue  
Subject: To CLK Docket 130210

Copy on file, see 1138940C. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
Sent: Friday, February 14, 2014 9:26 AM  
To: Consumer Contact  
Subject: FPSC , 4 page(s)

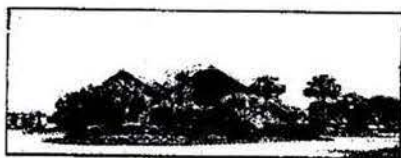
\*New Fax Received!\*

You have received a 4 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



## HIDDEN GOLF HOMEOWNERS' ASSOCIATION



556 Racket Drive  
Winter Haven, FL 33881

February 10, 2014

Via Fax 1-800-511-0809

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

Ref: CHC VII, Ltd.  
Docket No 130210-WS

Dear Commissioner:

Swiss Golf and Tennis and Hidden Golf ("SG and HG") over age 55 communities, have been completed having at least 882 units paying \$15.00 per month for water and sewer since 1989 and currently paying \$15.71 per month since at least 2000. The owners, A&M Properties, CHC VII, Ltd., and others, have the same officers and I assume the same owners and investors.

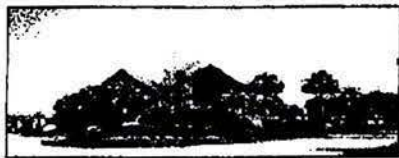
Swiss Golf has approximately 600 units having an original sale price of \$40,000 or more per unit, for gross sales of approximately \$24,000,000. Hidden Golf has approximately 282 units that sold for an average of \$20,000 per unit for gross sales of \$5,640,000 giving a combined total of \$29,640,000 in original sales. Annual rental income based on an average rental of \$400 per unit equals \$4,233,600.

CHC VII, Ltd. apparently is the owner of the utility furnishing water and sewage treatment to Swiss Golf and Hidden Golf. Over-use bills are in their name and payment of same is paid directly to them. The monthly water bill is collected as part of the lease/agreement with A&M Properties and payable to Swiss Golf and Hidden Golf at their office in the Sales and Management building on site.

Considering the park to be at least 25 years old with 882 units, payments for the first 12 years were \$15.00 per month for water and sewer or \$1,905,120 and the last 13 years at \$15.71 per month for water and sewer or \$2,161,570 for a total of \$4,066,690 collected for the 882 units or an average of \$162,667 per year. (See account annexed A.) In this regard, it should be noted that at least 50% reside in the community for six months and the only water used in their absence is to water their lawn. The CHC VII, Ltd. filing with Polk County Department of Taxation Value Adjustment Board, Petition #2012-00025, indicated utility income of \$183,542.



## HIDDEN GOLF HOMEOWNERS' ASSOCIATION



556 Racket Drive  
Winter Haven, FL 33881

The only major repairs observed were the replacement of a large water tank adjacent to the 5<sup>th</sup> hole on the golf course and some adjustment to the aerators.

I am advised that the 882 units account for only 60% of the water used. This is easily verified since each unit is metered. It should also be noted that a substantial amount of the 60% goes to lawn watering as required per our prospectus and does not pass through the waste water system.

As the other 40% of water used:

(a). Swiss Golf and Hidden Golf have two large club houses each having at least two to three functions per week with 100-200 people in attendance (i.e. bingo, church services, theater events, golf events, etc.). Each club house contains a pool and spa where users have use of the club house facilities. There are four rest room facilities in total and each has a fully furnished kitchen. It is not unusual to have large functions such as on February 8<sup>th</sup> a function was held with 215 people; a three course dinner was prepared and served, using Swiss Golf Facilities. (b) There is one large office building housing the A&M office, sales office, pub and bar, pro shop, large kitchen, two room dining area, poker room, two exercise rooms and golf course pro shop, using at least three toilet facilities. (c) A&M Properties maintains the large common ground areas that are watered at least 2 to 3 times per week. (d) The 18 hole golf course with tees, fairways and greens are watered at least 4-5 times weekly. These four areas of water and sewer use above will easily account for the other 40% of water usage.

Using the \$162,667 per year income of the 60%, 40% income would amount to \$108,445 for a total yearly income of \$271,112. A total income for 25 years at \$271,112 equals \$6,777,800. (See account annexed B).

Based on metered income of \$4,066,690 or an estimated total yearly income of \$6,777,880 for 25 years of the utility existence it is ridiculous to even suggest that it is in debt.

Public records will show who owed the \$46,000,000 mortgage. It should be clear that those funds were not used in Swiss Golf and Hidden Golf. This park may be part of the collateral for the loan, but Swiss Golf and Hidden Golf had no benefit from same.



## HIDDEN GOLF HOMEOWNERS' ASSOCIATION



556 Racket Drive  
Winter Haven, FL 33881

Lastly, you should examine a park such as Sweet Water located nearby on Rt. 17/92 six or seven miles from Swiss Golf and Hidden Golf. There are 416 units in the community, they own their own land, have an 18 hole golf course, and have similar amenities as Swiss Golf and Hidden Golf. Their monthly payment is less than \$278 per unit and that includes rent, water and sewage, garbage and cable. The golf fees are \$2.00 per round where Swiss Golf and Hidden Golf are \$20.00 per round.

Your decision should be based on the economics of Swiss Golf and Hidden Golf. As to conversation, it should be observed that over 50% reside six months or less in this community. It is obvious that the economics show a great profit for the Swiss Golf and Hidden Golf operation. If anything the rates should remain the same or be reduced.

Respectfully submitted,



George Walford  
President

Hidden Golf Homeowners Association



# HIDDEN GOLF HOMEOWNERS' ASSOCIATION



556 Racket Drive  
Winter Haven, FL 33881

## ACCOUNT ANNEX A & B

### A. 1989-2000

$\$15.00 \times 12 \text{ months} = \$180.00 \times 12 \text{ Years} = \$2,169.00 \times 882 \text{ units} = \$1,905,120.00$

### 2000-2013

$\$15.71 \times 12 \text{ months} = \$188.52 \times 13 \text{ years} = \$2,450.76 \times 882 \text{ units} = \underline{\$2,161,570.30}$

Total Metered Water Paid      4,066,690.30

$\$4,066,690.30 \text{ divided by } 25 = \$162,667.60 \text{ Average yearly water and sewer income.}$

B.  $60\% - \$162,667 + 40\% - \$108,445 = \$2,711,112 \times 25 \text{ years} = \$6,777,800.$



## Crystal Card

---

**From:** Pete Lester  
**Sent:** Friday, February 14, 2014 1:16 PM  
**To:** Crystal Card  
**Cc:** Shawna Senko; Sonica Bruce; Melinda Watts; Lee Eng Tan; Curt Mouring  
**Subject:** FW: FPSC 1012, 4 page(s)  
**Attachments:** FAX-2014-02-14 12\_18\_05.tif

Please place this letter in docket correspondence for Docket No. 130210-WS, CHC VII, Ltd., Staff assisted rate case. Thank you.

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

**From:** PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
**Sent:** Friday, February 14, 2014 12:18 PM  
**To:** Pete Lester  
**Subject:** FPSC 1012, 4 page(s)

\*New Fax Received!\*

You have received a 4 page fax from FPSC (1012).

It was sent to 6468. The fax is attached to this email, open the attachment to view your fax.



February 10, 2014

Via Fax: 1-800-511-0809

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

Ref: CHC VII, Ltd.  
Docket NO. 130210-WS

Dear Commissioner:

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\$15.71/mo./water and sewer or \$2,161,570 for a total of \$4,066,690 collected from the 882 units or an average of \$162,667 per year. (See account annexed A.) In this regard, it should be noted that at least 50% reside in the community for six months and the only water used in their absence is to water their lawn. The CHC VII, Ltd. filing with Polk County Department of Taxation Value Adjustment Board, Petition #2012-00025, indicates utility income of \$183,542.

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I am advised that the 882 units account for only 60% of the water used. This is easily verified since each unit is metered. It should also be noted that a substantial amount of the 60%, goes to lawn watering as required per our prospectus and does not pass through the waste water system.

As to the other 40% of water used:

(a). SG and HG have two large club houses each having at least two to three functions per week with 100 – 200 people in attendance (i.e. bingo, church services, theater events, golf events, etc.). Each club house contains a pool and spa where users have use of the club house facilities. There are four rest room facilities in total and each has a fully furnished kitchen. It is not unusual to have large functions such as on February 8<sup>th</sup> a function was held for 215 people, a three course dinner was prepared and served, using the SG facilities. (b). There is one large office building housing the A&M office, sales office, pub and bar, pro shop, large kitchen, two room dining area, poker room, two exercise rooms and golf course pro shop, using at least three toilet facilities. (c). A&M Properties maintains the large common ground areas that are watered at least 2 to 3 times per week. (d). The 18 hole golf course with tees, fairways and greens are watered at least 4 to 5 times weekly. These four areas of water and sewer use above will easily account for the other 40% of water usage.

Using the \$162,667/year income of the 60%, 40% income would amount to \$108,445 for a total yearly income of \$271,112. A total income for 25 years at \$271,112 equals \$6,777,800. (See account annexed B.)



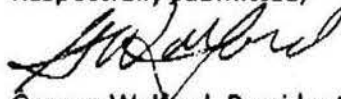
Based on metered income of \$4,066,690 or an estimated total yearly income of \$6,777,880 for 25 years of the utility existence it is ridiculous to even suggest that it is in debt.

Public records will show who owes the \$46,000,000 mortgage. It should be clear that those funds were not used in SG and HG. This park may be part of the collateral for the loan but SG and HG had no benefit from same.

Lastly, you should examine a park such as Sweet Water located nearby on Rt.17/92 six or seven miles from SG and HG. There are 416 units in the community, they own their own land, have an 18 hole golf course, and have similar amenities as SG and HG. Their monthly payment is less than \$278 per unit that includes rent, water and sewer, garbage, and cable. Golf fees are \$2.00 per round where SG and HG charge is \$20 per round.

Your decision should be based on the economics of SG and HG. As to conservation, it should be observed that over 50% reside six months or less in this community. It is obvious that the economics show a great profit for the SG and HG operation. If anything the rates should remain the same or be reduced.

Respectfully submitted,



George Walford, President  
HOA Hidden Golf



## ACCOUNT ANNEX A. &amp; B.

A. 1989 - 2000:

$$\$15.00 \times 12 \text{ mo.} = \$180.00 \times 12 \text{ years} = \$2,160.00 \times 882 \text{ units} = \$1,905,120.00$$

2000 - 2013:

$$\$15.71 \times 12 \text{ mo.} = \$188.52 \times 13 \text{ years} = \$2,450.76 \times 882 \text{ units} = \underline{\$2,161,570.30}$$

$$\text{Total Metered Water Paid: } \$4,066,690.30$$

$$\$4,066,690.30 \div 25 = \$162,667.60 \text{ Average yearly water and sewer income.}$$

$$B. \quad 60\% - \$162,667 + 40\% - \$108,445 = \$271,112 \times 25 \text{ years} = \$6,777,800$$



Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Theresa Devo

Address 453 Lemna Lane

Winter Haven, Fla. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 don't think there is a need to raise water  
any higher. Seniors cannot afford to pay more.

Fold and tape -- see back for address

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 Ms. Theresa DeVoe  
453 Tennis Ln.  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
12 FEB 2014 PM 5 L

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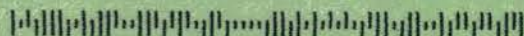
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CLERK



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

32399085099



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name E J Baker

Address 542 Century bl

Winter Haven Fl 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

For people living on just social security and  
going without some medicine or food how  
do you think another "17.48" is going to  
fit into a zero budget? The average 75 or  
80 year olds don't even have a savings  
account to fall back on. Another "209.70" a  
year could make a big difference. However  
if you feel medicaid can handle more new  
people then just go ahead and do it. But  
you better think again.

Fold and tape - - see back for address

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Baker  
542 Century Dr  
Winter Haven FL 33881

TAMPA FL 336  
SAINT PETERSBURG FL  
12 FEB 2014 PM 6 L

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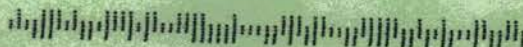
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32399085099



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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Robert + Judith Meador  
Address 882 Bunka Circle  
Winter Haven, Florida 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

We want to let you know we object to this water increase for our area in Polk County.

We are only here for 5 months and only use water for our grass on our property which belongs to C.R.F. We own the house (manufactured home) but not the property.

This kind of increase will make it impossible for many Northerners to spend time in Florida.

Thank you for your consideration.

Fold and tape -- see back for address

Robert Meador

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*R. Meador*  
*882 Burkenhole*  
*Winter Haven, FL 3388*

TAMPA FL 335  
SAINT PETERSBURG FL  
12 FEB 2014 PM 3 L

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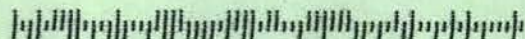
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32399085099



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Michael Heeringa

Address 805 Bunker Cir

Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

My wife and I are strongly opposed to rate increases of this size. We can understand the need to adjust rates, but this will effectively MORE THAN DOUBLE our current rates. The new wastewater fee is UNACCEPTABLE as proposed. We are limited/Seasonal Residents, as are most of the rest of the people who live here. How is it, that I should pay for wastewater on EVERY Gallon of water used, when the 6-9 months a year these people are NOT HERE, the only water used is for lawn watering? Even when we are here I would bet 40-50% of water used, DOES NOT Go down the drain. Please re-consider this proposal. Keep the increase to a reasonable amount, as alot of Residents here are on a Fixed Income and can only absorb so much. Thank you for your

Fold and tape -- see back for address

Time, *Michael Heeringa*

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M+D Heeringa  
805 Bunker Cir.  
Winter Haven, FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
12 FEB 2014 PM 3 L



Justice  
FOREVER

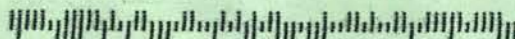
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name DIANE KUZMA/FERN HAVERKAMP  
Address 550 RACKET DR. WINTER HAVEN, FL 33881  
HIDDEN GOLF

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

WE ASK you to please RECONSIDER any more RATE increases which will ADD to our LOT RENT which has already seen a healthy, steady INCREASE since purchasing in 2007. This park has an aging INFRASTRUCTURE with any ever aging park population to match. I personally do not have an increasing income. IF anything I have seen pay/cuts at the WINTER HAVEN Hospital since 2007. The rate increases will only serve to make FORSALES even MORE UNATTRACTIVE with higher rent prices and FOR less grass watering which you require in our prospectus. FOR these Reasons, we the above SAY NO more increases please.

Fold and tape -- see back for address

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Diane M. Kuzma  
550 Racket Dr  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
12 FEB 2014 PM 3:1



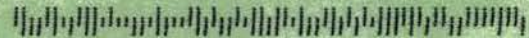
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Edward + Maureen Rooney  
Address 874 Sand Trap Circle  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 senior on a fixed income,      |
| I object to ANY rate increase -     |
| Especially one of more than 100%!!! |
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Rooney  
874 Sand Trap Circle  
Winter Haven, FL 33881

TAMPA FL 335  
TAMPA FL 335  
SAINT PETERSBURG FL  
11 FEB 2014 PM 11  
11 FEB 2014 PM 11



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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name MARGARET ANDREWS  
Address 452 TENNIS LANE,  
WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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>I view the proposal as an unconscionable request.</i> |
| <i>To move from \$15.71 — \$25.52 monthly,</i>           |
| <i>for the same service represents an</i>                |
| <i>percentage increase most people would</i>             |
| <i>never dream of, let alone actually, get</i>           |
| <i>for the value of their services.</i>                  |
| <i>Shame on CHC VII, LTD. !!</i>                         |
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Fold and tape - - see back for address

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Margaret Andrews  
452 Tennis Ln  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
12 FEB 2011 PM 1

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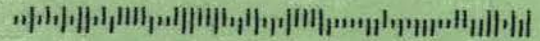


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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name John E. Green  
Address 55 Greenview Dr.  
Winter Haven Fl. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS   |
|---|
| Docket # 130210-WS  |
| According To the report CHC VII Wants an Increase of 160+%. What They don't realize or care about is most people that live in Swires Golf & Tennis and Hidden Golf are on a fixed income and cannot afford that much of an increase. If that increase passes some people will have to sell and move. The first thing owners are going to do is shut off the irrigation system. And then goes the neighborhood no more lawns and no more flowers. No more power washing and then goes property values down the drain. This beautiful Park will turn into a "slum" a modest increase is possible. Better water quality is a must!!! |

Fold and tape -- see back for address

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John & Theresa Green  
55 Greenview Drive  
Winter Haven, Florida  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
12 FEB 2014 PM 8:1

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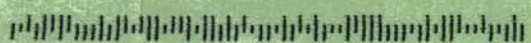


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32399085099



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name John P. Jack  
Address 15 Marina Dr. (Swiss Golf & Tennis Club)  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| Cost for us | CONSUMER COMMENTS  |
|-------------|--|
|             | WILL INCREASE approx 1-6 Times. Monthly mailings are an un-necessary cost and risk lost mail for snowbirds. Keep our base where it is at \$5,000 gal. Keep our billing to quarterly. |
|             | This represents a dramatic cost increase for all.  |
|             | Who pays for the water on the golf course?   |
|             | John P. Jack   |
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Fold and tape -- see back for address

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John P. Jack  
15 Marina Dr  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
12 FEB 2014 PM 1

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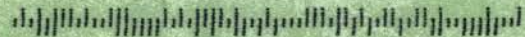
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Tallahassee, FL 32399-0850

32399085099



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name KENNETH TOAL

Address 360 PUTTER CIRCLE (SWISS GOLF & TENNIS)  
WINTER HAVEN FL.  
33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 strongly object to the proposed water and sewer rate increase. It is unwarranted and unacceptable to all residents of Swiss Golf and Tennis and Hidden Golf. If the proposed increases are implemented, I am positive further increases in rent, golf fees, all other aspects will soon follow.

The amount received in lot rent from the residents far exceed any expenses involved in the maintenance and operation of the park.

The residents have incurred enough losses in the devaluated price of their property!

The park owners are using every excuse to squeeze the last dollar from the park residents. It should not be allowed!!

Fold and tape -- see back for address

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K.E. Toal  
360 PUTTER CIRCLE  
WINTER HAVEN FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
12 FEB 2014

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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name CARL / Pam Skime  
Address 274 Fairway Circle  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

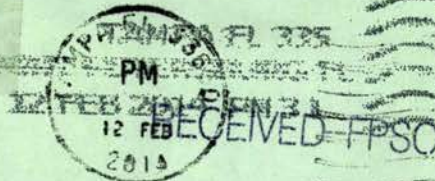
- 1) We are being told that we will be paying for services already included in lot rent, (double dipping). Many of us are struggling to pay bills.
- 2) Problems with the Audit, it was very generic, How much of the water was used for irrigation management / Homeowners. Break down of water usage, CRF Club Houses, Golf Courses Home Owners and an explanation of the 48% water loss.
- 3) We will be charged for service even when we are in MN for 6 months.
- 4) Will we still be required to run our sprinklers?  
We would

Fold and tape -- see back for address

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CANL SKIME  
274 FAIRWAY  
WINTER HAVEN FL  
33881



Florida Public Service Commission  
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2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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CLERK

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name ROBERT GRAY + CONSTANT STANDBROOK

Address 600 CENTURY DRIVE

WINTER HAVEN, FLORIDA 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS                            |
|--|
| We don't want a increase in the water rates. |
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Connie Standbrook & Bob Gray  
600 Century Drive  
Winter Haven, FL 33881

SAINT PETERSBURG FL  
10 FEB 2014 PM 4 L

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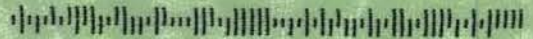
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TAMPA FL 335



Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name

William R Dyer/Elizabeth

Address

704 Century Lane

Hidden Golf Club, Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 object to the proposed rate increase. We are currently paying a fair share of water tax. Based on only being residents for only 6 months/year, we should pay only for that period of time.

Fold and tape -- see back for address

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W. Dyer  
704 Century Lane  
Winter Haven FL  
33881

TAMPA FL 33601  
SAINT PETERSBURG FL 33701  
14 FEB 2014 PM 11:11  
UNITED STATES POSTAL SERVICE

RECEIVED-FPSC

14 FEB 14 AM 9:53

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CLERK



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

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## Crystal Card

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**From:** Ruth McHargue  
**Sent:** Thursday, February 13, 2014 3:20 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130210  
**Attachments:** FPSC , 2 page(s); FPSC , 1 page(s)

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Thursday, February 13, 2014 2:39 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130210

These have been filed as info requests, WS816, to Docket 130210, PR-68. DHood



## Crystal Card

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**From:** PSC Fax Server <Fax@psc.state.fl.us>  
**Sent:** Thursday, February 13, 2014 2:06 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 2 page(s)  
**Attachments:** FAX-2014-02-13 14\_05\_33.tif

\*New Fax Received!\*

You have received a 2 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



## Application for increase in water rates in Polk County by

**CHC VII, Ltd.**DOCKET NO. 130210-WSName MARILYN COLLISAddress 821 BIRDIE COURTWINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

There should be no increase in water rates. 40% of our property is a well which has foul tasting water. I have a triple filter system just to make it drinkable. And we are being charged for water coming in & going out. If you can't suck & blow at the same time. I'm a snowbird here for only 5 1/2 mos. Why should I be charged for water in the summer when watering the lawn. The water is being recycled. Please do not increase the water rates.

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name MR + MRS F. Provencal  
Address 682 Century Lane  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

The increase is excessive, a smaller one is acceptable.

Have they determined where the costs associated with the water used on the golf course are accurate + accounted for??

Fold and tape -- see back for address

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## Crystal Card

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**From:** PSC Fax Server <Fax@psc.state.fl.us>  
**Sent:** Thursday, February 13, 2014 2:12 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 1 page(s)  
**Attachments:** FAX-2014-02-13 14\_12\_21.tif

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name

Address

*George & Maureen Walbert*  
*831 Sandways Circle*  
*Winter Haven, FLA. 33881*

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

*A VERY UNACCEPTABLE INCREASE,  
a smaller one probably is  
warranted.*

*There seems to be a large amount of  
water unaccounted for anywhere  
from 30% to 40%. Should there  
not be some investigations into  
this area to ensure all is monitored  
& accounted for?? Are all proper  
procedures being followed, up to date  
equipment etc.*

*Have look at rescheduling or  
reducing what they are looking for.*

Fold and tape -- see back for address

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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Nancy P. DUREPO  
Address 812 BIRDIE COURT #812 HIDDEN GOLF  
WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS |
|-------------------|
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Mrs. Nancy Durepa

812 Birdie Court

Winter Haven, FL 33881-8700

TAMPA FL 335  
SAINT PETERSBURG FL

10 FEB 2014 PM 3:1

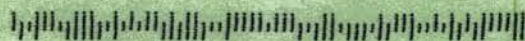
RECEIVED-FPSC

14 FEB 12 AM 9:39

COMMISSION  
CLERK

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

32399085099



Fold Here



Tape

Fold Here



## Crystal Card

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**From:** Ruth McHargue  
**Sent:** Thursday, February 13, 2014 2:15 PM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130210  
**Attachments:** FAX-2014-02-13 13\_27\_30.tif

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Thursday, February 13, 2014 1:37 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130210

Copy on file, see 1138868C. DHood

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

**From:** PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
**Sent:** Thursday, February 13, 2014 1:28 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 1 page(s)

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name CRINNION / CASSIDY  
Address 834 ~~to~~ SANOTRAP CIRCLE  
WINTER HAVEN. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

This proposal is greatly unwarranted  
- This park is all pensioners and some are in a fix income.  
- We are watching our consumption of water but due to park regulations we need to water our lawns.  
- This park is using a meager amount of water due to the fact that over half of the residents leave for the summer months  
- Our Home Owners delegates are approachable and I hope all communication between FBS C and <sup>our</sup> representatives will have an open mind on this proposal. Thank you

Fold and tape -- see back for address

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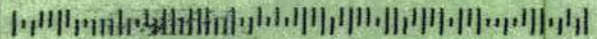
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CLERK

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Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



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Tape

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## Florida Public Service Commission

# SPECIAL REPORT

FEBRUARY 2014

Application for staff-assisted rate case in Polk County by

### **CHC VII, Ltd.**

DOCKET NO. 130210-WS

*On August 5, 2013, CHC VII, Ltd. (CHC) filed an application with the Florida Public Service Commission (PSC or Commission) for a staff-assisted rate case to increase its water and wastewater rates. CHC provides service to approximately 882 water and 875 wastewater customers in Polk County.*

## QUESTIONS & ANSWERS

### **1 Is there an opportunity for public input on this rate case?**

Yes. As part of the evaluation process for CHC's rate request, the Commission staff will conduct a customer meeting to allow customer feedback about CHC and the rate-setting process. Customer comments, written and oral, will be taken into consideration before the Commission reaches a decision. One or more Commissioners may attend and participate during the customer meeting.

### **2 Why is CHC requesting a rate increase?**

CHC is requesting a rate increase to cover increasing operating costs.

### **3 When was CHC's last approved rate increase?**

CHC filed one rate case since coming under PSC jurisdiction in 1999 but subsequently withdrew it.

### **CUSTOMER MEETING**

**Tuesday, February 4, 2014  
5:00 p.m.**

Chain of Lakes Complex - Poolside Room  
210 Cypress Gardens Boulevard  
Winter Haven, FL

### **4 How much is the current monthly water and wastewater bill for a customer using 6,000 gallons of water per month?**

Currently, the combined monthly water and

*Continued on back*



wastewater bill for a customer using 6,000 gallons per month is \$15.71

**5 Using PSC staff's proposed rates, how much would the monthly water and wastewater bills for a customer using 6,000 gallons be?**

Under PSC staff's proposal, the water bill would be \$13.51 and the wastewater bill would be \$19.68.

**6 What if I cannot attend the customer meeting or prefer not to speak? Are there other ways to comment on this case?**

Any person who wants to comment or provide information to the Commission regarding this matter may do so orally at the meeting or in writing.\* Written comments should be mailed to:

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

The PSC will also accept faxes and e-mails.

Fax number: 1-800-511-0809

Internet e-mail address:  
[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Please be sure to include the  
Docket Number, **130210-WS**.

Customer comments are placed on the correspondence side of the docket file and are taken into consideration by the Commissioners in reaching their decision. In accordance with Florida Statutes, the PSC will also consider CHC's quality of service and other matters. If you have questions, contact the Florida Public Service Commission's Office of Consumer Assistance & Outreach at 1-800-342-3552.

**7 Who can answer technical or legal questions?**

**For technical questions, contact:**

Pete Lester  
(850)413-6467

Melinda Watts  
(850) 413-6952

Sonica Bruce  
(850)413-6994

**For legal questions, contact:**

Lee Eng Tan  
(850) 413-6185

**8 Where on the Internet can I obtain more detailed information?**

Detailed docket information is available on the PSC website at [www.floridapsc.com](http://www.floridapsc.com). Click on **Clerk's Office/Dockets** and then type in the Docket Number, **130210-WS**.

**9 When will the PSC make a decision?**

The PSC staff is scheduled to file a recommendation with the Commission on March 27, 2014. The Commissioners are expected to vote on this matter at the **April 8, 2014** Commission Conference.

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*This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.*



## PSC Commissioners



COMMISSIONER  
Eduardo E. Balbis



COMMISSIONER  
Lisa Polak Edgar



CHAIRMAN  
Art Graham



COMMISSIONER  
Ronald A. Brisé



COMMISSIONER  
Julie I. Brown

## CHC VII, Ltd. Monthly Water Service Rates

|  | Utility<br>Present<br>Rates | Staff<br>Recommended<br>Rates |
|--|-----------------------------|-------------------------------|
| <b><u>Residential Service and General Service*</u></b>   |                             |                               |
| Base Facility Charge for all meter sizes:  | \$15.71                     |                               |
| Charge per 1,000 gallons   |                             |                               |
| 0 - 8,000 gallons  | \$0.00                      |                               |
| 8,000 -10,000 gallons  | \$1.31                      |                               |
| Over 10,000 gallons  | \$2.09                      |                               |
| * The utility collects a base facility charge (BFC) and gallonage charges for both water and wastewater service which includes a monthly allotment of 8,000 gallons. |                             |                               |
| Base Facility Charge by Meter Size:  |                             |                               |
| 5/8 X 3/4"   |                             | \$4.68                        |
| 3/4"   |                             | \$7.02                        |
| 1"   |                             | \$11.70                       |
| 1 1/4"   |                             | \$18.72                       |
| 1 1/2"   |                             | \$23.40                       |
| 2"   |                             | \$37.44                       |
| 3"   |                             | \$74.88                       |
| 4"   |                             | \$117.00                      |
| 6"   |                             | \$234.00                      |
| 8"   |                             | \$374.40                      |
| Charge per 1,000 gallons - Residential Water   |                             |                               |
| 0—5,000 gallons  |                             | \$1.34                        |
| Over 5,000 gallons   |                             | \$2.13                        |
| Charge per 1,000 gallons - General Service   |                             | \$1.53                        |



**CHC VII, Ltd. Monthly Water Service Rates**

|   | <b>Utility<br/>Present<br/>Rates</b> | <b>Staff<br/>Recommended<br/>Rates</b> |
|---|--------------------------------------|--|
| <b><u>Irrigation Service</u></b>                                    |                                      |  |
| Base Facility Charge - All Meter Sizes                              | \$7.86**                             | \$4.68                                 |
| Charge per 1,000 Gallons  | \$0.65                               | \$1.53                                 |
| ** Includes an allotment of 8,000 gallons per month                 |                                      |  |
| <b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b> |                                      |  |
| 3,000 gallons   | \$15.71***                           | \$8.70                                 |
| 6,000 gallons   | \$15.71***                           | \$13.51                                |
| 10,000 gallons  | \$18.33***                           | \$22.03                                |

\*\*\* Current combined water and wastewater bill.



## CHC VII, Ltd. Monthly Wastewater Service Rates

|  | Utility<br>Present | Staff<br>Recommended<br>Rates |
|--|--------------------|-------------------------------|
| <b><u>Residential and General Service</u></b>  |                    |                               |
| Base Facility Charge - All Meter Sizes   | *                  |                               |
| Charge per 1,000 Gallons - Residential   | *                  |                               |
| * The utility collects a base facility charge (BFC) and gallonage charges for both water and wastewater service which includes a monthly allotment of 8,000 gallons. |                    |                               |
| Base Facility Charge by Meter Size   |                    |                               |
| 5/8" x 3/4"  |                    | \$8.34                        |
| 3/4"   |                    | \$12.51                       |
| 1"   |                    | \$20.85                       |
| 1 1/4"   |                    | \$33.36                       |
| 1 1/2"   |                    | \$41.70                       |
| 2"   |                    | \$66.72                       |
| 3"   |                    | \$133.44                      |
| 4"   |                    | \$208.50                      |
| 6"   |                    | \$417.00                      |
| 8"   |                    | \$667.20                      |
| Charge per 1,000 Gallons - Residential Service<br>8,000 gallon cap   |                    | \$1.89                        |
| Charge per 1,000 gallons - General Service   |                    | \$2.27                        |
| <b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>  |                    |                               |
| 3,000 gallons  | \$15.71***         | \$14.01                       |
| 6,000 gallons  | \$15.71***         | \$19.68                       |
| 10,000 gallons   | \$18.33***         | \$23.46                       |

\*\*\* Current combined water and wastewater bill.



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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Gary Hovind  
Address 832 Sandtrap Cr.  
Winter Haven Fl. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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>I think that a 100-percent plus increase</i>            |
| <i>in our water and waste water bill <sup>is</sup> way</i> |
| <i>out of hand. I also think the numbers</i>               |
| <i>you are using have been massaged in</i>                 |
| <i>your favor. I realize cost have increased</i>           |
| <i>but; GREED-IS-A-TERRIBLE THING!</i>                     |
| <i>Gary Hovind</i>   |

Fold and tape - - see back for address

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Gary Howard  
832 Sandtrap Cr.  
Winter Haven, FL 33881

SAINT PETERSBURG, FL

11 FEB 2014 PM 3 L

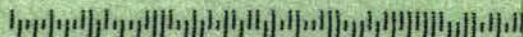
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COMMISSION  
CLERK

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

32399085099



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11 FEB 13 AM 9:54

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name William Constantine

Address 539 Centany Dr. Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

The proposed rate increase is totally unfair. We are here for only 3 months out of the year. We try hard to conserve our water usage while here and do not use an automated sprinkler system for the other nine months. This increase feels like a punishment and we are totally against it.

Fold and tape -- see back for address

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W. Constantine  
539 Century Dr.  
Winter Haven, FL 33881

TAMPA FL 336  
NOT POSTAGE NECESSARY  
IF MAILED IN THE UNITED STATES

RECEIVED-FPSC

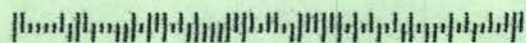
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COMMISSION  
CLERK



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

32399085099



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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name JOHN + MARY BATY  
Address 547 RACKET DR  
WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We strongly oppose these requested rate increases. They are out of all proportion to recent inflation data.

We oppose any increase because the cost of water and sewer was clearly spelled out to us before we bought our home here. It was to be \$15/month for as long as we lived here and was spelled out as such in our prospective. Retired people simply can't cope with outrageous cost increases like this proposal.

Fold and tape --- see back for address

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JOAN BATY  
547 RACKET DR  
WINTER HAVEN, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
11 FEB 2014 PM 31  
RECEIVED-FPSC

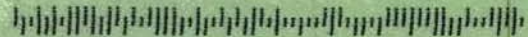


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COMMISSION  
CLERK

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

32399085099



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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name CATHERINE GRIFFITH  
Address 534 CENTURY DR  
WINTERHAVEN FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 very much against this  
proposed charge. I am only here  
4-5 months a year & use no  
water or sewage for 7 months.  
These fees will certainly affect  
many snowbirds continuing to  
pay these rates each month.  
C. Griffith

Fold and tape - - see back for address

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11 FEB 1964

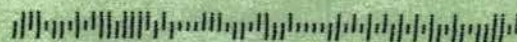
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CLERK

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

32399085099



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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Phyllis R. Sheppard  
Address 796 Sandtrap Circle  
Winter Haven, FL. 33881

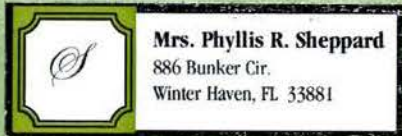
Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS  |
|--|
| I am on a fixed income and own this "second" home for my daughter who is on disability. I pay her ground rent and water/sewage bills! I cannot afford the rate increase as proposed! |
| Please consider a smaller increase - if one is necessary.  |
| Thank you,<br>Phyllis R. Sheppard<br>863-299-4816<br>HIDDEN GOLF   |
| Feb. 11, 2014  |

Fold and tape -- see back for address

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TAMPA FL 336  
SAINT PETERSBURG FL  
11 FEB 2014 PM 7:1

RECEIVED-FPSC

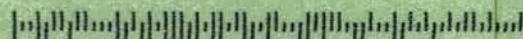


14 FEB 13 AM 9:54

COMMISSION  
CLERK

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

32399085099



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11 FEB 13 PM 7:11

Tape

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name ROBERT + HILARY JAMES

Address 747 CENTURY LANE

WINTER HAVEN FLORIDA 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS  |  |
|--|--|
| WHILE WE CAN UNDERSTAND A SMALL INCREASE, THE PROPOSED INCREASE APPEARS TO BE EXCESSIVE. |  |
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RS JAMES

747 CENTURY LANE

WINTER HAVEN FL

33881

SAINT PETERSBURG  
11 FEB 2013 1

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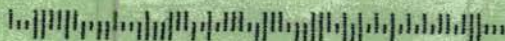
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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Phyllis R. Sheppard-Ciuffo

Address 886 Bunker Circle  
Winter Haven, FL. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning 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 on a fixed income and cannot afford such an increased as proposed - \$13.51 for water and wastewater \$19.68. This is more than twice what we pay now in our Hidden Golf Community.

If an increase is necessary - please let it be gradual and more reasonable!

Thank you,  
Phyllis R. Sheppard-Ciuffo  
863-299-4816

Feb. 11, 2014

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Phyllis Sheppard-Ciufo  
886 Bunker Cir  
Winter Haven, FL 33881-8711

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SAINT PETERSBURG FL

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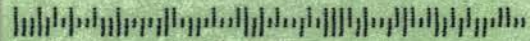
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Harlyn or Candace Buwalda

Address 787 9 Iron Ct.

Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

We understand the cost may have to go up some but feel 160% + is a little over the top. Especially when the amount would go down and the quality of the water has not improved at all. Also, a large amount of water is used on golf course and common areas and our lot rent is increased yearly. Please reconsider this huge increase. Thank-you.

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**Buwalda**

**787 Nine Iron Ct.**

**Winter Haven, FL 33881**

TAMPA FL 335  
SAINT PETERSBURG FL  
11 FEB 2014 MED-1 FP8



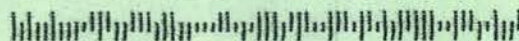
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32399085099



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name TERRY & KATHY JAMISON

Address 21 MARINA DR

WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

LADIES & GENTLEMEN, PLEASE RECONSIDER  
MAKING ANY TYPE OF WATER COST INCREASE.  
BEING IN AN ADULT LIVING COMMUNITY, WE  
ALL DISAGREE WITH ANY THOUGHT OF INCREASE,  
ESPECIALLY BEING ON PRIMARILY FIXED INCOMES.  
THANK YOU FOR YOUR CONSIDERATION.

Terry & Kathy Jamison

Fold and tape -- see back for address

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Hamilton

21 Marina Dr

Winter Haven, FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
11 FEB 2013 PM 11:11  
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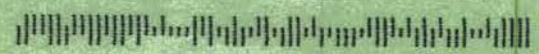
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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Robert & Susan McCormick  
Address 517 Century Drive  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

**CONSUMER COMMENTS**

We think it's unbelievable that you are proposing such a large increase in the water/waste-water rates. Living in an area where the majority of people are retired and living on fixed incomes, it's too much of an increase more than doubling the fees we would be expected to pay. We are positively against this proposal.

Fold and tape - - see back for address

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Robert and Susan McCormick  
517 Century Dr.  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
11 FEB 2014 PM 11

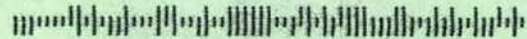
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Perry Simms  
Address 680 Century Lane  
Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS   |
|---|
| Please Any proposal you have (water). we are opposed to this increase. we pay enough in rents to cover any increase. Thank you, |
| Perry Simms   |
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P Simms  
680 Century Lane  
Winter Haven FL  
33881

TAMPA FL 335  
SAINT PETERSBURG FL  
10 FEB 2014

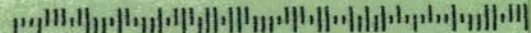
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name \_\_\_\_\_

Address \_\_\_\_\_



Linda Wages  
160 Greenview Dr  
Winter Haven FL 33881-8746

Humane Society Legislative Fund

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Will the water quality be better?

For people on a fixed income this is terrible - who will then read the meters?

In general no one cares what we as seniors have to put out of pocket.

Fold and tape - - see back for address

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SAINT PETERSBURG FL  
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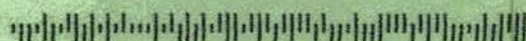
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Tallahassee, FL 32399-0850

32399085099



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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name GERALD POPE

Address 917 BIRDIE COURT

WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS  |  |
|--|--|
| 1. AS A RESIDENT OF A GATED COMMUNITY, WHO IS GOING TO MONTHLY <del>GONE</del> TO READ MY METER                              |  |
| 2. AS A CANADIAN SNOWBIRD (NOT HERE FOR 6 MONTHS), WILL WE RECIEVE REBATES IF ONLY GRASS BEING WATERED?                      |  |
| 3. IF INCREASE APPROVED, WILL WATER QUALITY IMPROVE? IT SMELLS AT TIMES & TASTES FUNNY WITH THE RESULT WE BUY BOTTLED WATER. |  |
| 4. WASTEWATER CHARGES ARE EXCESIVE AS MUCH OF IT IS TO WATER LAWNS.  |  |
| 2A AS A FOLLOWUP THE PROPOSED MONTHLY FEE OF \$33.11 WHEN NOT IN THE STATE IS REDICULOUS                                     |  |
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Fold and tape -- see back for address

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GERALD POTZ  
917 BIRDIE CT  
WINTER HAVEN, FL  
33821

TAMPA FL 336  
SAINT PETERSBURG FL  
10 FEB 2014 PM 5:1  
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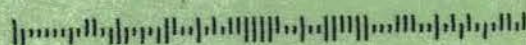
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Application for increase in water rates in Polk County by

**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Phyllis J. Barlow  
Address 564 Racket Drive  
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS   |
|---|
| I have been a resident at this address for 28 years living alone except for seven years; my husband passed away in 1994. At least six months of each year I spend in Wisconsin and I only use water for my sprinklers once a week during that time. And even when I am here I don't use as much as the allotted amount. |
| I strongly oppose the rise in rates for water and waste water. Please vote against it.  |
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Fold and tape -- see back for address

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 Phyllis J. Barlow  
564 Racket Dr  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL  
10 FEB 2014 PNC  
RECEIVED FTSC

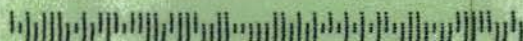


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Application for increase in water rates in Polk County by  
**CHC VII, Ltd.**

DOCKET NO. 130210-WS

Name Mike + Jane Walker  
Address 857 Sandtrap Circle  
Winter Haven, Fl. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.  
Correspondence will be placed in the file of this docket.

| CONSUMER COMMENTS  |
|--|
| We have owned our home here in Lake Henry Hidden Golf for 15yrs. We are now fulltime residents of Florida. We <del>dispute</del> oppose a change in the rate and manner of billing for water + sewage. |
| A rate change <del>will</del> will mean approximately 160% Increase from our current payment. Which would be excessive in our view.  |
| Please <u>reject</u> this request.   |
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Fold and tape - - see back for address

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Walker  
857 Sandtrap Circle  
Winter Haven, FL 33881

TAMPA FL 335  
SAINT PETERSBURG FL

10 FEB 2014 PM 6:1

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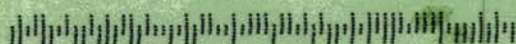


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