

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 160101-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER
RATES IN CHARLOTTE, HIGHLANDS, LAKE, LEE, MARION,
ORANGE, PASCO, PINELLAS, POLK, AND SEMINOLE COUNTIES
BY UTILITIES, INC. OF FLORIDA.

_____ /

PROCEEDINGS: CUSTOMER SERVICE HEARING

COMMISSIONERS
PARTICIPATING: CHAIRMAN JULIE I. BROWN
COMMISSIONER ART GRAHAM
COMMISSIONER RONALD A. BRISÉ
COMMISSIONER JIMMY PATRONIS
COMMISSIONER DONALD POLMANN

DATE: Tuesday, January 10, 2017

TIME: Commenced at 9:30 a.m.
Concluded at 12:48 p.m.

PLACE: Summertree Recreational Facility
12005 Paradise Point Way
New Port Richey, Florida 34654

REPORTED BY: DEBRA R. KRICK
Court Reporter and
Notary Public in and for
State of Florida at Large

PREMIER REPORTING
114 W. 5TH AVENUE
TALLAHASSEE, FLORIDA
(850) 894-0828

1 APPEARANCES:

2 MARTIN S. FRIEDMAN, ESQUIRE, Coenson Friedman,
3 P.A., 766 North Sun Drive, Suite 4030, Lake Mary,
4 Florida 32746, appearing on behalf of Utilities Inc. of
5 Florida.

6 J.R. KELLY, PUBLIC COUNSEL; ESQUIRE, Office of
7 Public Counsel, c/o the Florida Legislature, 111 W.
8 Madison Street, Room 812, Tallahassee, Florida
9 32399-1400, appearing on behalf of the Citizens of the
10 State of Florida.

11 JENNIFER CRAWFORD, WALTER TRIERWEILER, ESQUIRES,
12 FPSC General Counsel's Office, 2540 Shumard Oak
13 Boulevard, Tallahassee, Florida 32399-0850, appearing on
14 behalf of the Florida Public Service Commission Staff.

15 KEITH HETRICK, GENERAL COUNSEL; Florida Public
16 Service Commission, 2540 Shumard Oak Boulevard,
17 Tallahassee, Florida 32399-0850, Advisor to the Florida
18 Public Service Commission.

19

20

21

22

23

24

25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

I N D E X

WITNESSES

NAME :	PAGE NO .
ANNE MARIE RYAN	25
FLIP MELLINGER	26
MARY JANE CORDERO	36
WILBER COPENHAFFER	37
WALTER KEHOE	41
LORRAINE MACK	44
CHARLSE HOEHN	46
TERRY COPENHAFFER	48
ADDISON YOUNGS	54
CHRISTINE HAUGH-CRANE	56
DONNA HOLECEK	57
LEE ROBIDA	58
RIANDA SCHULTZ	60
RICHARD SCHULTZ	62
DAVID SCHAFFER	63
ANNABELLE BREESE	65
ANNE MARIE RYAN	66
JAMES LYONS	67
JOHN SCHLUNTZ	68
JUANIT SCHLUNTZ	70
ED WHITE	71
ERIKA MILLIGAN	72
CHRISTINE TSAMBARLIS	73
SUSAN ZAPPOLO	73
MARILYN LAMPE	75
CATHI WATSON	75
ROBERTA BROCKMAN	77
HANS VANDOOREN	78
DENNIS ROYSTON	80
NANCY PAPAS	82
CAROLYN SMITH	83
JEANETTE ERICKSON	84
CECILIA CORBIN	85
ANTHONY GRAFFEO	85
ED WINTERS	87
PAUL LEOCI	88
ANNE MARIE RYAN	89
CARMINE GRAZIANO	97
SUSAN HOGAN	98
ANGEL BERMUDEZ	99
JACKIE MEDINA	100

I N D E X
(continued)

WITNESSES

4	NAME :	PAGE NO .
5	TERESA PICKERING	102
	JUDITH BRINTON	103
6	MAUREEN VECERE	105
	RICHARD NEILSON	107
7	ROSEMARY NICHOLS	110
	LAUREN SMITH	111
8	SHARON SAVARESE	111
	JAMES SAVARESE	112
9	JAMES SOBOTOR	114
	SALLY SHUMWAY	115
10	JOHN HAMPTON	115
	KATHLEEN RADZIEWICZ	115
11	LORI THOMPSON	116
	LOVERA EBERSOLE	116
12	ROBERT CALABRO	117
	GARY WILLIAMS	118
13	PAUL GOLDSMITH	119
	NANCY SMITH	119
14	LORRAINE SMITH	120
	SANDRA WEBER	121
15	FLO TURNER	123
	CLAIRE YOUNG	123
16	JOAN YOUNG	124
	ELIZABETH GRAZIANI	125
17	RAY MAJINO	125
	TOM WARRICK	126
18	DEANNA WARRICK	127
	SALLY VAN SLAMBROUCK	128
19	PHILLIP ALIX	129
	DOUGLAS SMITH	129
20	EILEEN BALL	130
	MARY MICALE	131
21	JEANNE KLARMAN	133
	DONNA MUCK	133
22	CHRIS HARRISON	135
	HARRY HARRISON	135
23	CHARLES CORDERO	136
	FRANCES KRANICK	137
24	SHARIZ ISMAIL	138
	THOMAS ECKERT	139
25		

1 I N D E X
2 (continued)

3 WITNESSES

4	NAME :	PAGE NO .
5	LYNN CATER	140
	JOANNE BONNEY	140
6	SARAH ATUNEZ	141
	GARY MONTGOMERY	142
7	DEBORAH DEACON	144
	JOHN VECERE	144
8	JOY LOTITO	145
	DAWN BERGSON	146
9	PENOLOPE SZAFRAN	146
	FELIX SZAFRAN	147
10	SHEILA DONALD	148
	MARY ANN ZINSER	150
11	ANNE MARIE RYAN	152
	MARGARET PALIN	154
12	RICHARD WHITE	155

13

14

15

16

17

18

19

20

21

22

23

24

25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

EXHIBITS

NUMBER:		MARKED
2	Copenhafer Comments	40
3	Kehoe shower head picture	44
4	Mack speech/letter	46
5	Copenhafer speech	50
6	Letter read by Ms. Schultz	63
7	Anne Marie Ryan presentation	93
8	Grant of Easement Arborwood at Summertree	110
9	Gary Williams Loader picture	119
10	Smith letter	121
11	Warrick bills	128
12	Picture provided by Frances Kranick	138
13	Radosevich letter and exhibit	153

1 P R O C E E D I N G S

2 CHAIRMAN BROWN: Thank you so much. Good
3 morning. I would like to welcome you all to this
4 customer service hearing in the Utilities Inc. rate
5 case.

6 Today's service hearing -- as many of you
7 know, we have seen you all before, many of you here
8 at Summertree --

9 UNIDENTIFIED SPEAKER: We can't hear you.

10 CHAIRMAN BROWN: Okay. How about now?

11 UNIDENTIFIED SPEAKER: Yeah.

12 CHAIRMAN BROWN: I will just keep it like
13 this. Thank you.

14 Today's hearing, service hearing is a very
15 important part of our overall rate case process.
16 It's an opportunity for you all, the customers, to
17 speak to us, the commissioners, and we are very
18 excited to be here. It's always a treat to come to
19 Summertree. You have a fine leader in Anne Marie
20 Ryan.

21 (Applause from the audience.)

22 CHAIRMAN BROWN: Coming here, it's very
23 impressive, as Commissioners, to see how mobilized
24 and organized you all are. And I will tell you, we
25 absolutely take your customer input into

1 consideration in our decisions.

2 My name is Julie Brown, and I have the
3 privilege of being Chairman of the Public Service
4 Commission. With me today are all of the
5 commissioners on the commission, and I would like
6 to give them an opportunity to introduce themselves
7 to you, starting from my right.

8 COMMISSIONER PATRONIS: Good morning, my name
9 is Jimmy Patronis. Thank you for allowing me to be
10 here today.

11 COMMISSIONER GRAHAM: Good morning, and Happy
12 New Year. My name is Art Graham, and hopefully
13 this is the last time I have to come down here for
14 a long time.

15 COMMISSIONER BRISÉ: Good morning. My name is
16 Ronald Brisé, and I am glad to be here again to
17 hear from you. And as we always say, this is your
18 hearing, and so we are definitely interested in
19 hearing from you.

20 COMMISSIONER POLMANN: Good morning. My name
21 is Don Polmann, it's my first hearing, so let's
22 have fun.

23 UNIDENTIFIED SPEAKER: This is not fun.

24 CHAIRMAN BROWN: That is correct.

25 Thank you.

1 Staff counsel, will you please read the
2 notice?

3 MR. HETRICK: Thank you, Chairman Brown.

4 By notice issued on December 14th, 2016, this
5 time and place has been set for a customer hearing
6 in Docket No. 160101-WS, application for increase
7 in water and wastewater rates in Charlotte,
8 Islands, Lake, Lee, Marion, Orange, Pasco,
9 Pinellas, Polk and Seminole Counties by Utilities
10 Inc. of Florida.

11 CHAIRMAN BROWN: Thank you, Mr. Hetrick.

12 At this time, we will take appearances of
13 counsel, starting with Utilities Inc.

14 MR. FRIEDMAN: Yes. My name is Martin
15 Friedman, with the firm of Coenson Friedman, on
16 behalf of Utilities Inc. of Florida.

17 MR. KELLY: Good morning. My name is J.R.
18 Kelly. I have the privilege of representing the
19 customers for UIF.

20 CHAIRMAN BROWN: Thank you, counsel.

21 MR. HETRICK: My name is Keith Hetrick,
22 General Counsel, representing the Florida Public
23 Service Commission. I would like to enter an
24 appearance for Jennifer Crawford and Walt
25 Trierweiler, attorneys for the Public Service

1 Commission.

2 CHAIRMAN BROWN: Thank you, Mr. Hetrick. And
3 he is our General Counsel for the Commission.

4 And again I want to reiterate my appreciation.
5 Thanks on behalf of the Commission for all of
6 taking the time to come out today to hear from you.

7 We will have eight customer service hearings
8 and the state. And as I mentioned, this hearing is
9 designed so that customers can give us an
10 opportunity to present their thoughts, concerns,
11 comments related to the company's request for rate
12 increase.

13 In the process later on we will have a
14 technical hearing, the second week in May. We will
15 go for one week, in which we take the substance and
16 testimony and evidence of the case.

17 I would like to note for the record here that
18 there are company representatives, as well as
19 Public Service Commission staff, who are here to
20 answer any questions. If you have a specific
21 question for the Commission, when it's your time to
22 speak, please save it for after the meeting and we
23 will have our staff or the Utilities Inc. staff
24 readily available to assist you, and give them
25 ample time.

1 At this time, I would like to introduce the
2 rest of the Public Service Commission staff who are
3 here who can assist you with any questions you may
4 have. I will briefly introduce them for the
5 record.

6 We have Curt Mouring. We have Chris Church,
7 Mimi Hearn, Conrad Howard. We have Patti Daniel,
8 Laura King, Keith Hetrick, who is our General
9 Counsel. Could you hear me? Walt -- I cannot
10 pronounce his last name, Trierweiler, Jennifer
11 Crawford, Cindy Muir and Kelly Thompson, who helped
12 organize this event. We have with us our court
13 reporter, Debbie Krick, and we have Mark Futrell.

14 This is -- as many of you know, this is an
15 official hearing that will be transcribed by the
16 court reporter who is here, and then officially
17 become part of our record. As such, you will need
18 to be sworn in before you present your comments,
19 and we will take care of that in just a few
20 moments.

21 Please note, though, that your comments will
22 be subject to cross-examination, which means that
23 any of -- either of the parties may ask you a
24 question when it's your turn, or the commissioners
25 as well.

1 Also, if you could, please refrain from
2 clapping, shouting or interrupting others so that
3 the court reporter can accurately transcribe our
4 record. We appreciate the professional nature of
5 these proceedings and ask that you do the same, and
6 be courteous to your neighbors.

7 You may have noticed the speaker sign-up
8 sheets, which provided by staff when you arrived.
9 If you do plan to speak, please make sure you sign
10 one of the forms today, if you haven't done so
11 already.

12 If you do not want to make verbal comments at
13 this time, though, you may give us written comments
14 as well. You may feel free to leave them with our
15 staff on your way out, or you can simply mail them
16 in.

17 Whether your comments are made verbally or in
18 writing, your comments will be reviewed and taken
19 into consideration during the course of the
20 proceedings.

21 And now, I will invite the attorneys for the
22 parties to present brief opening statements. We
23 will begin with the petitioning party, Utilities
24 Inc. of Florida, who will have six minutes, and may
25 reserve a portion of its time to make comments

1 after the intervenor, Public Counsel, who also has
2 six minutes.

3 Welcome.

4 MR. FRIEDMAN: Thank you, Madam Chair,
5 Commissioners, customers. My name is Marty
6 Friedman. I am the attorney for Utilities Inc. of
7 Florida.

8 In a moment, you are going to hear from John
9 Hoy, who is the President of Utilities Inc. of
10 Florida, who will give you a brief overview of the
11 rate cases. Before he speaks, though, I do want to
12 point out that the utility has got customer service
13 representatives in the back room, the next room
14 there, who are connected to the database at
15 Utilities Inc. If you have any service or billing
16 questions, please feel free to avail yourselves of
17 visiting with them, and hopefully you can resolve
18 any billing or service questions that you may have
19 with them. They are in this anteroom out there,
20 and please feel free to go visit with them at your
21 convenience.

22 Next, I would like to introduce Mr. John Hoy,
23 who is the President of Utilities Inc. of Florida.

24 MR. HOY: Thank you. Good morning. And thank
25 you for being here. And I want to thank the

1 commissioners for the opportunity to come here and
2 address our customers.

3 As already said, my name is John Hoy. I am
4 President of Utilities Inc. of Florida. My goal in
5 the next few minutes is to provide you with some
6 background on our company, and background on why we
7 are seeking fuel from the Commission for changing
8 our water and wastewater rate structures.

9 UIF has been providing water and wastewater
10 service in Florida for 40 years. It's currently
11 the largest PSC water and wastewater utility in the
12 state. We currently provide service on over 60,000
13 water and wastewater and reuse customers spread
14 over 15 systems in 10 Florida counties. As a
15 result, we have the ongoing responsibility to
16 upgrade our infrastructure and make necessary
17 improvements to ensure continued quality service,
18 compliance with changing environmental regulations,
19 and to fulfill our overall obligations to serve.
20 To that end, we have invested over 10 -- excuse me,
21 over 100 million in capital improvements over the
22 past decade.

23 In addition, our expenses, for example, the
24 cost of power and chemicals, continue to increase.
25 For this reason, we are requesting a revenue

1 increase in this filing that will allow us to
2 continue to invest in the state's future.

3 To help us -- to help us put this in
4 perspective, in the 2016 Report Card for America's
5 Infrastructure, the American Society of Civil
6 Engineers gives Florida a grade of C+ for water,
7 and wastewater gets a C. A C grade is defined as
8 mediocre, which is a serious probable for a state
9 where water is a critical component of the economy,
10 and a necessary component of future growth.

11 The U.S. Environmental Protection Agency
12 estimates that Florida will need to spend about
13 \$16.5 billion in drinking water infrastructure
14 improvements alone over the next 20 years to ensure
15 that those systems in Florida continue to provide
16 safe and reliable drinking water to the public.
17 Significant investment will also be required on the
18 wastewater side.

19 At UIF, we face these same challenges with a
20 number of our communities which were developed over
21 40 years ago. The original infrastructure is
22 nearing the end of its useful life. In addition to
23 the aging infrastructure, we have the challenge of
24 meeting constantly evolving EPA regulations, and
25 other standards with respect to water and

1 wastewater treatment.

2 Upgrades to water and wastewater plants are
3 required to meet these new standards, which include
4 not only environmental regulations, but also new
5 state, statutes impacting quality of water and
6 wastewater service provided to customers.

7 UIF is committed to meeting those -- these
8 standards, and has the access to capital in order
9 to make the necessary capital improvements. This
10 rate case includes a significant investment in
11 capital to upgrade aging infrastructure that has or
12 will soon reach the end of its useful services.

13 For example, we have begun a \$12 million
14 project to replace aging water main piping in many
15 of our systems in Seminole, Orange, Pasco and
16 Pinellas Counties. Other examples include
17 wastewater collection system improvements in
18 multiple locations, upgrading electrical and
19 instrumentation equipment at various water
20 treatment plants, relocating facilities impacted by
21 the state and county highway improvement projects
22 in five systems, and comprehensive rehabilitating
23 our largest wastewater plant.

24 Given the breath and variety of communities we
25 serve throughout the state, it's impossible to

1 describe our average customer, from primarily
2 vacation communities with low consumption, to
3 well-established with year-round neighborhoods with
4 higher consumption, tariff rates and multi charges
5 have varied considerably.

6 We have consolidated our 12 separate companies
7 we have in Florida into one earlier this year, and
8 are now looking to unify the rates across the
9 state, similar to what we have seen with electric
10 and gas companies. Our proposed rate structure
11 will eliminate the disparity in rates from
12 community to community, and help minimize the rate
13 shock that occur when major improvement projects
14 are performed in any single community.

15 The consolidated rates that we are requesting
16 will result in immediate rate decreases for many of
17 our customers, and will provide very competitive
18 rates across the state. And for those here in
19 Summertree that will have a couple of rate
20 increases, for the interim rate increase and also
21 for the interconnection that we just brought
22 on-line, we will see a reduction if the
23 consolidated rates go through back to the original
24 rates before the filing.

25 CHAIRMAN BROWN: One minute.

1 MR. HOY: Thank you.

2 In the long run, the cost of operating our
3 water and wastewater system will be the spread
4 across a much larger customer base will likely
5 result in fewer rate cases and smaller rate
6 increases in the future.

7 This proposal allows us to lead the way in,
8 ensuring our customers that we will have the
9 facilities in place to provide excellent service
10 for -- our focus continues to be on providing safe
11 and reliable water supply and the highest quality
12 of wastewater service possible.

13 If I could have just 30 seconds here. Those
14 are my overall comments, but let me just add to the
15 Summertree residents here today, that we are happy
16 that the new water supply for your community is now
17 on-line. You may have noticed the flushing that
18 has been occurring since the interconnection was
19 made. That's in order to maintain adequate
20 treatment residuals throughout the distribution
21 system, as required by the Department of
22 Environmental Protection.

23 Since we have taken our wells off-line, we now
24 rely exclusively on the county for all required
25 treatment. They are working to correct an issue in

1 their delivery system that will boost the
2 concentration at the delivery point so that we can
3 discontinue the flushing.

4 We are obligated to pay the county for this
5 flushed water, but does not go through your meters,
6 which means it will not impact your water bill.

7 County field personnel --

8 CHAIRMAN BROWN: That's time.

9 MR. HOY: -- working diligently on this issue,
10 and we hope that it will be corrected soon.

11 That ends my comments. Thank you very much.
12 We look forward to hearing from you today.

13 CHAIRMAN BROWN: Thank you, Mr. Hoy.

14 Mr. Kelly.

15 MR. KELLY: With your indulgence, I am going
16 to the podium.

17 CHAIRMAN BROWN: Please feel free. Do you
18 want to turn it around?

19 MR. KELLY: I will pull it back like this, if
20 that's okay.

21 Good morning again --

22 CHAIRMAN BROWN: Could you please silence your
23 phones? Thank you.

24 MR. KELLY: Good morning again, and it is good
25 to see so many familiar faces. I sort of echoed

1 what Commissioner Graham said. I look forward to
2 coming down here sometime when we are not having a
3 rate case, that maybe I could just enjoy your
4 community, and come see you on a happier note.

5 As you have heard, UIF is looking to
6 consolidate all of their systems, there is about 25
7 of them, into one set rate for the state of
8 Florida. As part of that filing, they are also
9 asking for just under a \$7 million annual increase,
10 and we are obviously looking at a myriad of issues.
11 Erik Sayler, who many of you have met, and know,
12 with my office, did not come with me today. Why?
13 Because he, and the other attorney that are
14 assigned to the case, are busy back working on
15 discovery, and working through the issues this
16 week, and will be for the several following weeks.
17 But I just want to highlight a few issues that we
18 are looking at right now.

19 Number one, UIF is seeking to increase their
20 capital investments -- you heard Mr. Hoy mention
21 this -- by approximately \$30 million in Florida,
22 and that represents about a 37 percent increase in
23 the investments they already have here. We are
24 going to take a very, very close look to make sure
25 they are reasonable and prudent, and exactly what

1 that money is going to be spent for.

2 In addition, UIF is asking to increase their
3 salaries and wages by \$500,000 annually. That is a
4 concern to us, because with a consolidation, you
5 should expect to get some economies of scale. You
6 should expect to get benefits, because otherwise,
7 why are you going to consolidate? And you should
8 be able to share certain things, either salaries,
9 equipment, or so forth, in a consolidated manner.
10 So we do have a major concern with
11 half-a-million-dollar increase that they are asking
12 for in salaries and wages.

13 And lastly, UIF is seeking to allocate about
14 \$36 million annually from their corporate parent
15 and affiliated companies out of Illinois. And
16 obviously, that is a great concern to us, because
17 that's people not even located in Florida. And we
18 certainly are going to contest anything in that \$36
19 million figure that we do not feel are going to
20 benefit you and the other Florida ratepayers.

21 Now, today, this is your meeting. This is
22 your meeting. This is not my meeting. This is not
23 the Public Service Commission's meeting. This is
24 not UIF's meeting. This is your customer meeting,
25 and we want to hear from you. More importantly, I

1 want the folks behind me to hear from you.

2 I am going to ask you to please come up here,
3 and I know a number of you have already signed up.
4 And one thing I know about this crowd, you are not
5 scared to come up here and speak. So I want to
6 hear from all of you that are willing to come up
7 and talk to the commissioners behind me, and share
8 your concerns, your comments, your thoughts, good
9 or bad. Good or bad.

10 Talk about secondary water problems; what you
11 have had in the past, what you are still
12 experiencing with taste, color, odor, whatever.

13 How has the utility treated you when you have
14 contacted them, either to ask for information, file
15 a complaint, have billing issues, whatever? How
16 have they treated you?

17 Do you timely receive boil water notices, or
18 other communication from the utility? They have a
19 responsibility, when you pay your rates, you expect
20 safe, adequate, reliable service and water from
21 them, right?

22 CHAIRMAN BROWN: One minute.

23 MR. KELLY: So you have -- they have an
24 obligation to provide you with good quality of
25 service, okay. So, please, take the time, come up

1 here and speak today. I look forward to talking to
2 you.

3 If you have questions that I can answer
4 afterwards, I will hang around a little bit. I
5 will be more than happy to answer them.

6 Again, thank you for being here.

7 CHAIRMAN BROWN: Thank you, Mr. Kelly.

8 All right. Now, moving --

9 (Applause from the audience.)

10 CHAIRMAN BROWN: Again, this is a official --
11 this is going to become part of the official
12 record, and our court reporter is diligently typing
13 everything that you say, so please be respectful of
14 folks when they come to the microphone, and
15 courteous as well.

16 Now, moving into the public comment portion.
17 I want to provide you with some instructions on how
18 the public comment portion is going to go.
19 Although, I am sure your fine leader, Anne Marie
20 Ryan, has helped instruct you, but I want to let
21 you know, we want to give every customer here an
22 opportunity to speak.

23 With that being said, each customer will have
24 three minutes for public comment, so that as many
25 individuals as possible will be able -- be allowed

1 to do so.

2 There are lights on the podium, many of you
3 are familiar with them. When it gets to yellow,
4 you have about a minute left. When it gets to red,
5 you should be wrapping up. When it's blinking, you
6 should be stopped. And unfortunately, I am going
7 to have to interrupt you and stop you at that time,
8 so that others can have an opportunity to speak.
9 Please use only your allotted time.

10 The attorney for the Office of Public Counsel,
11 Mr. J.R. Kelly, will be calling your name when it
12 is your turn to speak in the order in which you
13 have signed up. Although, Anne Marie Ryan will be
14 going first. He will call two names at a time,
15 with a second name being given notice so that you
16 are up next. So be sure to know that your --
17 second name, be sure to know that it's your turn
18 right after the first speaker.

19 When you come to the microphone, please state
20 your name, telephone number and address for the
21 record.

22 And at this time, we are going to be swearing
23 all of you in at the same time. So if you plan on
24 speaking, please stand with me and raise your right
25 hand.

1 Do you swear or affirm to tell the truth in
2 this proceeding?

3 (Chorus of affirmative responses.)

4 (Customers collectively sworn.)

5 CHAIRMAN BROWN: Thank you so. Please be
6 seated.

7 This hearing is being streamed live on the
8 Public Service Commission website, so you can feel
9 free to watch it at any time afterwards. And with
10 that, I believe we have covered everything.

11 Mr. Kelly, would you begin by calling the
12 first customer on your list, please?

13 MR. KELLY: We are going to take one person
14 out of order because he has to get back to his
15 office, and that is Flip Mellinger, and he will be
16 followed by Mary Cordero.

17 CHAIRMAN BROWN: Mr. Kelly, my understanding
18 was Anne Marie Ryan wanted to briefly speak with
19 the Commission and introduce --

20 MR. KELLY: I'm sorry.

21 MS. RYAN: Good morning, Chairman Brown and
22 Commission, as well as staff, and all of my
23 community, and all of our guests.

24 I would like to thank you for coming to
25 Summertree today. I would like to tell you how

1 important this journey is to us, to have a voice
2 and for all the things that have happened to our
3 community as a result of our previous meetings.

4 If it's all right, I will do my presentation
5 in a few minutes. Flip Mellinger is here from the
6 County. He is the County -- Assistant County
7 Administrator, and also in charge of Pasco
8 Utilities, and so he is going to address us and he
9 has to get back to his meeting, is that all right?

10 CHAIRMAN BROWN: Excellent.

11 MS. RYAN: Thank you.

12 CHAIRMAN BROWN: Mr. Mellinger. Thank you for
13 being with us here today.

14 MR. MELLINGER: Good morning, and thank you
15 for the opportunity --

16 CHAIRMAN BROWN: Could you pull the mic -- we
17 are having some problems with the mic today.

18 MR. MELLINGER: Yes, and I am having problems
19 with my notes.

20 COMMISSIONER PATRONIS: I like you gator skin
21 boots.

22 MR. MELLINGER: Thank you.

23 So you've heard this morning --

24 CHAIRMAN BROWN: Could you state your name,
25 please?

1 MR. MELLINGER: Flip Mellinger, Assistant
2 County Administrator Utility Services Pasco County.

3 UNIDENTIFIED SPEAKER: Can't hear.

4 CHAIRMAN BROWN: Hold it.

5 MR. MELLINGER: I'm going to have to hold it?

6 CHAIRMAN BROWN: That's what I --

7 MR. MELLINGER: Okay, now we have got it.

8 So I am Flip Mellinger, Assistant County
9 Administrator for Pasco County Utilities.

10 We've heard Utilities Inc. talk about \$100
11 million in capital expenditures driving the need
12 for a rate increase. Obviously, if you look at the
13 system here in Summertree, you will see that that
14 hundred million was never spent here. The
15 condition of this utility doesn't show that.

16 He talked about 60 different utilities across
17 the state, many of them probably do need utility
18 capital upgrades, but why would the Summertree
19 customers have to pay for that?

20 He talked about safe and reliable water. For
21 20 years plus, the residents here and customers of
22 the Summertree system dealt with substandard
23 quality of water.

24 Upgrades to water plants and wastewater
25 plants, Summertree doesn't have any plants. They

1 buy their water from us. We treat their
2 wastewater. They are a bulk customer of Pasco
3 County Utilities.

4 A lot of money is being spent on plant
5 upgrades driving the need for this additional
6 revenue, but it's not here.

7 I ask the Public Service Commission, is it
8 fair that these Summertree customers have to pay
9 elevated rates to pay for plant upgrades in other
10 service areas when they've suffered more than 20
11 years of poor water quality?

12 There was a discussion about the interconnect
13 with Pasco County Utilities, and there was a
14 comment made about boosting the disinfectant, and
15 being an issue of Pasco County Utilities. Pasco
16 County Utilities is delivering 1.6 plus milligrams
17 per liter of disinfectant at the interconnect. The
18 degradation is occurring in this system, and it
19 makes me wonder whether are not the chlorination
20 burn that was discussed prior to the interconnect
21 was ever completed. If there is biological
22 slipping in the pipes in this distribution system,
23 it's very likely that that's creating greater
24 degradation.

25 My staff continues to work with UI to address

1 that issue, and will continue to do it, and we will
2 raise our levels if that's what's required to make
3 sure that we have got good, clean water here.

4 The side effect of all of this flushing is
5 that UI is buying additional water from Pasco
6 County Utilities, creating a greater cost to the
7 customers here, and that's a great concern.

8 I would ask the Commission to hold the
9 Summertree increases to the cost of buying service
10 of Pasco County Utilities. Any required capital
11 improvements within this system and, of course, an
12 allowable rate of return. Anything above and
13 beyond that is not fair to the Summertree
14 customers.

15 Thank you.

16 CHAIRMAN BROWN: Thank you, Mr. Mellinger.

17 Commissioners, any questions?

18 Mr. Mellinger, I do have a question.

19 As the County Administrator, obviously you are
20 very familiar with the interconnection, which just
21 occurred in December. Can you kind of go -- give
22 us your impression from the results since the
23 interconnection has occurred?

24 MR. MELLINGER: Well, from what I understand,
25 the customers have not realized a lot greater

1 pressure, which I had hoped that they would. That
2 gives me some concern that part of that could be a
3 result of the ongoing flushing that's going on in
4 that system.

5 But beyond that, I think the water quality
6 is -- matter of fact, I just saw the lab results
7 that showed that the secondary requirements are now
8 being met across the board, so I think that the
9 customers of Summertree now have clean water.

10 CHAIRMAN BROWN: Thank you.

11 Talking about the additional flushing, or the
12 flushing, in your expert opinion, is that standard
13 protocol? Is that necessary? Could you elaborate?

14 MR. MELLINGER: You are required by the
15 Florida Department of Environmental Protection to
16 provide a level of disinfectant in the water. That
17 level is 0.6 or 0.8. My staff would be able to
18 tell you that exactly. On the far ends of this
19 system, where we are bringing in 1.6 plus of
20 milligrams per liter, it's degrading within the
21 system to just at that level. I have not seen any
22 lab results that showed that it fell below the
23 level, but it is getting down to that level on
24 certain occasions.

25 CHAIRMAN BROWN: Thank you.

1 Commissioners -- Commissioner Patronis has a
2 question.

3 COMMISSIONER PATRONIS: Thank you. Thank you
4 for being here.

5 The instructions of flushing, the interconnect
6 goes live, Pasco County water is now the source for
7 this. Are the instructions to the citizens in the
8 room of how they should treat and activate the new
9 system, is that coming from Utilities Inc., from
10 you, through the association? How are the people
11 in the room given instructions on what to do with
12 their systems in order to -- I know you are -- I
13 know you are flushing hydrants, the ones you are in
14 charge of, and I guess Utilities Inc. is flushing
15 the ones they are in charge of, but what are some
16 of just the instructions that are given to folks,
17 and is there an expectation of when enough is
18 enough?

19 MR. MELLINGER: You know, I think that we
20 suspected that maybe the customers would see some
21 grid when the interconnect was done by greater
22 pressure in the system. Unfortunately we didn't
23 see the greater pressure, so that makes we wonder,
24 okay, is it because of filtration systems? Is it
25 because of reverse osmosis systems, or different

1 devices that the customers have put on their homes
2 as a result of 20 years of substandard water? It
3 could be.

4 I have shared with Anne Marie Ryan and with
5 the team that some of the systems are no longer
6 required. The water quality that we are providing
7 is good enough that though don't need to pay for
8 that additional cost of their own treatment system.

9 I -- we have not relayed any additional
10 information to the customers. They are Utilities
11 Inc. customers, and we respect their responsibility
12 there.

13 COMMISSIONER PATRONIS: Thank you.

14 CHAIRMAN BROWN: Thank you.

15 Commissioners, any other questions?

16 COMMISSIONER POLMANN: Yes.

17 CHAIRMAN BROWN: Commission Polmann has a
18 question.

19 COMMISSIONER POLMANN: Thank you for being
20 here.

21 Does your staff have an opinion about the
22 appropriate sampling schedule or scheme within the
23 Summertree community that UIF should be following?
24 During this transitioning period, I understand that
25 there may be some water quality sampling that's

1 being conducted every six months.

2 MR. MELLINGER: It's greater than that. I
3 think they are sampling every day. And my staff is
4 working with -- my staff is working with Utilities
5 Inc. on those samples.

6 COMMISSIONER POLMANN: Thank you.

7 CHAIRMAN BROWN: Thank you.

8 Thank you for your time.

9 MR. MELLINGER: Thank you.

10 CHAIRMAN BROWN: Are you -- pardon me, Mr --

11 MR. FRIEDMAN: If he was under oath, I do have
12 some questions.

13 CHAIRMAN BROWN: Yes, Mr. Friedman, you may
14 have ask the question.

15 MR. FRIEDMAN: Thank you.

16 CHAIRMAN BROWN: Please speak up when I --

17 MR. FRIEDMAN: Thank you.

18 Mr. Mellinger, isn't it true that the water
19 that's being flushed now is not being charged back
20 to the customers?

21 MR. MELLINGER: I don't know what the rate
22 scheme there is set up, but you are buying water
23 from Pasco County Utilities, and I would assume
24 that you are going to pay -- have to pass the cost
25 of that water along.

1 MR. FRIEDMAN: That's an assumption of yours,
2 is that correct?

3 MR. MELLINGER: That is, that is an assumption
4 of mine.

5 MR. FRIEDMAN: And we know about assumptions.

6 CHAIRMAN BROWN: Mr. Friedman, do you have any
7 other questions?

8 MR. FRIEDMAN: Oh, I do.

9 Isn't it true that you -- you spoke earlier
10 about these customers shouldn't have to pay for
11 infrastructure throughout the system. I guess
12 that's a comment related to the consolidated rate
13 structure, is that correct?

14 MR. MELLINGER: Yes.

15 MR. FRIEDMAN: Okay. Isn't it true that if
16 the rate structure is proposed by Utilities Inc. of
17 Florida, is adopted by the Commission, that, in
18 fact, the water rates would decrease for these
19 customers?

20 MR. MELLINGER: I would think they would
21 decrease period -- or momentarily. And when I say
22 momentarily, it would be until you continue to
23 expend capital -- I think I saw a capital plan
24 somewhere in the neighborhood of \$150 million, that
25 rate will increase with the expenditure of that

1 capital.

2 MR. FRIEDMAN: And the County has similar
3 capital plans, I presume?

4 MR. MELLINGER: We do.

5 MR. FRIEDMAN: All right. And can you explain
6 to me why the per-thousand-gallon rate that the
7 County is billing Utilities Inc. of Florida is
8 higher than the retail rate that it charges its own
9 customers?

10 MR. MELLINGER: I don't know where you are
11 getting that information. That's not correct.

12 MR. FRIEDMAN: All right. So Utilities Inc.
13 of Florida is buying water per thousand gallons at
14 at least the same cost that the County charges its
15 retail customers?

16 MR. MELLINGER: You should be below that. It
17 should be on a bulk rate.

18 MR. FRIEDMAN: All right. And if we are not,
19 then you will use your best efforts to straighten
20 that out, I presume?

21 MR. MELLINGER: I absolutely will.

22 MR. FRIEDMAN: Isn't it true that the County
23 also has service -- has residual issues in
24 neighborhoods adjacent to where the interconnect is
25 located?

1 MR. MELLINGER: We have regular flushing
2 operations to maintain our disinfectants --

3 MR. FRIEDMAN: No further questions. Thank
4 you.

5 CHAIRMAN BROWN: Thank you, Mr. Mellinger, for
6 your testimony.

7 Mr. Kelly, next customer.

8 MR. KELLY: The next speaker is Ms. Cordero,
9 and she will be followed by Wilber Copenhafer.

10 CHAIRMAN BROWN: Good morning.

11 MS. CORDERO: Good morning. My name is Mary
12 Jane Cordero. I live at 11138 Clear Oak Circle,
13 and my phone number (727)856-4777.

14 My comment is, I really don't believe
15 Utilities Inc. They say they are making all these
16 improvements. I have lived here for 13 years. I
17 have yet to see any major equipment come in here
18 fixing any of our infrastructure.

19 We need an audit. I would like to see proof
20 of what they have done, because when they dig up,
21 there is always residual sand and stuff sitting
22 around. It does not go away, it's still there.
23 The only thing I have seen done is what Pasco
24 County has done, and I am very, very happy with my
25 water. It is not yellow anymore, and my

1 granddaughter can take a bath without saying, ooh,
2 Grammy, your water is ugly.

3 That's my comment. Thank you very much.

4 CHAIRMAN BROWN: Thank you so much.

5 Commissioners, any questions?

6 Utility?

7 Public Counsel?

8 Next customer, please.

9 MR. KELLY: After Mr. -- and I apologize if I
10 mispronounced your name, after Mr. Copenhafer, is
11 Walter Kehoe.

12 CHAIRMAN BROWN: Can you call the name again,
13 please?

14 MR. KELLY: Wilber Copenhafer, is that it?

15 CHAIRMAN BROWN: Thank you. Can someone
16 please assist Mr. Copenhafer? Thank you.

17 MR. KELLY: And he will be followed by
18 Mr. Walter Kehoe.

19 CHAIRMAN BROWN: And thank you.

20 Customers, if you have a handout that you
21 would like to distribute, or any materials, to the
22 commissioners, and to get into the record, please
23 feel free to give it to our staff, who will
24 disseminate that. And with that, welcome.

25 MR. COPENHAFER: Thank you. Welcome to

1 Summertree.

2 CHAIRMAN BROWN: Thank you.

3 MR. COPENHAFFER: You have heard the comments
4 before me. My -- my little talk here is do the
5 right thing.

6 What do we mean when we ask Utilities Inc. of
7 Florida to do the right thing? It is easy to
8 complain about the high water and sewer rates, but
9 difficult to offer how those rates might be reduced
10 and eliminate constant water rate increases.

11 We understand that Utilities Inc. of Florida
12 is owned by Utilities Inc. of Illinois, which is
13 owned by Corix Company. Many times companies owned
14 by large organizations, because of high profit
15 demands placed on them by the parent companies,
16 become impossible when trying to serve small
17 customers.

18 Utilities Inc. of Florida simply increased the
19 water and sewer rates to cover needed costs and
20 profits. Since they have a monopoly on providing
21 these services to Summertree, Summertree residents
22 cannot purchase water or wastewater service from
23 others.

24 Utilities Inc. of Florida needs to find ways
25 to reduce their costs and improve their service to

1 their customers. The proposed consolidation may
2 provide an opportunity to save money by reviewing
3 suppliers used, employees needed, bulk purchase of
4 supplies and materials, and so forth.

5 The future repair and replacement of existing
6 systems could be accomplished by having funds
7 reserved for that purpose each year, but Utilities
8 Inc. of Florida appears only to be interested in
9 profit, and has no desire to reduce its costs as it
10 is guaranteed a profit as a percentage of those
11 costs.

12 Since Utilities Inc. of Florida has not been
13 willing to control its rate structure during 25
14 years of providing water and sewer service to run
15 to Summertree, my request is to do the right thing,
16 either control our rates or sell the system to
17 Pasco County at a reasonable rate -- a reasonable
18 price.

19 Pasco County is already providing clean water
20 and adequate sewage treatment for Summertree's
21 systems, and has a proven record of furnishing good
22 service at a reasonable cost.

23 Thank you.

24 CHAIRMAN BROWN: Thank you, Mr. Copenhafer.

25 Just one moment.

1 We are going to go ahead and mark the exhibit
2 as Exhibit 2 for identification purposes.

3 (Whereupon, Exhibit No. 2 was marked for
4 identification.)

5 CHAIRMAN BROWN: Commissioners, any questions
6 of Mr. Copenhafer?

7 Utilities?

8 OPC?

9 Thank you for your time and testimony.

10 Next customer, please.

11 MR. KELLY: Madam Chair, I understand Mr.
12 Mellinger needs to correct a statement.

13 CHAIRMAN BROWN: Okay.

14 MR. MELLINGER: Madam Chair, Mr. Friedman
15 asked me about the rate. I do have a lower rate on
16 my first tier. We are a tiered utility of 6,000
17 and then 12,000 and above. The lower rate is 272.
18 The Summertree system pays 358. That's about the
19 middle rate, the middle tier.

20 CHAIRMAN BROWN: Okay.

21 MR. MELLINGER: That's the cost of the water
22 from us as we buy it from Tampa Bay Water.

23 CHAIRMAN BROWN: Thank you for that. Just one
24 moment.

25 Commissioners any questions?

1 Utility?

2 Okay. Thank you again.

3 MR. KELLY: After Mr. Kehoe is Ms. Lorraine
4 Mack.

5 CHAIRMAN BROWN: Good morning, Mr. Kehoe.

6 MR. KEHOE: Good morning, Commissioners. My
7 name is Walter Kehoe. I am a 15-year resident of
8 Summertree. I have been through this from the
9 beginning squabbles and stuff back and forth, but
10 we have to live with it on a day-to-day basis.

11 In the past, I have had to replace my water
12 tank float and the whole tank and the innards about
13 every two years because it's packed up with sand
14 and, unfortunately, in my case, it forced the valve
15 not to close, so it just ran and ran and ran, and
16 ran up more profit, but not for me, for the
17 utility.

18 I called in the utility to ask about this.
19 And they told me that within the five feet from my
20 meter, where of their water was perfectly clean, at
21 my tank, it absorbed -- deteriorating from the
22 copper. That copper does not turn into sand when
23 it deteriorates. It turns into verdigris and
24 green. This was sand coming in through their
25 system packing my distribution for the toilet, and

1 causing me to call in a plumber and have that done
2 every two years.

3 So they were not cooperative, and the people
4 that came out and told me it's the sand problem was
5 the same story that I received from the utility
6 when I asked them about it. So it's a unanimous
7 approach to washing it away and ignoring it.

8 And the minute he saw the water -- the sand
9 that I collected, he says, I will show you how
10 clean our water is. He dumped my sand out, flushed
11 out all of his stuff, and then ran his water, which
12 is perfectly clear -- which it is in an instant,
13 but it accumulates. So that's that. They have a
14 system of dealing with this and washing it and
15 forgetting about us.

16 I also brought an exhibit. It's a water -- a
17 spray from my shower. I have to -- I actually made
18 a mistake of wiping it down, but if you take a look
19 at this, about 90 percent of the ports showering
20 out water, so I have to dodge around to move to get
21 the one -- the faucet -- the one that's working to
22 get myself wet. It's not a way to take a bath or a
23 shower.

24 CHAIRMAN BROWN: Would you like to pass that
25 around?

1 MR. KEHOE: I certainly would.

2 CHAIRMAN BROWN: And if you would like, we
3 will take a picture of it and mark it as an
4 exhibit.

5 MR. KEHOE: You are certainly welcome.

6 Okay, so in any event, in the 20 -- in the 15
7 years I have been here, we've only had terrible
8 water. You can't drink it. You can't use it for
9 washing, it colors your clothes. And since Pasco
10 County has taken over -- I use the laundry room
11 exclusively, I don't have a washing machines in the
12 house -- my water is so wonderful. My clothes
13 actually feel soft when I come -- take them out of
14 the shower. They don't stiffen up. I don't have
15 to use -- break to close them and fold them.

16 So do not award them any further things. They
17 haven't done anything for us in 25 years. They
18 promise. They promise. They promise. I don't see
19 it ever happen and any changes being made. I think
20 we should go to Pasco County, sell it to Pasco
21 County and make us very happy people.

22 Thank you very much.

23 CHAIRMAN BROWN: Thank you, Mr. Kehoe. If you
24 could, just a moment, staff will take your shower
25 head and take a picture of it. We are going to put

1 that in the record.

2 MR. KEHOE: Yes, please. Bronze it.

3 CHAIRMAN BROWN: We are going to take a
4 picture of it and put that in the record as Exhibit
5 3. They will give it back to you after they take
6 the picture.

7 (Whereupon, Exhibit No. 3 was marked for
8 identification.)

9 CHAIRMAN BROWN: Commissioners, any questions
10 for Mr. Kehoe?

11 Utility?

12 OPC?

13 Thank you for your testimony.

14 Next customer, please.

15 MR. KELLY: After Ms. Mack is Charles Hoehn.

16 CHAIRMAN BROWN: Staff will assist you with
17 the handout at this time?

18 Good morning, Ms. Mack.

19 MS. MACK: Nice to see you again.

20 CHAIRMAN BROWN: Could you put this a little
21 bit is closer? Nice to see you.

22 MS. MACK: Yeah. Good morning,
23 Commissioners --

24 MR. KELLY: Put the mic --

25 MS. MACK: My topic is wastewater increases.

1 One: We decreased our water consumption by
2 46 percent by changing from UIF potable water to
3 HOA wells for irrigation needs which does not
4 impact wastewater volume.

5 Two: This volume decreases should not enable
6 UIF to justify their current rate request to obtain
7 profits through a guaranteed 10 percent rate of
8 return.

9 Three: UIF, it appears, uses arbitrary
10 numbers to validate their rate increases. This is
11 tantamount to highway robbery.

12 Four: Are these practices validated by old
13 Florida Statutes and policies? It is an injustice
14 to allow UIF to charge customers for goods and
15 services they do not provide in order to meet their
16 guaranteed rate of return.

17 Five: In conclusion, we saved 46 percent
18 consumption, and are being penalized for our
19 conservation practices. It's time for legislative
20 utility reborn.

21 Thank you very much for your time.

22 CHAIRMAN BROWN: Thank you, Ms. Mack.

23 Would you like this entered into the record
24 later?

25 MS. MACK: That's fine.

1 CHAIRMAN BROWN: We are going to mark this,
2 which is Ms. Mack's speech, slash, letter as
3 Exhibit 4.

4 (Whereupon, Exhibit No. 4 was marked for
5 identification.)

6 CHAIRMAN BROWN: Commissioners, any questions?
7 Thank you. Thank you for your testimony.

8 MS. MACK: Thank you.

9 CHAIRMAN BROWN: And also, when Mr. Kelly
10 calls the second customer, please feel free to come
11 on up here and sit in the second row -- first row,
12 I am sorry. We have open seats here, so next
13 customer, please.

14 MR. KELLY: After Mr. Hoehn is Terry
15 Copenhafer.

16 MR. HOEHN: Good morning. It's a pleasure to
17 see you here. I -- my name is Charles Hoehn, my
18 phone number is --

19 CHAIRMAN BROWN: Could you speak -- like hold
20 it, would be good. Thank you.

21 MR. HOEHN: Okay.

22 CHAIRMAN BROWN: It's intermittent.

23 MR. HOEHN: My telephone number is
24 (727)856-9555, and I live at 12130 Tournament View
25 Avenue. And I want to reiterate what the first

1 speaker mentioned about the accountability of money
2 that they have put into the infrastructure. We
3 have no way of knowing. We don't get any answers
4 when questions are asked for this. I think we have
5 a right to know what they have spent on capital
6 improvements here, and it's been for 25 years.

7 UNIDENTIFIED SPEAKER: Speak up.

8 CHAIRMAN BROWN: I think -- could you just
9 speak a little louder and a little clearer?

10 MR. HOEHN: I want to reiterate what the first
11 speaker said about the accountability of what UIF
12 has spent for capital improvements here in
13 Summertree. We've never gotten any information to
14 let us know what's been going on. We just seem to
15 have to keep paying, and I think we are entitled to
16 know what they spent for us.

17 CHAIRMAN BROWN: Thank you for your testimony.
18 Commissioners, any questions?

19 Thank you.

20 Mr. Kelly.

21 MR. KELLY: After Ms. Copenhafer is Addison
22 Young.

23 CHAIRMAN BROWN: Ms. Copenhafer?

24 MS. COPENHAFER: Good morning, Commissioners.
25 And thank you very much for being here. We

1 appreciate your service and what we you have
2 accomplished so far.

3 CHAIRMAN BROWN: Thank you. It's nice to see
4 you. Could you please state your name, and I
5 believe you have an exhibit that's being
6 distributed right now.

7 MS. COPENHAFFER: My name is Terry Copenhafer,
8 (913)645-2664. My address is 12137 Loblolly Pine
9 Drive, New Port Richey, Florida, 34654.

10 CHAIRMAN BROWN: Thank you.

11 MS. COPENHAFFER: Today I am totally unhappy
12 with the current situation regarding UIF's proposed
13 rates. How in the world can they expect us to
14 receive a rate increase of any kind after all the
15 hardship they have caused this community. This
16 company apparently does not know how to run a
17 private competitive business. It appears they have
18 put it in the hands of lawyers to run the
19 day-to-day operations. Why would a lawyer want to
20 know my customer complaints issues?

21 First and foremost, I want the situation
22 fixed. You cannot get the lawyer to fix my issues
23 with Summertree recreational facility water heater
24 because the tank is plugged and cannot flow.

25 Lawyers may stir the pot and create more financial

1 hardship and a distraction from the real issues.

2 Next, how dare to the Utilities Inc./Florida
3 even request a rate increase. We have worked hard
4 and diligently to save to retire. Shame on them,
5 and shame on them. Our community is vulnerable to
6 such things as practices that mirror competency.
7 We unite to help each other stay safe from this
8 type of thing. This company cannot justify their
9 past mistakes in accounting to us. Show us their
10 records. Normal businesses have a five-year plan
11 and funded reserves.

12 This community did not ask for them and poor
13 business practices, but, yes, residents already
14 paid Utilities Inc. for buying their water. Now
15 they are trying to stick it to us for not doing the
16 required maintenance and upkeep that was never done
17 since early 1991. We have the original piping in
18 our community, imagine.

19 We want this company to do the right thing.
20 Our community stands strong, just do the right
21 thing.

22 Also, I have sent a letter to a friend of
23 mine, and hopefully will be here some day, for I
24 advise to help if he can in any way. He is a very,
25 very busy person, especially since he is the

1 President of the United States come January 20.

2 My husband and I have appeared numerous times
3 asking him and requesting information so that we
4 could better understand the decision-making law and
5 regulations. Our community deserves answers and
6 accountability. We not noise, but educated and
7 informed retirees.

8 I believe our country is changing for the
9 better, and old ways of manipulating gross
10 negligence greed will no longer be tolerated. We
11 appreciate your time and patience with our
12 community and hope you understand this has been
13 long overdue for clean water, and sincerely thank
14 you.

15 CHAIRMAN BROWN: Thank you, Ms. Copenhafer.

16 We are going to go ahead and mark your speech
17 as Exhibit 5, and it will be titled Copenhafer
18 speech.

19 (Whereupon, Exhibit No. 5 was marked for
20 identification.)

21 CHAIRMAN BROWN: Commissioners, any questions?

22 Commissioner Brisé has a question.

23 COMMISSIONER BRISÉ: Thank you, Ms.

24 Copenhafer, for your testimony this morning.

25 Quick question, how is your water quality

1 service right now since the transfer?

2 MS. COPENHAFFER: I'm so happy that we have
3 clean, clean water. It is just outstanding to be
4 able to bathe and know that you don't have to go to
5 the beauty shop to have them put conditioners on or
6 be straw. It is amazing. The water is wonderful.

7 COMMISSIONER BRISÉ: So, around how much do
8 you pay monthly?

9 MS. COPENHAFFER: Right at this time, it's
10 about \$90.

11 COMMISSIONER BRISÉ: \$90. So I am looking at
12 the proposed -- is that for water and wastewater
13 combined?

14 CHAIRMAN BROWN: I am going to have to ask the
15 audience to please be quiet so that we can Ms.
16 Copenhafer's response. Again, this is an official
17 record that's being transcribed.

18 Ms. Copenhafer.

19 MS. COPENHAFFER: I'm going to refer to my
20 husband. He pays the bills. Thank you.

21 COMMISSIONER BRISÉ: Understood.

22 MR. COPENHAFFER: Water and sewer bills have
23 been running around \$80 a month, water and sewer.

24 COMMISSIONER BRISÉ: Combined?

25 MR. COPENHAFFER: Combined.

1 COMMISSIONER BRISÉ: Okay.

2 MR. COPENHAFFER: And the sewer always exceeds
3 the cost of the water.

4 COMMISSIONER BRISÉ: Okay.

5 MR. COPENHAFFER: Exactly what the split --

6 CHAIRMAN BROWN: Speak a little closer.

7 MR. COPENHAFFER: Exactly what the split is, I
8 can't tell you what it's around. I am going to
9 guess \$35 to \$40 for water, and the rest is sewer.

10 COMMISSIONER BRISÉ: Okay. So I am looking at
11 the proposed rate change, right? And for an
12 average customer, we are looking at the current
13 rate \$66, roughly, for wastewater, and around \$37
14 for water, which seems to match up with what your
15 expenditure is. And if the Commission were to
16 consider what is proposed, we are looking at \$50
17 for wastewater, \$21.39 for water, which would
18 make -- combine your bill to \$71 versus the \$90
19 that you are paying to date.

20 So I just want you to think about that as you
21 are looking at it. It's not suggesting that the
22 Commission would approve what is --

23 MR. COPENHAFFER: Would that be the
24 consolidated rate?

25 COMMISSIONER BRISÉ: Yes, that would be.

1 MR. COPENHAFFER: The way -- the way we have
2 been treated, I would say that rate won't last
3 long.

4 COMMISSIONER BRISÉ: Okay. So your objection
5 isn't necessarily to the potential rate, but the
6 projection into the future?

7 MR. COPENHAFFER: Why certainly. When you have
8 one rate after another, and you find out that one
9 rates is being proposed before the next -- the
10 first rate is approved, you know, there is no end
11 to it for us.

12 COMMISSIONER BRISÉ: All right. Thank you
13 very much.

14 CHAIRMAN BROWN: Thank you, Copenhafers.

15 MS. COPENHAFFER: Thank you.

16 CHAIRMAN BROWN: Mr. Kelly.

17 MR. KELLY: After Addison -- is it Youngs?

18 MR. YOUNG: Yes.

19 MR. KELLY: After Mr. Youngs is Christine
20 Haugh-Crane.

21 CHAIRMAN BROWN: Again. I hate to do this,
22 but I would like to remind you all to please try to
23 be quiet. I know everyone is getting a little
24 antsy. We have a lot of customers to get through.
25 Thank you.

1 Welcome.

2 MR. YOUNGS: Thank you, Commissioner Brown,
3 and Commissioners, first of all for your
4 recognition -- for your initial about the
5 recognition for Anne Marie and the water alliance
6 for Summertree.

7 I echo, I believe, everything that Mr.
8 Mellinger had spoke about, therefore, I am going to
9 try not to be redundant.

10 CHAIRMAN BROWN: Could you state your name?

11 MR. YOUNGS: Oh, I am sorry. My name is
12 Addison Youngs. I live at 11244 Golf Round Drive,
13 New Port Richey Florida, 34654. Telephone is
14 (727)856-7374.

15 Mr. Hoy commented that it's difficult to
16 determine an average customer. I don't think
17 Summertree constitutes a -- the residents of
18 Summertree constitutes average customers. I think
19 we are different.

20 We've spent years getting to this point.
21 We've got -- accomplished clean water, and now we
22 are imposing rate increases. And for some reason,
23 I have difficulty being able to determine why we
24 are having rate increases, but the fact we had the
25 best course that initially -- or prominently are

1 responsible for getting to us this point.

2 And this consolidation with other communities,
3 this not fathomable, as far as I am concerned. I
4 think what Summertree residents have done, it's
5 probably setting -- well, we have done something
6 that no one else in Florida has ever done, and
7 perhaps something that no one in the United States
8 has ever done, and to get to this point.

9 So we are not arrange. We don't want to be
10 average. We want to be recognized as Summertree,
11 and not a set-aside of a consolidation that would
12 seem to have control over.

13 We have been supported by multiple respectable
14 people from the public service, such as Senator
15 Simpson, Representative State Speaker Corcoran,
16 Fasano, Jack Mariano, and others. And they support
17 us wholly, and we welcome their support. And
18 hopefully that in the future, when rate increases
19 are considered, that you consider those things that
20 our public service -- servants have supported us
21 with.

22 Consequently, I think what Summertree wants or
23 needs is Florida State legislative waterways water
24 policy and rate reform.

25 Thank you.

1 CHAIRMAN BROWN: Thank you for your testimony.
2 And I would agree with you, Summertree is unique,
3 and unlike any other community I have ever seen,
4 so.

5 Commissioners, any questions?

6 Thank you. Next speaker.

7 MR. KELLY: After Ms. Haugh-Crane will be
8 Donna Holecek -- or Holsek (sic).

9 MS. HOUGH-CRANE: Hi, I am Christine
10 Haugh-Crane, 11821 Bayonet Lane, (727)271-4236.

11 I have seen a great increase in the water. I
12 have lived here two years. My parents lived her
13 20.

14 Before Pasco came in, Utilities Inc. ruined my
15 water heater. That's how bad the water was, and I
16 had to have it replaced. I couldn't even use the
17 water to cook. I couldn't give it to my dogs. I
18 wouldn't give it to my dogs because I wouldn't even
19 drink it.

20 So what I don't understand is why Utilities
21 Inc. is even staying in this. They have been
22 offered money to step out, and they still won't.
23 Why not? Why are we having a company that is in
24 Canada part of our community? Pasco is willing to
25 take over, handle it, why are they still even in

1 the game?

2 They've been offered a buyout, take it. Just
3 take it. We are doing better now that we have
4 Pasco. We don't need Utilities. And it seems to
5 me that it's all about the money, and we are the
6 ones that are going to end up paying it, and we are
7 on fixed incomes.

8 That's all I have got to say. We are doing
9 much better with Pasco, and Utilities needs to step
10 out and be done.

11 CHAIRMAN BROWN: Thank you, Ms. Haugh-Crane,
12 for your testimony.

13 Next customer.

14 MR. KELLY: After Ms. Holecek is Lee Robida.

15 MS. HOLECEK: Good morning.

16 CHAIRMAN BROWN: Good morning. And I see
17 folks coming in -- new folks coming in. Just a
18 reminder, please try to silence your phones and be
19 quiet so that we can hear our speaker clearly.
20 Thank you.

21 MS. HOLECEK: Good morning. My name is Donna
22 Holecek. I give live at 12122 Tournament View
23 Avenue, New Port Richey, 347654. Telephone number
24 is (727)378-3902.

25 First, I would like to thank the

1 Commissioner -- Commission for coming to Summertree
2 today to listen our concerns. I would also like to
3 thank all those individuals who have made this
4 meeting possible.

5 I moved to Florida recently because
6 financially it was a state which I could afford to
7 live on my small pension comfortably. Good, clean,
8 affordable water should not be a factor in your
9 retirement that an individual or a family has to
10 worry monthly if they can afford to pay for.

11 I stand with the Summertree residents who want
12 you UIF to do the right thing, sell to Pasco
13 County, who is now taking care of us.

14 Thank you.

15 CHAIRMAN BROWN: Thank you, Ms. Holecek, for
16 your example.

17 Next customer, please.

18 MR. KELLY: After Mr. Robida is Rianda
19 Schultz.

20 MR. ROBIDA: Good morning. Thank you,
21 Commissioners, for coming to a warmer part of
22 Florida.

23 My name is Lee Robida, R-O-B-I-D-A. I live a
24 11210 Merganser Way, (727)247-6795.

25 Usually I do a lot of research, and I was away

1 for the last two weeks, I just got back from being
2 overseas, and I have noticed our hydrants, flushing
3 stations running, and I am filming them, and I am
4 putting them on Facebook.

5 They say one thing, Pasco County says another
6 thing. The bottom line is, in another year or so,
7 we are going to see another rate increase, and we
8 are going to get paid -- charged for that water.
9 Residents, when I am walking the streets with my
10 dogs, are asking, "Lee, what's going on?" We all
11 know UIF is going to want to bill us back for that.

12 Whatever arrangements they have, we will see
13 them again, but we are tired of paying these rates
14 that give us nothing. Yes, the water is starting
15 to improve, but we do not trust -- I will speak for
16 myself. I do not trust -- and I think most of my
17 residents do -- do not trust UIF or Corix to do the
18 right thing. We have been hit with rate increases,
19 rate increases, rate increases, and that's all we
20 ever expect from them.

21 I ask you Commissioners to don't listen to the
22 rate increase that the staffers present to you,
23 that information, or UIF. I ask you to listen to
24 yourself as if you were living in this community
25 and what you would be going through.

1 We are a retirement community, fixed income.
2 I don't want to see our tax values go down, but I
3 am seeing more homes go for sale, and what the
4 reason is exactly, I can't say. But the more I see
5 signs, it scares me that eventually we are going to
6 have a property decrease on our tax rolls. I want
7 to see my Pasco County keep growing.

8 I thank you, and safe journey home.

9 CHAIRMAN BROWN: Thank you, Mr. Robida.
10 Commissioners, any questions?

11 Thank you for your testimony.

12 Next customer.

13 MR. KELLY: After Ms. Schultz is Richard
14 Schultz. Ms. Schultz.

15 CHAIRMAN BROWN: Welcome.

16 MS. SCHULTZ: I am Rianda Schultz, and I live
17 at 11926 Bayonet Lane. My phone number is
18 (904)955-2942.

19 CHAIRMAN BROWN: Could you just get a little
20 bit closer to the mic, please?

21 MS. SCHULTZ: Okay. And a friend of mine is
22 not able to be here, so she wrote this letter, and
23 I definitely agree with her.

24 It says: I am writing this letter in regards
25 to Utilities Inc. required -- requested for water

1 and sewage rates increase. As of December 22nd,
2 2016, they no longer supply clean water or process
3 sewage water. To my knowledge, at least the five
4 years I have lived here, we've not replaced or
5 repaired any water pipes or machinery. As senior
6 citizens, we cannot afford any more increases, and
7 this committee should vote against any more
8 increases. And this is Rosemary Dale. She lives
9 at Cross Creek 11415.

10 I definitely agree with her. We do not need
11 anymore increases. We don't need the middle man.
12 That's exactly what they are. We now are Pasco
13 County, and have water, but I notice you are not
14 drinking our water, why not? We've been here
15 before.

16 I was talking to the lady across the street
17 from me, Marge Donohue, she's lives at 11923
18 Bayonet. She said -- she is a single lady, lives
19 in a one-bedroom apartment. She pays \$88 a month
20 for her water. I think that's highway robbery.

21 CHAIRMAN BROWN: Thank you, Ms. Schultz, for
22 your testimony.

23 Commissioners, any questions?

24 Thank you. Next customer, please.

25 MR. KELLY: After Mr. Schultz is David

1 Schaffer.

2 CHAIRMAN BROWN: Good morning.

3 MR. SCHULTZ: Good morning. I am Richard
4 Schultz, 11926 Bayonet Lane. My wife just spoke,
5 and I agree with her, and --

6 COMMISSIONER BRISÉ: Smart man.

7 COMMISSIONER GRAHAM: Smart man.

8 MR. SCHULTZ: We are tired of UIF. We have no
9 use for them. You complain to them, you get
10 absolutely nowhere. I was in business for 30 years
11 in Michigan, had a wonderful business and ended up
12 having to retire because of my health, but anyway,
13 if I would have treated my customers the way UIF
14 treats their customers, I wouldn't have had
15 business for 30 years.

16 Thank you.

17 CHAIRMAN BROWN: Thank you, Mr. Schultz.

18 Next customer.

19 MR. KELLY: Madam Chair, I neglected, when Ms.
20 Schultz was up there, to ask if she wanted that
21 letter inserted into the record.

22 CHAIRMAN BROWN: Okay. Ms. Schultz --

23 MR. KELLY: I apologize.

24 CHAIRMAN BROWN: -- would you like that --
25 staff will assist you.

1 Okay. We are going to go ahead and mark that
2 as Exhibit 6 under Witness Schultz, and it will be
3 titled letter read.

4 (Whereupon, Exhibit No. 6 was marked for
5 identification.)

6 CHAIRMAN BROWN: Welcome.

7 MR. SCHAFFER: Good morning. Good morning.
8 Thank you for coming. I was one of the lucky
9 people that went up to Tallahassee at the beginning
10 of all of this, and it's good now to let you come
11 down to see what it's like to live in here.

12 My name is David Schaffer. I live at 11918
13 Bayonet Lane here in New Port Richey, 34654, phone
14 number is (727)856-6816.

15 A little background. I am a retired forensic
16 detective police department up in New York. I have
17 seen a lot going on here, and we now -- we are
18 getting charged 55 cents a gallon for water. I can
19 go to the local store and, for a dollar, I can get
20 five gallons of water, which is -- well, right now,
21 it's not as -- it is as pure as the water we are
22 receiving now from Pasco County.

23 My problem is we are paying Pasco County for
24 their water, but we are also being charged by
25 Utilities Inc. for their non-service. They claim

1 that they treat the water and they do our sewage
2 water treatment. We don't have a plant here for
3 sewage treatment. I think they were planning one
4 at one time, but we've seen no large modernization
5 of our systems.

6 The water right now is very good. I don't
7 have the smell. I don't have the colors we used to
8 have when we had Utilities Inc. My problem is the
9 fact we are getting double-charged for water that
10 they are not even supplying. They are running --
11 we are running in their pipes. Apparently Pasco
12 County just did the major hookup, but it's why are
13 we being charged, and now they want to raise rates
14 even more to get more money when they are doing
15 nothing. I don't -- never got paid for doing
16 nothing. I had to work for my money, and in law
17 enforcement, you had to work.

18 I am wearing the blue because of the two
19 officers that were recently killed.

20 I thank you for coming down, and I hope that
21 you consider helping us here in Summertree and in
22 Pasco County. Thank you so much.

23 CHAIRMAN BROWN: Thank you, Mr. Schaffer, for
24 your testimony, and your service, too.

25 Next customer.

1 MR. KELLY: Ms. Annabelle Breese, followed by
2 James Lyons.

3 MS. BREESE: Hi. I am Annabelle Breese,
4 (727)863-9389, 11734 Bayonet Lane. I moved from
5 New York in 1980, and for 30 some odd years I have
6 had Pasco County water. I had a house. I had a
7 pool. I had kids. My bills were not outrageous.
8 I could drink the water. And I moved here three
9 years ago, and when I first got my bill, I called
10 them, I said, you have to come look. Something is
11 vastly wrong.

12 And in order to keep my -- my bills used to be
13 like \$50, \$60 in my house. Now here, my bills are,
14 say, \$75, \$80. In order to try to keep it down,
15 now I am alone in a house, no pool, no husband, no
16 kids, and my bill is lower, but PS, I am buying
17 water to drink, which, in my house, I used to fill
18 the pitcher and put it in the refrigerator. I take
19 a shower, I turn the water off while I am sponging
20 and washing, then I turn it back on. I have never
21 done this before, to try conserve because I can't
22 afford it. And for what? For water that was
23 crummy.

24 And I thought I moved up, but instead, I left
25 nice, clean water, and then everybody here had to

1 fight just to get nice, clean water. And I guess,
2 coming from New York City, having wonderful water,
3 I just took it all for granted.

4 And I do appreciate all the help you are
5 giving us, and we can't afford rate increases. I
6 mean, it will be to the point you will have to soap
7 up before you get in the shower to try to save on
8 the water, you know?

9 But I do appreciate all the help, and Anne
10 Marie, and everything like that, I do appreciate
11 that. Thank you.

12 CHAIRMAN BROWN: Thank you for your testimony.

13 MR. KELLY: After Mr. Lyons is John Schluntz.

14 CHAIRMAN BROWN: If you could, just one
15 moment, Ms. Ryan is going to help streamline this
16 for a moment.

17 MS. RYAN: Hi, everybody. I can't tell you
18 how grateful I am to see you all here. I just
19 wondered, since people are going to have similar
20 stories as you come up, if you could just keep it
21 really short, maybe just a little short statement,
22 so we can get through, like, in a minute, so that
23 everybody gets a chance to speak.

24 And I -- what you say is important. They all
25 know what our water was like and that we now have

1 Pasco water, so we are moving on. So if you can
2 just make your statements a little bit shorter,
3 because some people have been here a really long
4 time, and I want to make sure that everybody that
5 wants to speak can. Appreciate it. Thank you.

6 CHAIRMAN BROWN: Thank you.

7 Anne Marie, you are just great. Thank you.

8 She's just wonderful. You all are very
9 blessed to have someone like that.

10 (Applause from the audience.)

11 CHAIRMAN BROWN: All right. And I do want to
12 just kind of make a point of reference here. We
13 have over 55 customers have signed up to speak, so
14 the point is well taken, Ms. Ryan. Thank you.

15 MR. LYONS: My name is James Lyons. I'm at
16 11809 Loblolly Pine Drive. Phone number is
17 (954)665-8840.

18 I have been a utility employee for 32 years
19 for the City of Pembroke Pines. I retired two
20 years ago, extensive knowledge in the water and
21 sewer systems. A walk through Pointe West, I
22 noticed that the meters on all the buildings are
23 installed in the incorrect direction. They are
24 mounted vertically. According to all the
25 manufacturer of these meters, they are supposed to

1 be mounted horizontally. If they are vertical,
2 they could be off as much as three percent per
3 gallon. Add that up over all these years, and I
4 think the residents of Pointe West are due a large
5 refund. Do not give them the rate increase. They
6 need a refund. Thank you.

7 CHAIRMAN BROWN: Thank you for your testimony.
8 Commissioners, any questions?

9 COMMISSIONER GRAHAM: Question.

10 CHAIRMAN BROWN: Commissioner Graham has one.

11 COMMISSIONER GRAHAM: Is that three percent
12 plus or minus three percent?

13 MR. LYONS: It's three percent on the
14 manufacturer's --

15 COMMISSIONER GRAHAM: Plus or minus?

16 MR. LYONS: It doesn't say. And I contacted
17 the manufacturers, and they will not admit as to
18 which way that three percent is, but they strongly
19 suggest that it be mounted horizontally.

20 CHAIRMAN BROWN: Thank you. Thank you for
21 your testimony.

22 Next customer.

23 MR. KELLY: After Mr. Schluntz.

24 MR. SCHLUNTZ: I am John Schluntz,
25 (847)395-0357.

1 CHAIRMAN BROWN: Could you spell that last
2 name for us?

3 MR. SCHLUNTZ: Schluntz, S-C-H-L-U-N-T-Z.

4 CHAIRMAN BROWN: I wouldn't have guessed that.

5 MR. SCHLUNTZ: Thank you for coming and
6 listening to me. I think that the rate increase
7 was a little excessive, and I would appreciate any
8 help you might be able to give us to cut the rate.

9 One more thing, is there any reason why we
10 don't have fluoride in the water here?

11 CHAIRMAN BROWN: That will be a question. Our
12 water expert on the board here would like to talk,
13 Commissioner Polmann, who actually used to work for
14 Tampa Bay Water.

15 COMMISSIONER POLMANN: Fluoride is a local
16 determination by the local -- I am sorry,
17 determined by the local provider. So if Pasco
18 County is providing the water now to the community,
19 that's a determination made by county government.

20 CHAIRMAN BROWN: Thank you.

21 MR. SCHLUNTZ: Thank you.

22 CHAIRMAN BROWN: Thank you for your testimony.
23 Next customer, please.

24 MR. KELLY: After Ms. Schluntz is Gervais
25 Ashley. No, you are next.

1 CHAIRMAN BROWN: You are next.

2 MRS. SCHLUNTZ: Good morning.

3 CHAIRMAN BROWN: Good morning.

4 MRS. SCHLUNTZ: I am Juanita Spalding
5 Schluntz, 11725 Boynton Lane. Phone number
6 (317)410-1814.

7 I fully agree with my husband, of course, and
8 I am unhappy with the water. I don't want a rate
9 increase.

10 CHAIRMAN BROWN: Thank you for your testimony.
11 Next customer.

12 MR. KELLY: After -- is it Mr. Ashley, is
13 Gervais -- G-E-R-V-A-I-S Ashley.

14 CHAIRMAN BROWN: Mr. Ashley? Seeing none.

15 UNIDENDIFIED SPEAKER: Gervais.

16 MR. KELLY: Gervais? I am sorry. Gervais
17 Ashley. All right, we will come back.

18 Ed, is it White?

19 MR. WHITE: Yeah?

20 MR. KELLY: Ed White.

21 MR. WHITE: Something easy.

22 MR. KELLY: And he will be followed by
23 Ms. Erica Milligan.

24 CHAIRMAN BROWN: While Mr. White is coming up
25 to the podium, I have seen some of you new

1 customers come in, and for those of you who have
2 not been sworn in, are there any? Please raise
3 your hand if you have not been sworn in yet and
4 plan to speak before us. Okay, we are going to go
5 ahead right now and swear you in beforehand.

6 Please stand with me and raise your right
7 hand.

8 Do you swear or affirm to provide the truth in
9 this proceeding?

10 (Chorus of affirmative responses.)

11 (Customers collectively sworn.)

12 CHAIRMAN BROWN: Thank you. You may be
13 seated.

14 Mr. White, you are up.

15 MR. WHITE: Hello. My name is Ed White. I
16 live at 11219 Loblolly Pine Drive for the last 17
17 years, and for that last 17 years, I have had to
18 buy drinking water. That's simply because you
19 couldn't put the other water to your nose. It was
20 so bad, that you -- it was just awful. It was like
21 sewer water. So I -- I just want to reiterate what
22 these people have said, you know, we can't give
23 these people a rate increase. They haven't done a
24 thing. I have been here 17 years, I have seen no
25 improvement. Don't give them a penny.

1 Thank you.

2 CHAIRMAN BROWN: Thank you, Mr. White, for
3 your testimony.

4 Again, please refrain from clapping and
5 shouting.

6 Next customer, please.

7 MR. KELLY: After Ms. Milligan is Christine --
8 I am going to butcher this -- Tsambarlis.

9 MS. MILLIGAN: My name is Erika Milligan. I
10 live at 12114 Loblolly Pine Drive. My number is
11 (727)856-9590. Thank you for coming to Summertree.

12 I think the purpose of the Public Service
13 Commission is not to guarantee a profit for the
14 utility companies, but to assist the customers.
15 For too many years, Utilities Inc. has provided us
16 with water that we could not drink at exorbitant
17 rates. Now that Pasco County is supplying both
18 water and sewer to the community, we would like to
19 have Utilities Inc. out of our lives. We do not
20 need a middle man.

21 Thank you very much.

22 CHAIRMAN BROWN: Thank you, Ms. Milligan, for
23 your testimony.

24 Next customer.

25 MR. KELLY: After Ms. Tsambarlis is Susan

1 Zappolo.

2 MS. TSAMBARLIS: My name is Christine
3 Tsambarlis. That's spelled T-S-A-M-B-A-R-L-I-S.
4 Thank you for coming.

5 A few years ago, I went -- I am sorry, 11651
6 Bayonet Lane, (727)856-6486.

7 A few years ago, I was up in Tallahassee also.
8 I have seen your faces before. You won't recognize
9 mine, but I do recognize you.

10 I have lived here for six years. I had a
11 friend over for dinner -- I bought my water all
12 those years to drink, and I had a friend over the
13 other day for dinner, and she asked me what brand
14 was that delicious water, and I just pointed to my
15 faucet in the kitchen. I thank Pasco and
16 everything that everyone has done to get us this
17 better water.

18 Thank you.

19 CHAIRMAN BROWN: Thank you for your testimony.
20 Next customer, please.

21 MR. KELLY: After Ms. Zappolo, is Russell
22 Spalding.

23 MS. ZAPPOLO: Good Morning, and thank you for
24 very much for being here. I also have been to
25 Tallahassee.

1 I just wanted to say that I agree with all my
2 residents in here, my fellow residents, and
3 Summertree residents want Utilities Inc. to do the
4 right thing and sell us. We do not want them here
5 any longer. We do not need a middle man. We have
6 Pasco County water. We are very happy with them,
7 and that's all we are is a cash cow to them.

8 Thank you very much.

9 CHAIRMAN BROWN: Thank you, Ms. Zappolo, could
10 you state your name for the record?

11 MS. ZAPPOLO: I am sorry, Susan Zappolo,
12 Z-A-P-P-O-L-O, White Ash Drive, New Port Richey.
13 Phone number is (727)857-5162. Thank you.

14 CHAIRMAN BROWN: Thanks for your testimony.
15 Next customer, please.

16 MR. KELLY: After Mr. Spalding is Marilyn Lamp
17 or Lampe.

18 CHAIRMAN BROWN: Mr. Spalding. Calling
19 Mr. Spalding.

20 All right. Lampe, Mr. Kelly.

21 MR. KELLY: She's up. We have Ms. Lampe right
22 here, and then it will be Norma Harvey.

23 MS. LAMPE: I am Marilyn Lampe --

24 CHAIRMAN BROWN: I am sorry, I couldn't hear
25 you.

1 MS. LAMPE: Marilyn Lampe, 12002 Bayonet Lane
2 in Pointe West. And my phone number (727)856-8098.
3 And I am nervous, but I agree with everyone else,
4 and I think utilities should sell to Pasco.

5 Thank you and thank you for being here.

6 CHAIRMAN BROWN: Well, thank you for coming
7 up.

8 Next customer, please.

9 MR. KELLY: The next is Madeline -- is it
10 Proce, followed by Cathi Watson.

11 CHAIRMAN BROWN: Madeline Proce.

12 Watson is the second speaker?

13 MR. KELLY: That's correct. Yes, ma'am.

14 Cathi Watson.

15 MS. WATSON: Good morning.

16 CHAIRMAN BROWN: Good morning.

17 MS. WATSON: Good morning. I am Cathi Kiger
18 Watson, 11729 Boynton Lane, New Port Rich, Florida,
19 34654. Area code (317)490-1053.

20 I agree with everything that has been
21 presented here. I really appreciate you all coming
22 here to us. We did make a trip up there to
23 Tallahassee a few times to talk to you all. And we
24 certainly appreciate the Utilities Inc. coming to
25 hear our concerns also.

1 I do believe that the rate increase is wrong
2 on many levels. I think the numbers have been
3 manipulated to look like it's something that they
4 actually need, but no one should profit on a basic
5 need that people have, and water is one of those
6 things.

7 I understand by law you have a profit margin
8 that you have to give them, but we can solve that
9 by them just letting go and turning us back over to
10 the State, and let the State administer what they
11 are responsible to do anyway, which is provide us
12 with basic needs.

13 And I think that there does need to be, in
14 Florida, some reform, government reform on many
15 levels, but including the water situation here. We
16 have to be good stewards of water right now. It
17 isn't just other parts of the country that are in a
18 drought, Florida is in a drought now. We are all
19 going to have to start conserving water. You don't
20 do that by constantly just wasting it and putting
21 it down the sewers. So there has got to be
22 something that could be done to come to
23 reasonable -- you know, a reasonable -- coming to
24 minds on how to do that. I can't quiet figure out
25 what to say, but I am just saying it is wrong.

1 We should not be able paying for anybody else.
2 They -- other states have had same problems with
3 Utilities Inc. Florida is just one of many states
4 that have had this problem, and we can -- we can
5 just -- we just need to be done with them and go on
6 with our business.

7 CHAIRMAN BROWN: Thank you, Ms. Watson.

8 Next two customers, Mr. Kelly.

9 MR. KELLY: Roberta and it's either Brockman
10 or Brookman.

11 CHAIRMAN BROWN: Followed by?

12 MR. KELLY: Followed by Carolyn Kovarik.

13 CHAIRMAN BROWN: Thank you.

14 Good morning.

15 MS. BROCKMAN: Good morning. I am Roberta
16 Brockman. I live at 12129 Loblolly Pine. My phone
17 number is 727 --

18 CHAIRMAN BROWN: Could you speak up a little
19 bit, please?

20 MS. BROCKMAN: My phone number is
21 (727)856-3713. I moved here in 1996. I lived at
22 Arborwood, and my water was so bad that I took it
23 down the road to water authorities, they processed
24 it and they said that it was borderline. So I am
25 really happy to have Pasco in here now. And

1 that -- I thank you for coming here.

2 CHAIRMAN BROWN: Thank you, Ms. Brockman, for
3 your testimony.

4 Commissioners, any questions?

5 Next two customers.

6 MR. KELLY: Karen Kovarik, K-O-V-A-R-I-K,
7 followed by Hans VanDooren.

8 CHAIRMAN BROWN: Seeing no Karen Ko --

9 MR. VANDOOREN: My name is Hans VanDooren. My
10 address is 11645 Boynton. You just asked about my
11 phone number to see if I could pass a mental test
12 and I fail. I can't remember.

13 Hopefully, Commissioners, by the time you
14 retire to Summertree, this problem is resolved. I
15 have not being been a long resident. I have been
16 here three years, and I concur, because all of us
17 agree that all residents of Florida should be
18 guaranteed safe, reliable water at an affordable
19 rate. They claim, Utilities Inc., that that is
20 their mantra. They also claim they have an
21 obligation to serve. But as you have heard from
22 every testimony, they have not served. And as a
23 result, a high level distrust has developed between
24 the residents of Summertree and Utilities Inc.
25 They have not provided good party until we got the

1 water from Pasco, and we don't trust that they are
2 going to control the rates in the future. Let them
3 sell out to Pasco County.

4 The final issue on trust for the Commissioners
5 to think, we have heard a lot of comments about
6 flushing water. In the past, when they flushed
7 water, it was very visible with fire hydrants
8 blasting water out about one hour. In the last
9 week, they have been running water out through
10 hoses into the drain in the furthest reaches of
11 Summertree, in Villa around the corner, the
12 furthest road on Arborwood and the furthest road in
13 Summer Creek. And unless you bike a lot, like I
14 do, you don't notice. For one week, water has been
15 running constantly. They may claim that we are not
16 going to get charged, but you can understand we
17 don't trust them, and we think eventually they are
18 going to bill for us that water.

19 Do not give them the rate increase. Encourage
20 them to sell to Pasco County.

21 Thank you.

22 CHAIRMAN BROWN: Thank you, Mr. VanDooren.
23 Commissioners, any questions?

24 Thank you. Sorry for butchering the name.

25 The next two.

1 MR. KELLY: The next one is Violet Weeks,
2 followed by Dennis Royston.

3 CHAIRMAN BROWN: Violet Weeks.

4 MR. KELLY: Okay. Ms. Weeks is not here.
5 Dennis Royston will be followed by Nancy Papas.

6 CHAIRMAN BROWN: Good morning.

7 MR. ROYSTON: Good morning, I already broke
8 things.

9 My name is Dennis Royston, and I live at 11643
10 Boynton Lane, Pasco County.

11 CHAIRMAN BROWN: Do you have a handout that
12 you would like to --

13 MR. ROYSTON: Very briefly. First of all, I
14 agree with all of my neighbors and their comments
15 today. And I don't trust Utilities myself, and I
16 have lived in Pasco County for 40 years, not here,
17 but I have lived here for three years. But I don't
18 trust Pasco or the Utilities company.

19 After I lived in here for four days, I knew I
20 couldn't drink this water, and so I put filtration
21 in my unit, and I have drinkable water now. I am
22 sorry I take a shower in their water, but that's
23 the way it is. But I agree with all the rest of my
24 neighbors and their comments, and that's really it.

25 CHAIRMAN BROWN: Commissioner Patronis has a

1 question.

2 COMMISSIONER PATRONIS: Thank you. I got it
3 now. Thanks.

4 Did you -- do you still have the filtration
5 system on your system, or have you removed it?

6 MR. ROYSTON: Oh, absolutely, I have got it
7 on.

8 COMMISSIONER PATRONIS: So you still have it
9 on?

10 MR. ROYSTON: Yes.

11 COMMISSIONER PATRONIS: Okay.

12 MR. ROYSTON: I still have it on, and if you
13 drink iced tea or you drink coffee, you can't drink
14 it with the old water that we got.

15 COMMISSIONER PATRONIS: There was a comment
16 earlier -- a follow-up. There was a comment
17 earlier about the public utilities director about
18 folks that had added filtration systems that you
19 felt like those weren't necessary now. Have you
20 been encouraged to remove your system?

21 MR. ROYSTON: Hell no. It's bad. I mean, no.
22 The same water today, no, I have not disconnected
23 my reverse osmosis, because, quite frankly, I have
24 been on Pasco County water for 40 years, and I
25 don't know whether it's improved in the last couple

1 of years. But I think my neighbors ought to know
2 that if you took a clear glass, filled it with
3 Pasco County water three years ago, before I moved
4 in here, and sat it on your counter, tomorrow
5 morning you would have sludge in the bottom of the
6 glass. I hope it has improved.

7 Thank you.

8 CHAIRMAN BROWN: Thank you for your testimony,
9 and for coming out today.

10 Mr. Kelly, next customer. And I know we are
11 hearing some Amber Alerts going on, if you could --
12 very important, if you could try to silence them a
13 little. Thank you.

14 Next two.

15 MR. KELLY: Nancy Papas, followed by Carolyn
16 Smith.

17 MS. PAPAS: Yes, good morning. And thank you
18 for coming.

19 My name is Nancy Papas. I live at 11820
20 Bayonet Lane, New Port Richey, Florida, 34654. And
21 I agree with most of the people who come up -- who
22 have come up here, and I have seen an improvement
23 in the water since I have gotten here. I am very
24 dumb and living in Pointe West, but when I first
25 came here a year-and-a-half ago, the water was not

1 drinkable, as everybody says.

2 I don't want to be redundant, I just think
3 that Utilities Inc. should do the right thing and
4 exit stage left and give it to Pasco.

5 Thank you.

6 CHAIRMAN BROWN: Thank you, Ms. Papas, for
7 your testimony.

8 Next customer, please.

9 MR. KELLY: After Ms. Smith is Jeannette
10 Erickson.

11 MS. SMITH: Thank you for being here.

12 My's name is Carolyn Smith. I live at 11837
13 Carissa Lane. My phone number is (614)806-1814.

14 I think everything that's been said, I totally
15 agree with, but I would like to just reiterate that
16 no people should be held hostage by a service
17 company. If we don't want them, and we've made
18 that clear, and they are not providing the service
19 that we need, they should be agreeable to leaving
20 if they really care about us at all. And they have
21 not shown that they care about us by doing anything
22 that we've requested them to do. So my request is
23 that Utilities Inc. be removed as our provider, and
24 that we have Pasco County to do that.

25 Thank you.

1 CHAIRMAN BROWN: Thank you, Ms. Smith.

2 Next customers.

3 MR. KELLY: After Ms. Erickson is Cecilia
4 Corbin.

5 MS. ERICKSON: Good morning, Chairman Brown
6 and Commissioners. Thank you for being here, but I
7 tell you what I am going to tell you --

8 CHAIRMAN BROWN: Just state your name, please,
9 for the record.

10 MS. ERICKSON: Yes. I am going to tell you
11 personal information, past problems and prayer
12 relief.

13 Personal information: My name is Jeanette
14 Erickson, E-R-I-C-K-S-O-N, 12046 Boynton. Phone
15 number (727)378-6755. I am 80 plus.

16 The past problems with my water were that it
17 smelled that. It had squiggles in it. And one of
18 the good barometers from my water was my water
19 picks, which caught sediment in it, black.

20 My diet is organic vegetables and grass-fed
21 meats. The diet -- the vegetables required a lot
22 of washing, so I found myself lugging gallon after
23 gallon after gallon of water in, because if any of
24 you have washed lettuce, tomatoes, carrots, it
25 takes a lot. And your coffee is definitely

1 horrible when the water is bad.

2 My prayer relief is that, as a Summertree
3 resident, I want Florida State legislator to have
4 water waste, water policy and rate reform.

5 No. 2, I respectfully request that UFI do the
6 right thing and sell the dam thing.

7 CHAIRMAN BROWN: Thank you, Ms. Erickson, for
8 your testimony.

9 Next customer, please.

10 MR. KELLY: After Ms. Corbin is Peggy Garren.

11 MS. CORBIN: My name is Cecilia Corbin. I
12 live at 11825 Carissa Lane, New Port Richey,
13 (727)8 --

14 CHAIRMAN BROWN: A little closer, please.

15 MS. CORBIN: (727)857-0584. I agree with
16 everything that has been said here. The main thing
17 is we want Utilities Inc. to go away.

18 CHAIRMAN BROWN: Thank you, Ms. Corbin, for
19 the brief testimony.

20 Next customer, please.

21 MR. KELLY: After Ms. Garren is Anthony
22 Graffeo.

23 CHAIRMAN BROWN: Good morning.

24 MR. GRAFFEO: Good morning. My name is
25 Anthony Graffeo, and I live at 11726 Bayonet Lane.

1 The opening in the statement, UFI said that --
2 I lived here 15 years, and they said that the price
3 of the water was always going up because of
4 chemical additives and all the tests they had to
5 take. Now that they don't have to take these
6 chemical analysts and tests because of getting
7 Pasco water, I would consider that a rate increase
8 alone. So I ask that you don't favor them in an
9 extra rate increase.

10 Thank you very much.

11 CHAIRMAN BROWN: Thank you, Mr. Graffeo.

12 Any questions? Seeing none, next customer,
13 please.

14 Excuse me, it appears that there is somebody
15 in the audience that has a phone that keeps -- do
16 you hear it?

17 UNIDENTIFIED SPEAKER: Just turn the phone
18 off.

19 CHAIRMAN BROWN: There is a culprit. I see
20 the culprit.

21 UNIDENTIFIED SPEAKER: She thought it was off.

22 CHAIRMAN BROWN: Thank you so much. It's
23 really hard to hear these customers when it goes
24 off.

25 Next customer, please.

1 MR. KELLY: I call Peggy Garren or Garin
2 (sic). All right. The next is Ed -- is it
3 Withers?

4 MR. WINTERS: Winters.

5 MR. KELLY: Winters, I am sorry, followed by
6 Paul Leosi (sic), Leoci.

7 CHAIRMAN BROWN: Good morning.

8 MR. WINTERS: Good morning, everyone. My name
9 is Ed Winters, 11800 Ivywood Place, New Port
10 Richey. And my telephone number is (727)808-0813.

11 Well, I have a little bit to say, but I have
12 been buying water --

13 CHAIRMAN BROWN: Could you bring it closer to
14 the mic, please?

15 MR. WINTERS: We have been buying water, and
16 that's why -- I couldn't drink their water at all,
17 and that's why I got to be 90 years old, so I am
18 still kicking around.

19 CHAIRMAN BROWN: You look great. You look
20 amazing.

21 MR. WINTERS: But the water rates in the
22 property values -- it hurts the property values,
23 the water rates, because we had acquaintances that
24 knew about the water rates, and all the sewer
25 rates, and everything else, and they wouldn't buy,

1 so we do lose that way, and the property values go
2 down -- will go down.

3 But anyhow, we spent -- for 301 gallons, we
4 spent \$84. So that's -- that's in the bracket
5 where we've heard before, but anyhow, that's what
6 happens, and we hope they would sell us.

7 Thank you.

8 CHAIRMAN BROWN: Thank you, Mr. Winters.

9 Next customer. Good morning, and thank you
10 for your service.

11 MR. LEOCI: Thank you. I am going to put my
12 cheaters on.

13 My name is Paul Leoci. I live at 11326 Clear
14 Oak Circle. You want the phone number?

15 CHAIRMAN BROWN: If you will give it.

16 MR. LEOCI: (727)856-6795. I am 98 myself. I
17 have been living here 15 years, and all we ever
18 heard from Utilities Incorporated was that we were
19 going to get good water. We were promised a plant.
20 Go look at the empty lot, the plant is not there,
21 okay.

22 They were going to improve the poor water
23 quality, right? That never happened, right? All
24 we received for these services is rate increases,
25 right? Please, do not give them any more money,

1 right?

2 We finally got some good water, and they are
3 taking credit for that good water, which they have
4 done nothing for us, right? If it wasn't for
5 Senator Simpson, Senator Fasano and Commissioner
6 Mariano, I thought would I be dead before I saw
7 good water here, right? I am happy to have it now.

8 Okay, thank you very much.

9 CHAIRMAN BROWN: Thank you for your testimony.

10 MR. KELLY: I will try to get this next name
11 right, Anne Marie Ryan. Is that correct? Did I
12 say that right?

13 (Applause from the audience.)

14 MR. KELLY: And she will be followed by
15 Carmine Graziano.

16 MS. RYAN: Hello again, Commissioners, and all
17 our -- all the guests.

18 I would like to take this opportunity to kind
19 of bring things up to speed for my community so
20 that you know we covered these things.

21 Again, Commissioners, I know that you
22 understand all the problems that we've had over the
23 past 25 years, and the ordeal that we went through
24 to try to fix this. And we do thank our
25 legislators, and we thank you, in particular, for

1 giving this opportunity to us to find alternative
2 funding.

3 We have our water, and it's important that
4 everybody remember that when they come up. We have
5 our water, and the water has worked. We've seen
6 it, and we -- improvement within the first 24
7 hours. However, the flushing is an issue that does
8 concern us, and I am kind of frustrated because I
9 have had a long conversation with Flip Mellinger.
10 There has been plenty of times where Utilities Inc.
11 over the past 25 years to look at our data and some
12 issues that we do have, we do believe that's part
13 of the flushing issue.

14 We have -- I believe I had a fellow by the
15 name of Lee Meal (ph) come to my house. He is one
16 of their field operators. And he said that they
17 flushed over four million gallons of water over the
18 past 12 days. Now we have been flushing two
19 million gallons of water when we were having
20 problems back what's year, and the goal was, when
21 we got this interconnect, that we would down to
22 about 25 percent of that. And now here we are at a
23 200 percent higher than we started. And, yes,
24 there is no way that that water is going to come
25 from Pasco County and that someone is not going to

1 pay for it. And the County substantially supported
2 to us make this happen.

3 So I want everyone to realize that Utilities
4 Inc. has sent us paperwork, it's very confusing,
5 and it also came late to the table. We received
6 our notifications on the 30th of December, it was
7 dated December 23rd, when it was put through the
8 PSC.

9 When you look at these rates, our rates are
10 inflated. I have -- let me give you this.

11 CHAIRMAN BROWN: Thank you. And we will make
12 sure we pass that out to our court reporter, too.

13 MS. RYAN: Okay. So they had this interim
14 initial customer notice, and on it they sit there
15 and they cry about how much money they have lost.
16 And they are saying that for the Pasco system, for
17 Summertree and the Pasco system, that they only
18 made 3.3 -- inn 3.32 percent for water, and they
19 have a negative .9 for sewer.

20 I don't understand how they could have a sewer
21 wastewater issue. Utilities Inc. has -- Pasco
22 Utilities has not raised their rates for bulk
23 wastewater or regular water in 11 years. And when
24 they did a rate increase 11 years ago, it was for
25 one percent. So how they have a loss is beyond me.

1 We did reduce our water consumption to go from
2 potable water to well water for irrigation, but
3 that did not impact wastewater. So for them to say
4 that they are missing all this money, and they
5 haven't earned anything, our -- the number of
6 people that we have in this community has actually
7 increased, and not decreased.

8 And so these rates, what we are asking of you,
9 is that we would want to see legislative reform.
10 We have Senator Simpson, Richard Corcoran and
11 Commissioner Mariano, and a lot of people who want
12 to help us and everyone across the state.

13 We would like to see legislative reform that
14 will help you have more discretionary power to
15 really delve into things. We need to know where
16 the money that they have taken in over the past 10
17 years has gone. It's not here. It's not in our
18 infrastructure.

19 You had Flip Mellinger stand in front of you
20 back October 11th of last year, telling you that
21 our infrastructure value, in his estimation, is
22 zero, so this is a concern to us.

23 This consolidated rate, for everybody's
24 information, should bring us down about 40 percent
25 for water and wastewater, but the problem is, and

1 we hope that you will use your discretion, is that
2 they inflated our rates, and they are not
3 justifiable.

4 I don't care if they are entitled to a rate of
5 return or not. Like everyone said behind us, if
6 this company cannot supply the water and the
7 services that we need, and they are not making a
8 profit because we have been able to conserve our
9 water usage, then it's time for them to go. And I
10 think that the PSC has to stand behind people who
11 have done everything within their power to do with
12 financially you feel comfortable. And we ask that
13 you continue to help us, and that we will continue
14 to try to help you through legislation, and I thank
15 you.

16 CHAIRMAN BROWN: Thank you, Ms. Ryan.

17 And we are going to go ahead and mark this for
18 identification purposes as Exhibit 7, and it will
19 be titled Anne Marie Ryan presentation, and it will
20 become part of the official record.

21 MS. RYAN: Thank you.

22 (Whereupon, Exhibit No. 7 was marked for
23 identification.)

24 CHAIRMAN BROWN: Questions from the
25 Commissioners first. Any questions?

1 Thank you, Ms. Ryan, for your testimony. I do
2 have a question for you regarding the potential
3 acquisition by Pasco County of the Utilities Inc.
4 system.

5 Since I know you are familiar, and you have
6 been a big advocate for the Summertree Alliance,
7 you have been very active in discussions, and I
8 just have to ask this question, and I hope it
9 doesn't insight a reaction from the audience, but
10 do you know where the County is on the purchase --
11 potential purchase of this system Summertree?

12 MS. RYAN: The County has, on a few occasions,
13 gone back and forth with UIF. And I believe the
14 last time we made an offer was for \$3.8 million,
15 and I believe their counter offer was six million.
16 And it was an exorbitant crazy amount. You know,
17 we don't even have the wells anymore, and so I
18 don't know how they came up with that.

19 We are looking for a reasonable way to
20 survive. And, you know, if we go to Pasco, one of
21 the advantages would be that we wouldn't be getting
22 these rate increases.

23 We had an index increase in 2014. We had an
24 interim rate increase that's going to hit us this
25 month, and then we -- I am sorry, the interim rates

1 hit us November 10th. And then we had case 150269,
2 because we just got the Pasco interconnect, we are
3 going to get hit with that this month. So every
4 single year we get an increase from them, and so
5 it's time.

6 CHAIRMAN BROWN: I understand.

7 Do you know if the discussions have ceased, or
8 are they continuing to occur with the County and
9 the utility?

10 MS. RYAN: I don't think there is anything
11 that's actively happened since November, but the
12 door is not closed, and they hope that it will
13 continue to stay open.

14 We do have -- we asked the County to hire
15 Brian Armstrong as our attorney for acquisitions,
16 and then we will pay him if this take place. And
17 so he has worked with us for three years on a
18 contingency basis, and we hope that will come to
19 fruition.

20 CHAIRMAN BROWN: Thank you. And just so that
21 you are all aware, and it's on our website, and
22 it's in the materials, we are having our technical
23 hearing on May 8th, from May 8th through the 12th.
24 So it will be streamed live on our website. If you
25 can't travel to Tallahassee, please feel free to

1 tune in on our website.

2 Commissioners any questions?

3 MS. RYAN: We've come, as you know, our task
4 force has come up. We try very hard to we keep
5 ourselves up-to-date on what's going on and be
6 knowledgable. I want the community to know that
7 though there a decrease, if you just allow these
8 rates to go through as shown, this will be a
9 tremendous burden to people across the state,
10 because we don't need a 66-percent increase, and
11 that's what's listed on in my handout on page two.

12 CHAIRMAN BROWN: Thank you. Commissioner
13 Patronis has a question for you.

14 COMMISSIONER PATRONIS: I am just curious
15 about the political structure of Pasco County. Is
16 the county commission, are they single member
17 districts, or they voted at large?

18 MS. RYAN: They are voted at large.

19 COMMISSIONER PATRONIS: Okay, so every --
20 everybody, you get to vote on every commissioner
21 when they run?

22 MS. RYAN: Yes.

23 COMMISSIONER PATRONIS: Okay.

24 MS. RYAN: And we have had the support of the
25 entire commission.

1 COMMISSIONER PATRONIS: I was just curious,
2 because I didn't know if -- Commissioner Mariano is
3 the one who has been most visible -- if it was
4 probably part of his district, but it was a single
5 member district if that was --

6 MS. RYAN: He is assigned to District V, but
7 he is voted through the entire county. And in
8 order for us to get the help that we have, and to
9 get the County to do the things that they did, it
10 took the entire commission.

11 COMMISSIONER PATRONIS: Right. Right. That's
12 strong.

13 MS. RYAN: It was. We appreciate all the help
14 we can get, and I thank you very much for your
15 time.

16 I hope everybody will be brief so we can get
17 done.

18 CHAIRMAN BROWN: Thank you, Ms. Ryan.

19 MS. RYAN: Thank you.

20 CHAIRMAN BROWN: Next customer.

21 MR. GRAZIANO: Hello, my name is Carmine
22 Graziano. I live at 11626 English Elm Drive,
23 346 -- whatever the ZIP Code is. We all have the
24 same ZIP Code -- my address.

25 I agree with everything everybody said. The

1 only thing that -- the only different thing that I
2 am going to say is, yes, we have to change our
3 shower heads on a regular basis. I also have a
4 water softening system. I am paying for salt. I
5 am paying for drinking water. I am paying for
6 things that normally you don't pay for.

7 Not only do I advocate against a rate
8 increase, I think they should get a decrease. If
9 they don't sell, we should cut their rate.

10 That's all I have to say. I thank you.

11 CHAIRMAN BROWN: Thank you for your testimony.

12 Next customer, please.

13 MR. KELLY: After Ms. Hogan is Janie Frame.

14 MS. HOGAN: My name is Susan --

15 CHAIRMAN BROWN: Could you bring it real
16 close, please?

17 MS. HOGAN: My name is Susan Hogan. I live at
18 11 --

19 CHAIRMAN BROWN: You need to just --

20 MS. HOGAN: 11709 Carissa Lane, (727)233-2500.
21 It's nice to have a bath and sit in the bath tub.
22 It's nice to be able to drink the water. We have
23 been buying the water since we started coming here.

24 I support totally what everybody has said. I
25 think it's time that Utilities Inc. was long gone,

1 and we went to Pasco water.

2 Thank you.

3 CHAIRMAN BROWN: Thank you for your testimony.

4 Next customer, please.

5 MR. KELLY: After Ms. Janie Frame, Ray Hogan.

6 CHAIRMAN BROWN: Janie Frame. Seeing none,
7 Ray Hogan.

8 MR. KELLY: Angel -- is it Bermudez?

9 MR. BERMUDEZ: Like the island of Bermuda,
10 Bermudez.

11 MR. KELLY: Sorry about that.

12 MR. BERMUDEZ: That's okay.

13 Good morning. My name is Angel Bermudez,
14 B-E-R-M-U-D-E-Z. I live at 11806 Bayonet Lane.
15 Somebody already hit the topic that I was going to
16 talk about.

17 CHAIRMAN BROWN: Could you just --

18 MR. BERMUDEZ: Yes. Somebody already hit the
19 topic of what I was going to talk about, and I
20 agree with everything. I have the same complaints
21 that everybody has, but I actions speak louder than
22 words, and the topic was about the drinking water.

23 Now, I am not impressed with the words that
24 come out from this board here, because when you
25 talk about water, why would you display and not be

1 behind your own water, you know?

2 It's very important, and I am sorry to the
3 people who are trying to help us out, you know, but
4 there should be tap water on these tables, to
5 impress me, anyway. Me anyway. I am pretty sure
6 everybody feels the same way.

7 Okay, that's all I have to say. Thank you
8 very much.

9 CHAIRMAN BROWN: Thank you, Mr. Bermudez, a
10 questions, next two customers, please.

11 MR. KELLY: Jackie -- is it Midana (sic) or
12 Medina?

13 UNIDENTIFIED SPEAKER: Medina.

14 MR. KELLY: Followed by Teresa Pickering.

15 CHAIRMAN BROWN: Jackie Medina followed by
16 Teresa Pickering. Please feel free to come up to
17 the front row if your name is called second.

18 MS. MEDINA: Thank you for coming, and
19 hopefully you can help us.

20 My name is Jackie Medina. I live at 11640
21 White Ash Drive -- I wrote it down -- 34654, and my
22 phone number is (727)857-5786.

23 I brought with me today three previous bills
24 from last year. I allow a certain amount of money
25 for my bills, and I usually never exceed it. In

1 the case of water, I have always allowed \$50 a
2 month. Now, you need to know I only get \$903
3 Social Security. That's not very much. I just got
4 this bill the other day for \$134.32.

5 I allow \$50, and it usually doesn't even come
6 to 50. It's usually, if you would look at the last
7 ones, forties -- it's usually in the forties.
8 \$140, where do I get that money from? How do --
9 how do I -- how do I afford -- and I am minimally,
10 I mean, I take one shower a week. I -- I -- I am
11 the only one who lives in my house. I am rarely
12 there, and all of a sudden I get a bill for \$140?
13 I don't understand that, and you have to help us.

14 CHAIRMAN BROWN: Thank you, Ms. Medina, for
15 your testimony. There are customer service
16 representatives with the utility, and I would
17 suggest that the utility follow up with you and see
18 what the problem is. Thank you.

19 MS. MEDINA: Do I call them?

20 CHAIRMAN BROWN: They are right there. They
21 will help you out.

22 COMMISSIONER BRISÉ: One of their staff
23 members will escort you to where you need to go and
24 get somebody to help you.

25 CHAIRMAN BROWN: All right. Next customer.

1 MR. KELLY: After Ms. Pickering is Judith --
2 is it Brinton?

3 CHAIRMAN BROWN: Good morning. Almost
4 afternoon, and we have a big group that just got
5 in, who has not been sworn in. So if you have not
6 been sworn in before we get to this young lady, can
7 you please stand with me and raise your right hand?

8 Do you swear or affirm to provide the truth in
9 this proceeding?

10 (Chorus of affirmative responses.)

11 (Customers collectively sworn.)

12 CHAIRMAN BROWN: Thank you. Please be seated.

13 MS. PICKERING: Good morning, my name is
14 Teresa Pickering. We currently live at 11605
15 Cocowood Drive, 34654. Phone number is
16 (727)857-4136.

17 And first I would like to say, I am Canadian,
18 and I apologize. Yeah, I am rather ashamed of a
19 Canadian company doing this, very ashamed. And
20 down our street -- we arrived here -- we are
21 snowbirds, so we arrived here on the 27th of
22 December, and ever since then, we have seen one
23 fire hydrant being flushed constantly. Since we
24 got here, it has not stopped.

25 I did stop one of the workers and asked him

1 why it was being done, and he told me there was too
2 much chlorine in the water that Pasco was providing
3 us. I believe that would be a lie, because
4 wouldn't the people in Pasco County being
5 complaining about the amount of chlorine in their
6 water?

7 So that's all I have to say. Thank you.

8 CHAIRMAN BROWN: Thank you, Ms. Pickering.

9 Next two customers.

10 MR. KELLY: After Ms. Brinton is Maureen
11 Vecere.

12 MS. BRINTON: Judith Brinton, B as in boy,
13 R-I-N as in Nancy, T-O-N as in 2,000 pounds. 11635
14 White Ash Drive, (727)856-3916. I don't call me,
15 so I think that's the number.

16 I -- for the most part, I agree with
17 everything that's transpired before me. Yes, their
18 rates are misleading, and everything that comes out
19 of their mouth is misleading. They've attempted to
20 take credit for all the good that's been done by
21 our task force, Anne Marie Ryan and her gang.

22 I can't believe what UIF is saying, I can't
23 believe them, because a couple years ago, a woman
24 from Bayonet Point complained about the fact that
25 when she added chlorine bleach to her wash water,

1 there was a smell that emanated so strongly that
2 she almost passed out. They kind of -- there was a
3 group here, a panel here from UIF -- it's got to be
4 a decade ago, I guess, at this point. They kind of
5 looked at her like she was not telling the truth,
6 or that she was -- (indicating). I stood up and I
7 degreed with her.

8 Right after the meeting, two of their
9 representatives came with me to my house. I ran
10 the water into my washing machine and added about a
11 half a cup of bleach, which I normally did when I
12 did my normal laundry. I smelled what I think
13 would have been mustard gas. I am not from World
14 War I, but I think that's the smell that you would
15 get, sort of like when you are told not to use
16 bleach with a toilet bowl cleaner, you get that
17 gas. They claimed they smelled nothing. I had to
18 leave my garage, but they smelled nothing.

19 It was within a week that I didn't have the
20 problem. So I wondered, well, am I believing them,
21 that there was no problem, because they claimed
22 they smelled nothing but the bleach.

23 Now, the latest thing is, from their
24 imminent -- or their esteemed president. He told
25 me that he is going to have someone call me to tell

1 me what to do with my water. I am assuming that it
2 should be boiled because I am going to have a
3 sediment and a smell when they are flushing. I am
4 two houses away from a fire hydrant that has been
5 running -- I won't say 24/7, but close to it.
6 About a week ago they put a fire hose on it.
7 Before that, they did -- there is a retention pond
8 right there, and it would go into that.

9 There is a storm that -- by telephone. Well,
10 Mr. Hoy, I am still waiting for that phone call,
11 because that hydrant has been going, and is that
12 what they are flushing? I am still waiting,
13 according to his phone -- or his letter. So I
14 don't believe them for anything.

15 Thank you.

16 CHAIRMAN BROWN: Thank you for your testimony.

17 Next two customers.

18 MR. KELLY: After Ms. Vecere is Richard
19 Neilson.

20 MS. VECERE: Short people don't do well. I
21 want to thank each and every one of you who have
22 come here to hear our complaints.

23 CHAIRMAN BROWN: Try to move it, there you go.

24 MS. VECERE: I personally feel it's a disgrace
25 that for 25 years Summertree has been trying to get

1 quality water here, and finally, after three years
2 of battle, we've got Pasco County quality water. I
3 cannot believe how many great changes they make,
4 and everything is wrong with them.

5 And I personally can only speak for myself, I
6 do not want them servicing Summertree, and I feel
7 they should be put out of Florida completely. I do
8 not want their service, not even serving Pasco
9 County water.

10 (Applause from the audience.)

11 MS. VECERE: Thank you.

12 CHAIRMAN BROWN: Thank you. A lot of you just
13 came in and so you missed the instructions at the
14 beginning of the service hearing. We -- this is an
15 official -- this hearing will become part of an
16 official record. We have a court reporter here who
17 is transcribing every word we say. Please be
18 courteous, and please refrain from clapping and
19 shouting, so that we can have a smooth, efficient
20 process. We have over 50 people left to go. So
21 every time you clap, it's going to add more time,
22 so please be courteous.

23 And with that, we are going to take a break,
24 about a 10-minute break. We have been going for
25 two hours straight. So we will reconvene in 10

1 minutes. Thank you.

2 (Brief recess.)

3 CHAIRMAN BROWN: We are back on the record.

4 Welcome.

5 MR. NEILSON: Are you ready for me?

6 CHAIRMAN BROWN: Absolutely.

7 MR. NEILSON: Can you hear me?

8 Okay, my name is Richard Neilson. I live at
9 11605 English Elm Drive, New Port Richey. My phone
10 (412)260-9246. I have been a member of their water
11 alliance, and I thank you very much for everything
12 the water alliance and your efforts working
13 together get us where we are. We would not be here
14 without your help. And I sincerely want to thank
15 you.

16 Also, I want to acknowledge that -- and I
17 testified to this before, that, in fact, it was in
18 Tallahassee. I am the President of Arborwood.
19 Arborwood is one of the communities here. Two of
20 the four wells that Utilities Inc. ran are in
21 Arborwood. Back when they had -- their water usage
22 permit renewed, SFWMD went to Utilities Inc. in
23 Arborwood and they said they would not renew their
24 water usage at that time -- in other words, we
25 would have no water -- unless we reached an

1 agreement with them. I have given the staff a copy
2 of that agreement. There is an agreement for each
3 well.

4 Now that the water is no longer flowing from
5 those wells as of December 21st, according to that
6 agreement, Utilities Inc. has 12 months, which
7 makes December 21st, 2017, to get that equipment
8 out of there. And I want to make sure that they
9 do, and I want to make sure that they do it
10 correctly, and I want to make sure that it's
11 returned to green space per that agreement. And I
12 would like your help in enforcing that agreement to
13 make sure that they qualify.

14 In addition to that, for many years, and at
15 least, those wells were there in 1986 when they
16 built Arborwood. They never paid us a penny to cut
17 the grass or trim the bushes and irrigate the
18 property, which we paid dearly for. And we do
19 charge them a small fee for each well, which will
20 terminate once they get that out of there.

21 So when you are looking at all these inflated
22 numbers and fluffy numbers that they throw at you,
23 just know that there is a tiny little number that
24 should come down, and I wanted to call that to your
25 attention.

1 And, yes, I think the community has spoken
2 many times, over 850 people asked Utilities Inc. to
3 sell. They haven't sold. I encourage that. And I
4 also encourage you to consider the people, last
5 year -- this year, our Social Security went up .3
6 percent, and our Medicare -- my Medicare went up an
7 equal point.

8 UNIDENTIFIED SPEAKER: .03.

9 CHAIRMAN BROWN: Please refrain from shouting.

10 MR. NEILSON: .03 percent. We are not getting
11 any raises here. All we are getting is increases.
12 And, you know, we got to pay for it somehow.

13 So, again, anything you can do. I understand
14 you are constrained by law, and there is so much
15 you can do and so much you can't do, and I
16 understand that. And I -- if the Legislature would
17 give you more powers to control things, I would
18 appreciate that as well.

19 But I sincerely want to thank you, and just
20 have you be aware of what's going on here, and you
21 have heard from me. Thank you very much.

22 CHAIRMAN BROWN: Mr. Neilson, would you like
23 this identified and marked as an exhibit?

24 MR. NEILSON: Yes, thank you.

25 CHAIRMAN BROWN: Okay. We are going to mark

1 that Exhibit 8 and entitle it Grant of Easement
2 Arborwood at Summertree, and that will become a
3 part of our official record.

4 (Whereupon, Exhibit No. 8 was marked for
5 identification.),

6 CHAIRMAN BROWN: Commissioners, any questions?

7 MR. NEILSON: Thank you.

8 CHAIRMAN BROWN: Thank you.

9 Next two customers, please.

10 MR. KELLY: The next speaker is Rosemary
11 Nichols, followed by Lauren Smith.

12 MS. NICHOLS: Thank you.

13 CHAIRMAN BROWN: Good morning.

14 MS. NICHOLS: I am Rosemary Nichols, 11539
15 Pear Tree Drive. My phone number is (860)617-1905.

16 I just want to say I concur with most of the
17 speakers, and thank you for coming.

18 And to Utilities Inc., please sell it to us.
19 Let us -- you know, we take responsibility for our
20 water in Pasco County.

21 Thank you.

22 CHAIRMAN BROWN: Thank you, Ms. Nichols for
23 your testimony.

24 Next two speakers.

25 MR. KELLY: After Ms. Smith is Sharon

1 Savarese.

2 CHAIRMAN BROWN: Thank you. And again, as a
3 reminder, when Public Counsel calls the two names,
4 the second, please feel free to come up and sit in
5 these front rows here. We have seats for you.

6 Welcome.

7 MS. SMITH: Lauren Smith, 12045 Loblolly Pine
8 Drive. Phone is (727)860-5695.

9 All I have to say is ditto.

10 CHAIRMAN BROWN: Thank you. Yay. Good woman.
11 Thank you. Message conveyed.

12 MR. KELLY: After Ms., Savarese, will be
13 Mr. James Savarese.

14 MS. SAVARESE: Good morning, and thank you for
15 coming. Sharon Savarese, 11625 Pear Tree Drive --

16 CHAIRMAN BROWN: Would you please just come
17 closer to the mic?

18 MS. SAVARESE: Sure. I just agree with all
19 that has been said previously. These rate
20 increases are unconscionable, and I appreciate your
21 help.

22 Thank you.

23 CHAIRMAN BROWN: Thank you.

24 Next two speakers.

25 MR. KELLY: After Mr. Savarese, is Gene

1 Edwards.

2 MR. SAVARESE: Good morning, Commissioners.
3 Thank you for coming. James Savarese, 11625 Pear
4 Tree Drive, New Port Richey, 34654. Phone number
5 (727)856-0635. And I would just like to agree with
6 my wife, of course, but thank you -- again, thank
7 you for coming. Thank you for listening to us.

8 I think it is unconscionable that they go for
9 these rate increases. And one other thing is that
10 what hasn't been said that I haven't heard is that
11 all seasonal residents, which we are, are charged
12 \$24 a month for nothing. They give us nothing,
13 they take nothing. So \$24 a month from everyone
14 here.

15 Thank you very much.

16 CHAIRMAN BROWN: Thank you, Mr. Savarese.

17 Any questions?

18 Thank you.

19 COMMISSIONER GRAHAM: I have a question.

20 CHAIRMAN BROWN: Mr. Savarese, Commissioner
21 Graham has a question to ask.

22 COMMISSIONER GRAHAM: The \$24 a month is for
23 what?

24 MR. SAVARESE: That's just -- it's the fee for
25 their meter. When you are not here, you take

1 nothing, you give nothing. So there is no water
2 coming in, there is no water going out, it's a
3 24-dollar monthly fee.

4 COMMISSIONER GRAHAM: So if you had your water
5 disconnected for the six-month you are gone, would
6 there be a fee?

7 MR. SAVARESE: Yes, every month.

8 COMMISSIONER GRAHAM: But your water is
9 disconnected.

10 MR. SAVARESE: There is still a fee, \$24 a
11 month fee. It's almost 24, it's \$23 and 70 some
12 odd cents, so rounded off, \$24 a month.

13 COMMISSIONER GRAHAM: Thank you.

14 MR. SAVARESE: Thank you.

15 CHAIRMAN BROWN: Thank you.

16 Next two customers, please.

17 MR. KELLY: After Gene Edwards -- and I
18 apologize, is it James Sobotor?

19 UNIDENTIFIED SPEAKER: Good job.

20 MR. KELLY: Gene Edwards.

21 CHAIRMAN BROWN: All right. At this time
22 before Mr. Kelly calls, it appears that there are
23 additional people that have come in that have not
24 been sworn in. If you would like to speak before
25 us and have not been sworn, please stand with me

1 and raise your right hand.

2 Do you swear or affirm to provide the truth in
3 this proceeding?

4 (Chorus of affirmative responses.)

5 (Customers collectively sworn.)

6 CHAIRMAN BROWN: Thank you. Please be seated.

7 Okay, Mr. Kelly.

8 MR. KELLY: So no Gene Edwards. James
9 Sobotor, followed by Sally Shumway.

10 MR. SOBOTOR: My name is James Sobotor, 11512
11 Yellow Birch Court.

12 CHAIRMAN BROWN: The closer the better.

13 MR. SOBOTOR: (407)450-6767. I would just
14 like to say I agree with all the residents here. I
15 have lived in Florida for a number of years, in the
16 Orlando area primarily before I moved here, and
17 it's just unconscionable that my water rates there
18 were cheaper than here, in a big City of Orlando,
19 and even our sprinklers were on Orange County
20 utility water. So to come here and see the high
21 rates is astronomical, it's ridiculous. And to
22 have Pasco County supplying water, and everything,
23 and the company saying -- oh, they cry poverty, I
24 would like in on that type of operation.

25 So that's all I have to say.

1 CHAIRMAN BROWN: Thank you for your testimony.
2 Next customer.

3 MR. KELLY: After Ms. Shumway is John Hampton.

4 MS. SHUMWAY: Hello. My name is Sally
5 Shumway. I live at 11811 Pampas Drive. My number
6 is (727)856-3235. Ditto.

7 CHAIRMAN BROWN: Thank you.

8 MR. KELLY: After Mr. Hampton is Kathleen
9 Radziewicz. Thank you.

10 MR. HAMPTON: Thank you for your fast
11 performance. My name is John Hampton. I live at
12 11448 Golf Round. My phone number is
13 (727)862-0391. Please don't call until after 9:00
14 a.m.

15 I am a retired 30-year service man, military,
16 and I want to say that I am proud to join the
17 fight.

18 Thank you.

19 CHAIRMAN BROWN: Thank you, Mr. Hampton.

20 MR. KELLY: After Ms. Kathleen is Lori
21 Thompson.

22 MS. RADZIEWICZ: Hi, I am Kathleen Radziewicz,
23 11712 Aspenwood Drive, and a New York phone number.

24 CHAIRMAN BROWN: Please feel free to get a
25 little closer.

1 MS. RADZIEWICZ: Okay. Many years ago I gave
2 up smoking cigarettes because they were annoying
3 people around me, and they unhealthy for me. I
4 have yet to receive a bill from any cigarette
5 company for the product that I choose not to use,
6 yet Utilities thinks that it's okay to play that
7 game. Please don't allow Utilities to charge me
8 more money for a product -- for their product,
9 which none of us choose to use.

10 That's it. Thank you.

11 CHAIRMAN BROWN: Thank you for your testimony.

12 MR. KELLY: After Lori Thompson is -- is it --

13 MS. THOMPSON: Lovera Ebersole.

14 MR. KELLY: Thank you.

15 MR. THOMPSON: Lori Thompson, 11609 English
16 Elm Drive, (727)856-5277. Ditto.

17 Thank you very much for coming, but we have to
18 stop meeting like this.

19 CHAIRMAN BROWN: Thank you, Ms. Thompson.

20 Next customer.

21 MR. KELLY: After Ms. Ebersole is Edith
22 Sanders or Sanders, I am sorry.

23 MS. EBERSOLE: Lovera Ebersole, 11525 Pear
24 Tree Drive, and I am ditto also.

25 We have need to have no middle man, and no

1 rate increases.

2 Thank you.

3 CHAIRMAN BROWN: Thank you for your testimony.

4 Next two.

5 MR. KELLY: After this is Edith Sanders.

6 Edith Sanders.

7 Robert -- I am sorry, Emobro (sic).

8 UNIDENTIFIED SPEAKER: Calabro.

9 MR. KELLY: Calabro, I am sorry. Calabro.

10 CHAIRMAN BROWN: Can you call a customer after
11 him, please?

12 MR. KELLY: Gary Williams.

13 CHAIRMAN BROWN: Thank you.

14 MR. CALABRO: Good morning, everybody.

15 COMMISSIONER BRISÉ: Good morning.

16 MR. CALABRO: My name is Robert Calabro. I
17 reside at 116 --

18 CHAIRMAN BROWN: Could you speak clearer and
19 into the mic for the court reporter, please?

20 MR. CALABRO: Yeah, 11633 Rose Tree Drive. As
21 you well know, this is a senior citizens community,
22 and we are all on fixed income. The economy is not
23 what the government says it is. We are in very
24 serious trouble, specifically with regard to the
25 debt. Because of these wrong headed human problems

1 we, the people of America, not just senior
2 citizens, have lost \$8 trillion of interest
3 payments on our CDs passbook savings and CDs --
4 passbook savings and money market accounts. We are
5 all hurting, and hopefully we can come together as
6 Americans and solve these problems. So I just ask
7 that you take that into consideration.

8 CHAIRMAN BROWN: Thank you for your testimony.

9 MR. KELLY: After Mr. Williams is Paul
10 Goldsmith.

11 MR. WILLIAMS: Good morning, panel. My name
12 is Gary Williams, 11610 Golden Rain Drive. Phone
13 number (727)378-3050.

14 CHAIRMAN BROWN: It's officially afternoon.

15 MR. WILLIAMS: Okay. I would like to show you
16 something that came out of my house as a result of
17 the water that's used from Utilities. I can't get
18 it off. It's stained. I put in a water
19 conditioner, and I put in a filtration system with
20 a black light to it, it supposedly dissolves all
21 the bacteria, but this is still what I get. And I
22 invite you over to see my shower, my curtain and my
23 clothes.

24 Thank you.

25 CHAIRMAN BROWN: Mr. Williams, what is that?

1 MR. WILLIAMS: This is out of my washing
2 machine, where you enter your detergent.

3 CHAIRMAN BROWN: The loader.

4 MR. WILLIAMS: Anybody want to take a picture
5 of it?

6 CHAIRMAN BROWN: Our staff will do that, and
7 we are going to go ahead and mark that picture as
8 Exhibit 9, and the title of that will be Gary
9 Williams Loader picture.

10 (Whereupon, Exhibit No. 9 was marked for
11 identification.)

12 MR. KELLY: After Mr. Goldsmith is Nancy
13 Smith.

14 MR. GOLDSMITH: Hi.

15 CHAIRMAN BROWN: Good afternoon.

16 MR. GOLDSMITH: I am Paul Goldsmith. I live
17 at 11815 Pampas Drive. Utilities Inc. is an
18 unnecessary level that should be eliminated.

19 Thank you.

20 CHAIRMAN BROWN: Thank you for your brief
21 testimony.

22 Next customer.

23 MR. KELLY: After Ms. Smith is Lorraine Smith.

24 MS. NANCY SMITH: Nancy Smith, 11404 Golf
25 Round Drive, New Port Richey. And my telephone

1 number is (727)303-7146.

2 I am going to make this brief. I would like
3 to ditto what Anne Marie Ryan has said, and all of
4 the others that would like to get rid of Utilities
5 Inc.

6 Thank you.

7 CHAIRMAN BROWN: Thank you, Ms. Smith, for
8 your testimony.

9 MR. KELLY: After this Ms. Smith, Sandra
10 Weber.

11 MS. LORRAINE SMITH: Lorraine Smith, 11410
12 Bloomington Court, New Port Richey, 45654. Phone
13 is (727)378-3097.

14 As a Summertree/Cross Creek resident, I stand
15 united with all Summertree residents and our water
16 alliance task force in seeking justification for
17 the ongoing Utilities Inc. exorbitant rate
18 increases.

19 We demand that Utilities Inc. be accountable
20 and transparent and provide 1991 through 2016
21 infrastructure financial records to support their
22 justification for these ongoing rate increases. We
23 know that we are a thorn in the side of Utilities
24 Inc. In order for Utilities Inc. to remove this
25 thorn, if they are smart, they will sell to Pasco

1 County.

2 Thank you.

3 CHAIRMAN BROWN: Thank you, Ms. Smith, for
4 your testimony.

5 MR. KELLY: Ms. Smith.

6 CHAIRMAN BROWN: There is a question by Public
7 Counsel, Ms. Smith.

8 MR. KELLY: Would you like to make that letter
9 part of the record? Over here. Would you like to
10 make that letter part of the record?

11 MS. LORRAINE SMITH: Sure.

12 CHAIRMAN BROWN: All right. We will go ahead
13 and mark that as Exhibit 10, and it will be titled
14 Smith Letter.

15 (Whereupon, Exhibit No. 10 was marked for
16 identification.)

17 CHAIRMAN BROWN: Next customer, please.

18 MR. KELLY: Thank you, Madam Chair. After
19 Ms. Weber is Flo Turner.

20 CHAIRMAN BROWN: Good afternoon.

21 MS. WEBER: Good afternoon. Sandra Weber,
22 11649 Cocowood Drive in the Arborwood community.

23 I can't thank everybody enough for getting us
24 on Pasco water, because I was one of the houses
25 that had the discoloration and the terrible smell,

1 and my clothes came out of the washing machine
2 smelling much worse than they ever went in dirty.
3 So it's been wonderful the past couple of weeks.
4 But I do want to protest that Utilities thinks that
5 they are entitled to another increase.

6 You heard over 500 testimonies about eight
7 months ago when you all were here telling you all
8 how terrible the water was, and I believe they
9 still got an increase even after that. So why are
10 they asking for another one, when they are doing
11 even less service they were doing then? I don't
12 understand.

13 I brought a bill with me. I am a single
14 person. I don't do a lot of laundry, I don't -- I
15 wash my dishes by hand usually, and last month, my
16 bill was \$61. This month, it's with fewer billing
17 days, it was 59, so, you know, where is that --
18 where is that money -- why am I paying that kind of
19 bill? Other people I know aren't paying that kind
20 of bills anywhere in the state.

21 Also, when I did have calls into technicians
22 when we were still under their water, they would
23 come to my house but they would not -- I said, come
24 into my bathroom. Look at the water coming out.
25 They wouldn't enter your house. How can they

1 serves you if they don't he won't enter your house
2 to look at anything?

3 And this is -- as I mentioned before with the
4 infrastructure, it's 30 plus some years old with
5 the terrible water that we've had running through
6 it for all that time, the pipes are rot go, and
7 they are not doing anything to replace them, or
8 update them, or clean them or anything, just
9 charging us more money.

10 Thank you.

11 CHAIRMAN BROWN: Thank you, Ms. Weber.

12 Next customer.

13 MR. KELLY: After Ms. Turner is Claire Young.

14 MS. TURNER: My name is Flo Turner, 11439
15 Bloomington Court, (727)856-2531, and I just want
16 to say I agree with all of my neighbors. I would
17 like Utilities Inc. to just sell.

18 Thank you.

19 CHAIRMAN BROWN: Thank you for your testimony.

20 Next two customers.

21 MR. KELLY: After Ms. Young is Maureen
22 Bellinger.

23 MR. YOUNG: My, I am Claire Young. 11616
24 Clear Oak Circle, 856-5664.

25 Thank you for being here. I agree with all of

1 my neighbors. We need to stop giving them what
2 they want. We need them out of the state of
3 Florida.

4 CHAIRMAN BROWN: Thank you, Ms. Young, for
5 your testimony.

6 The next two customers.

7 MR. KELLY: Ms. Maureen Bellinger.

8 All right. Mr. Fred Stall followed by Joan
9 Young.

10 CHAIRMAN BROWN: Fred Stall.

11 MR. KELLY: Joan Young will be followed by
12 Elizabeth Graziani.

13 CHAIRMAN BROWN: Good afternoon.

14 MS. YOUNG: Good afternoon. My name is Joan
15 Young. I live at 115 --

16 CHAIRMAN BROWN: You don't have to stand on
17 your tippytoes.

18 MS. YOUNG: 11511 Pampas Drive. I have been
19 here 23 years. My telephone number is
20 (727)856-8403.

21 CHAIRMAN BROWN: Please feel free to just
22 bring it closer to you, like this.

23 MS. YOUNG: I just agree with everything that
24 our task force has done. I thank you for your
25 help.

1 CHAIRMAN BROWN: Thank you, Ms. Young.

2 MR. KELLY: After Ms. Graziani is Raymond
3 Majino.

4 MS. GRAZIANI: Hi, I am Elizabeth Graziani,
5 and I live at 11801 Ivywood Place in Fairway. Our
6 water has improved since Pasco County has taken
7 over, and I do not feel that Utilities Inc. should
8 be serving us, and I should -- I think they should
9 sell, and no more increases.

10 Ditto to everything else.

11 CHAIRMAN BROWN: Thank you so much.

12 MR. KELLY: After Mr. Majino is Tom Warrick.

13 MR. MAJINO: Ray Majino. I live at 12011
14 Loblolly Pine --

15 CHAIRMAN BROWN: Could you just hold on one
16 moment?

17 Please, I know a lot of customers came in
18 before the instructions. Please silence your
19 phones at this time so we can hear the customers
20 clearly. Thank you.

21 Please continue.

22 MR. MAJINO: Phone number (812)789-3352. I
23 ditto everything everybody else said except I'm
24 going to elaborate on what the other gentleman said
25 about the income. Social Security, I -- after I

1 got my increase, it went to Medicare, and I ended
2 up with 19 cents a month increase in my Social
3 Security. And I imagine most of the people that
4 are on Social Security ended up with the same
5 thing. How can they render giving 35 percent
6 increase on water when I only got 19 cents a month
7 to addition in the cost of living. So I appreciate
8 all your people's help.

9 Thank you.

10 CHAIRMAN BROWN: Thank you for your testimony.

11 Next two customers, please.

12 MR. KELLY: After Mr. Warrick is Deanna
13 Warrick.

14 MR. WARRICK: I promise that I would be just
15 three minutes, and I will try do that real well,
16 okay?

17 CHAIRMAN BROWN: You better.

18 MR. WARRICK: I am making two reports here. I
19 will give the first one first.

20 It says, we are long time Summertree
21 residents, and we want to see a change in Florida
22 State legislative reform on policies and rates on
23 Utilities Inc.

24 And then I live at 11308 Clear Oak Circle.

25 You have heard all of these reports. All these

1 people are concerned about their expenditure of the
2 water, and I really think, on my own opinion, God
3 has given us gifts of air to breath, sun to warm us
4 and water to drink, and I think it's a real tragedy
5 to have gifts of God as a profit -- high profit
6 margin. I think we ought to be grateful that we
7 have these, but I don't believe we ought to make a
8 high profit margin for these gifts that come from
9 God.

10 CHAIRMAN BROWN: Thank you for your testimony.

11 MR. KELLY: After Ms. Warrick is Sally Van
12 Slambrouck, slam brook.

13 MS. WARRICK: My name is Deanna Warrick. I
14 live at 11308 Clear Oak Circle. Telephone
15 (727)612-3695.

16 I am complaining about the rates we are
17 already getting. We -- last year, over Christmas,
18 we were fortunate to have five of our kids and
19 grandkids come to stay. One grandson takes a
20 shower twice a day, and so I am saying we used a
21 lot of water, but our bill for that time period was
22 \$85.57. This year, we had no one come to see us
23 over Christmas, I am sorry to say, but there were
24 two people using the water, and our bill was
25 \$130.11. I have my bills. A year ago -- when I --

1 not a year ago, I am sorry. Last month, my water
2 bill was \$74.27 for these same two people. So why
3 did almost it double from one month to the next?
4 That is a little ridiculous.

5 And we don't need Utilities Inc. at
6 Summertree, and we don't want Utilities Inc. at
7 Summertree.

8 Thank you.

9 CHAIRMAN BROWN: Thank you, Ms. Warrick.

10 One moment, would you like those bills to
11 be --

12 MS. WARRICK: Yes.

13 CHAIRMAN BROWN: We will make that -- we are
14 going to label that as Exhibit 11, and entitle it
15 Ms. Warrick Bills.

16 (Whereupon, Exhibit No. 11 was marked for
17 identification.)

18 CHAIRMAN BROWN: And also, Ms. Warrick, there
19 are customer service representatives here from
20 Utilities Inc. literally right behind you, and they
21 would be happy to assist with your service and
22 issues.

23 MS. WARRICK: Thank you.

24 CHAIRMAN BROWN: Thank you.

25 MS. SLAMBROUCK: My name is Sally Van

1 Slambrouck, 11941 Loblolly Pine Drive. I am a
2 snowbird. I live in Michigan in the summertime,
3 and I am appalled that this water company has been
4 allowed to operate in this state. The water has
5 been just horrible in the eight years that we have
6 owned here. And thankfully, we now have Pasco
7 water.

8 Thank you for being here.

9 CHAIRMAN BROWN: Thank you, Ms. Van
10 Slambrouck.

11 Next two customers, Mr. Kelly.

12 MR. KELLY: Phillip, is it Alix? And you will
13 be followed by Douglas Smith.

14 MR. ALIX: Phillip Alix, 11416 Windstar Court,
15 727 --

16 CHAIRMAN BROWN: The closer the better.

17 MR. ALIX: (727)857-6768. Just want profound
18 statement. Get out.

19 CHAIRMAN BROWN: Thank you for that.

20 Next customer.

21 MR. KELLY: After Mr. Smith is Eileen Ball.

22 MR. SMITH: Hello. Thank you very much for
23 coming. My name is Douglas Smith. I live at 11036
24 Paradise Point Way in New Port Richey, and ditto.

25 CHAIRMAN BROWN: Thank you, Mr. Smith.

1 Good afternoon.

2 MR. KELLY: After Ms. Ball will be Mary
3 Micale.

4 MS. BALL: Hi. My name is Eileen Ball. I
5 live at 11423 Merganser Way. And my phone number
6 is (636)233-8357.

7 I ditto what everybody has said, but I would
8 also like to add that I think it is time for the
9 Florida State Legislature and water policy and rate
10 reform. I also have just a little, a side comment
11 that I would like to make.

12 I live at the very end -- Merganser is at the
13 end, and we have got the fire hydrant right on the
14 corner. It's been running for at least, seems
15 like, three or four weeks. Well, I started
16 noticing that the utility guy was there. So I
17 stopped three times and asked him why are you doing
18 this? And he said that they think that the
19 chlorine needs to be increased in the water. That
20 may be true, but what I have a feeling is, we are a
21 cash cow for Utilities Inc., and I personally think
22 that they are doing this so that they can increase
23 the volume of the wastewater that is being used,
24 and they can charge us for that without having to
25 really charge for anything.

1 CHAIRMAN BROWN: Thank you, Ms. Ball, for your
2 testimony.

3 MS. BALL: Thank you.

4 MR. KELLY: After Ms. Micale is Carolyn Kith--
5 excuse me, Kithcart.

6 CHAIRMAN BROWN: Good afternoon.

7 MS. MICALE: Good afternoon. Thank you for
8 being here. My name is Mary Micale. I live at
9 11030 Paradise Point Way.

10 I brought my most recent bill, which we
11 received a couple of days ago, that is 100 --
12 almost \$142. The previous month, it was \$95.
13 Either one of these is outrageous. We don't have a
14 private swimming pool. We've lived in Hillsborough
15 County and had a pool, and we filled it for less
16 money than this.

17 So I called Utilities Inc., because I was so
18 shocked, almost a \$50 increase in a month. They
19 sent someone out yesterday. He knocked on our
20 door, said he looked over everything, and he
21 couldn't see anything wrong. Today, we are paying
22 for a plumber to come out just to check everything
23 to make sure, but this is ridiculous.

24 And, again, thank you all for coming and
25 listening to all of us. I know it's probably not

1 the most fun thing for you.

2 CHAIRMAN BROWN: Thank you, Ms. -- we do have
3 a question for you, Commissioner Graham.

4 COMMISSIONER GRAHAM: What was your bill
5 normally before those last two bills?

6 MS. MICALE: Do you know my husband is really
7 bad about paying pills bills and throwing them
8 away? And so --

9 COMMISSIONER PATRONIS: At least he pays them.

10 MS. MICALE: Yeah. This one, he was even
11 shocked with, so he said something. I didn't even
12 realize that last month it was almost \$100.

13 And I have talked to some neighbors, two
14 people, same as us, how often do you shower? How
15 often do you use your dishwasher? Blah, blah,
16 blah. We all are on the same track, and theirs
17 runs, like, 50, 60 bucks. So it just doesn't make
18 sense, but like I said, I would like for Utilities
19 Inc., if they would, to put in a private pool
20 because I could fill it.

21 Thank you.

22 CHAIRMAN BROWN: Thank you. And they do have
23 customer service representatives in the back, and
24 they would be happy --

25 MS. MICALE: Well, I have talked to them.

1 CHAIRMAN BROWN: Thank you.

2 Next two customers, please.

3 MR. KELLY: After Ms. Kithcart is Jeanne
4 Klarman.

5 CHAIRMAN BROWN: Kithcart. Again, just a
6 reminder, when your name is called, please feel
7 free to come sit in the front row.

8 Ms. Kithcart?

9 MS. KLARMAN: No.

10 CHAIRMAN BROWN: Please come up.

11 MR. KELLY: Then after Ms. Klarman is Donna
12 Mack.

13 MS. KLARMAN: My name is Jeanne Klarman. I
14 live at 11318 Clear Oak Circle. Telephone number
15 is (727)378-6909.

16 CHAIRMAN BROWN: Get closer.

17 MS. KLARMAN: Okay. I just want to say ditto,
18 but I also want to thank you guys for everything
19 that you have done for us.

20 CHAIRMAN BROWN: Thank you. Thank you for
21 your testimony.

22 MR. KELLY: After Ms. Mack is Chris Harrison.

23 MS. MUCK: Donna Muck, M-U-C-K. I live at
24 11334 Merganser Way, New Port Richey. Phone number
25 (865)405-7504.

1 First, thank you to the Commission for being
2 so involved, to Anne Marie and her task force for
3 doing stuff that everybody said was impossible to
4 accomplish.

5 I just want Utilities Inc. -- who are they
6 accountable to? And that's what I don't
7 understand. I live across from where the
8 hydrant has been running. It did fill my pond up,
9 which looks a little bit nicer, but I don't want to
10 pay to fill my pond up either.

11 And we talked -- my husband and I talked to
12 Utilities Inc. on more than one occasion in one
13 day, we were given two different chlorine levels,
14 the same day, and given a third chlorine level by
15 Pasco County, which we are being told Pasco County
16 coming in is perfect, by the time it gets back to
17 us it's nothing, but how does it change within,
18 like, an hour or two?

19 And I just don't feel like they are held
20 accountable by anybody, so I am hoping legislation
21 will change, and the Commission can make these
22 companies be accountable, or buy them out.

23 CHAIRMAN BROWN: Thank you. And the utilities
24 are here, and I am sure they would be happy to
25 answer that question for you.

1 Next two customers.

2 MR. KELLY: After Ms. Harrison is Harry
3 Harrison.

4 MS. HARRISON: Hi there. Thank you for --
5 Chris Harrison, 11211 Clear Oak Circle.
6 (727)233-6627.

7 I just want to thank you for all your hard
8 work, and also all the time and energy that Anne
9 Marie has put in. And I am just going to ditto --
10 being a brand new customer, I want to ditto
11 everything that's been said here today.

12 Thank you.

13 CHAIRMAN BROWN: Thank you. Thank you for
14 coming out.

15 MR. KELLY: After Mr. Harrison is Charles
16 Cordero.

17 UNIDENTIFIED SPEAKER: That's right.

18 CHAIRMAN BROWN: Hi, Mr. Harrison.

19 MR. HARRISON: Good afternoon. I would like
20 to thank the commissioners for your time and energy
21 putting into this meeting. My name is Harry
22 Harrison, 11211 Clear Oak Circle --

23 CHAIRMAN BROWN: Harry Harrison?

24 MR. HARRISON: Yes.

25 CHAIRMAN BROWN: I like that.

1 MR. HARRISON: A few of us around. But I
2 would like to agree what's previously been said by
3 everyone, and that I am sure we are going to get a
4 fair shake from you all, and thank you.

5 CHAIRMAN BROWN: Thank you for your testimony.
6 Next two.

7 MR. CORDERO: My name is Charles Cordero,
8 11138 Clear Oak Circle, New Port Richey, Florida,
9 34654, (727)856-4777.

10 Thank you for all your hard work, and ditto
11 for everything my neighbors have said, but I just
12 want to let you know, 40 years ago I attempted to
13 buy property on the Canadian side of Lake St.
14 Clair, was told that Americans -- no one other than
15 Canadian citizens could buy property on water. So
16 they are protected their natural resource. Our
17 natural resource is being provided by Pasco County.
18 I think everything should be taken care of by Pasco
19 County.

20 Thank you.

21 CHAIRMAN BROWN: Thank you.

22 MR. KELLY: Madam Chair, you want to make sure
23 everybody was sworn in because I was just given
24 more sheets.

25 CHAIRMAN BROWN: Okay. Thank you.

1 If you plan on speaking and have signed up
2 and -- please stand with me if you have not been
3 sworn in, and raise your right hand.

4 Do you swear or affirm to provide the truth in
5 this proceeding?

6 (Chorus of affirmative responses.)

7 (Customers collectively sworn.)

8 CHAIRMAN BROWN: Thank you. Please be seated.
9 Thank you, Mr. Kelly.

10 MS. KRANICK: My name is Frances Kranick. I
11 live at 11348 Windstar Court, New Port Richey. My
12 phone number is 857-2409.

13 I would like to say ditto, and I would also
14 like to show you a picture of the tubing in my
15 refrigerator. It's pink, filled with slime.

16 CHAIRMAN BROWN: It's very hard to see up
17 here, but --

18 MS. KRANICK: And that slime breaks lose and
19 comes in through the water.

20 CHAIRMAN BROWN: If you would like, we can
21 take a picture of it and we are going to make it an
22 exhibit. We are going to label it as Exhibit 12,
23 and that would be a picture provided by Francis
24 Regatta (sic).

25 MR. KELLY: Kranick.

1 CHAIRMAN BROWN: Kranick -- thank you,
2 Kranick.

3 (Whereupon, Exhibit No. 12 was marked for
4 identification.)

5 CHAIRMAN BROWN: Thank you.
6 Next customer, please.

7 MR. KELLY: Next speaker is Shiraz Ismail,
8 followed by Thomas Eckert.

9 MR. ISMAIL: Good afternoon. My name is
10 Shiraz Ismail, and --

11 CHAIRMAN BROWN: Could you say that again,
12 please?

13 MR. ISMAIL: Shiraz Ismail, and I live at
14 11219 Kiskadee Circle in Cross Creek at Summertree.
15 I am a Canadian snowbird, and I already pay
16 37 percent on the dollar when I convert my money to
17 come in here and spend winters. I believe
18 Utilities Inc. is owned by a Canadian company, so
19 they are making already 36 percent on the dollar.
20 So if -- if this 36-and-a-half-percent increase
21 that they are proposing goes through, I will be
22 paying 72-and-a-half percent, and they will be
23 making -- still be making 36 plus 36 and
24 72-and-half percent. It doesn't just make sense
25 for us to be gauged by a company that is just

1 thinking of their bottom line.

2 I thank all our neighbors who have testified
3 today, and have worked this hard to bring Pasco
4 County water to us, which avoids all the smelly
5 stuff and all the gunk that used to come out
6 through our pipes. And I agree with all the
7 statements that were made today, that we need to
8 change the system somehow and get us clean water.

9 CHAIRMAN BROWN: Thank you for your testimony.
10 Next two speaker, please.

11 MR. KELLY: After Mr. Eckert is Linda Cater.

12 MR. ECKERT: Thomas Eckert. I am at 11304
13 Merganser Way. Phone number is (727)277-2811.

14 I would like to bring your attention that's
15 already been brought up of the fire hydrant on the
16 corner of Paradise Point Way and Merganser Way,
17 that's been running, I believe, since the 30th
18 nonstop, 24/7. And that water is supposedly, what
19 I have been told, we are not going to be charged
20 for it, but I don't see how. That's not going to
21 happen. I think eventually they are going to turn
22 that around, or Utilities Inc., and put that into a
23 rate increase somehow with us, but I have no idea
24 why that water needs to be running for so long.

25 CHAIRMAN BROWN: Thank you, Mr. Eckert. And

1 we have heard that a couple of times, and we will
2 make sure that the Public Service Commission staff
3 looks into that.

4 Thank you.

5 Next customer.

6 MR. KELLY: After Ms. Cater is Joanne Bonney.

7 MS. CATER: Lynn Cater, 11216 --

8 CHAIRMAN BROWN: The closer the better,
9 please.

10 MS. CATER: Linda Cater, 11216 Godwood Court,
11 New Port Richey, (330)647-9211. I moved here in
12 March, and I knew what the utilities were, and --
13 by myself. And like they said, we are on set
14 incomes and we can't afford all these rate
15 increases, and I just ditto everything because I am
16 on a set income and by myself.

17 CHAIRMAN BROWN: Thank you for your testimony.

18 MR. KELLY: After Ms. Bonney is Sarah Antunez.

19 CHAIRMAN BROWN: Good afternoon.

20 MS. BONNEY: I am Joanne Bonney, and I live
21 11609 Holly Ann Drive.

22 And I ditto most of it, but I think the
23 Florida State Legislature should -- water and water
24 policy should have a reform on that. And I think
25 that the Utilities Inc. should do the right thing

1 and sell, and leave us alone so we can enjoy the
2 water from Pasco.

3 Thank you.

4 CHAIRMAN BROWN: Thank you for your testimony.

5 MR. KELLY: After Ms. Antunez is Gary
6 Montgomery.

7 MS. ANTUNEZ: Good afternoon. Thank you for
8 coming to our community. We totally appreciate it.

9 My name is Sarah Antunez, at 11304 Mollymawk
10 Court, New Port Richey, 34654, (727)645-6598. I
11 have lived here at least nine years, going on 10,
12 and have first place when I moved in, they
13 basically stated, you will need to flush your water
14 before you actually start using it. So I ended up
15 paying money to get filtering systems and drinking
16 bottled water. That's become a very costly thing,
17 since I am a widow and now on Social Security,
18 which of course we all know we never got a raise
19 again this year. And it makes it hard on me to
20 balance my budget and pay the bills, and try to
21 live in a beautiful community that I hope to retire
22 in and stay.

23 But I ditto most everything everybody else has
24 said, and I do believe that we do not need a second
25 party in here to -- when Pasco has rates, then

1 Utilities Inc. comes in and increases the rates,
2 looks like triple times, and that's not fair to our
3 community. I have lived in another community where
4 the rates were a lot lower, and I don't see where
5 we have to be paying Utilities Inc. triple the
6 rates for what Pasco County has.

7 I think they need to go ahead and move out of
8 the community and leave us alone, and let us go
9 with the clean water we finally have taken many
10 years to get in this community.

11 Again, thank you very much.

12 CHAIRMAN BROWN: Thank you, Ms. Antunez.

13 Next two customers.

14 MR. KELLY: After Mr. Montgomery is Deborah
15 Deacon.

16 MR. MONTGOMERY: Good afternoon, panel. We
17 appreciate you coming out to hear us. I know it
18 gets a little redundant, and I ditto everything
19 anybody said.

20 I would just like to say that Utilities Inc.
21 is asking for a price increase. They ought to be
22 penalized for what they got away with for so long
23 in this community.

24 (Applause from the audience.)

25 CHAIRMAN BROWN: Please -- please refrain from

1 clapping. Please.

2 MR. MONTGOMERY: I can tell you personally,
3 this is maybe something you haven't heard yet, but
4 we have -- our washer, my wife, from day one we
5 moved in here about three years ago, we get black
6 chips of, I don't know what it is, scum in it. She
7 will wash the clothes and she will take the clothes
8 out and put them in the drier, and it's loaded with
9 chips of who knows what. And we probably, if it
10 doesn't flush out, we will buy a new washer,
11 because that's how bad it is.

12 So I would just like to add that. You haven't
13 heard that one yet, but -- and I think there has to
14 be Legislature to run them out of Florida.

15 Thank you.

16 CHAIRMAN BROWN: Thank you, Mr. Montgomery.

17 Since the interconnection, have you seen an
18 improvement with the water in the washing machine?

19 MR. MONTGOMERY: We have not, not in the
20 washing machine. I think we have improvement in
21 the overall loader and appearance throughout the
22 house. That's why I say, we will probably have to
23 throw the washer out.

24 CHAIRMAN BROWN: Thank you. Thank you for
25 your testimony.

1 Next two customers.

2 MR. KELLY: After Ms. Deacon is John Vecere.

3 MS. DEACON: My name is Debbie Deacon, and I
4 live the 11124 Kiskadee Circle, and I want to thank
5 y'all as well for being here today and listening to
6 us. And I ditto what the man before me said,
7 except I don't have any black bits in my washer.

8 Thank you.

9 CHAIRMAN BROWN: Thank you for your coming out
10 today.

11 MR. KELLY: After Mr. Vecere is Joy Lotito.

12 MR. VECERE: Good afternoon. Name is John
13 Vecere. I live at 11723 Foxworth Lane. The first
14 thing I would like to do is apologize for not
15 wearing my red shirt today.

16 I have been here for quite a while, and look
17 around here and there is a lot of people --

18 CHAIRMAN BROWN: Get closer.

19 MR. VECERE: -- that made our country what it
20 is today. How this company -- for 25 years, we
21 have been fighting this, for 25 years. And how
22 they can get away with this is beyond me.

23 I guess basically what I am here to say is,
24 you know, this company is -- if it isn't going to
25 help America grow, why are they here? They are

1 hurting us. And I guess the bottom line is, no
2 more. No more.

3 That's all I have to say. Thank you.

4 CHAIRMAN BROWN: Thank you.

5 Quick question, Mr. Vecere from Commissioner
6 Graham.

7 COMMISSIONER GRAHAM: Sir, were you here
8 before Utilities Inc. bought it 25 years ago?

9 MR. VECERE: No.

10 COMMISSIONER GRAHAM: Okay. Thanks.

11 CHAIRMAN BROWN: Thank you.

12 Next two customers.

13 MR. KELLY: After Ms. Lotito is Dawn Bergson.

14 MS. LOTITO: Hi. My name is Joy Lotito, 11418
15 Sinatra Court, New Port Richey, Florida,
16 (727)857-9985.

17 I want to thank you all for coming, and thank
18 you for helping us. We are a wonderful community,
19 and ditto to all that my neighbors said.

20 Thank you.

21 CHAIRMAN BROWN: Thank you, Ms. Lotito, for
22 coming out.

23 Next two customers.

24 MR. KELLY: Ms. Bergson is the last one I have
25 signed up.

1 CHAIRMAN BROWN: Thank you.

2 MS. BERGSON: My name is Dawn Bergson. I live
3 at 12106 Tournament View Avenue. I agree with
4 everything that our residents have been saying, and
5 I reiterate, you need to go.

6 CHAIRMAN BROWN: Thank you so much.

7 And it looks like there are no other
8 customers -- oh, two more signed up. Did you fill
9 out the sheet already?

10 UNIDENTIFIED SPEAKER: We did.

11 CHAIRMAN BROWN: Okay. Great. Were you sworn
12 in?

13 UNIDENTIFIED SPEAKER: Yes.

14 CHAIRMAN BROWN: Okay. Are there any other
15 customers here who would like to speak who have not
16 spoken yet? Okay. All right.

17 COMMISSIONER BRISÉ: Three.

18 CHAIRMAN BROWN: Three more coming up. Why
19 don't you all just come up to the front. Please
20 come on up. You have been sworn in. And I believe
21 the gentleman has, too.

22 MS. SZAFRAN: Good morning. Thank you all so
23 much for coming.

24 My name is Penolope Szafran. I live at 11125
25 Kiskadee, and we moved in here three years ago, and

1 have a lot of health problems. I have Lymes
2 Disease, and I could not believe -- I bought here
3 because of the big garden tub, and the first time I
4 filled the tub, it was so awful that you couldn't
5 get in it. And I developed rashes, and haven't
6 been able to get rid of those. They are finally
7 getting better since we switched over. So I, you
8 know, really appreciate that we've switched over
9 but cannot understand why we still have to pay
10 Utilities Inc. for that awful water.

11 Thank you.

12 CHAIRMAN BROWN: Thank you. And thank you for
13 sharing that story with us.

14 Next customer.

15 MR. KELLY: Mr. Felix -- sorry, Mr. Felix
16 Szafran followed by Sheila Donald.

17 MR. SZAFRAN: My name is Felix Szafran, 11125
18 Kiskadee. I am glad you are the Public Service
19 Commission and you are here listening to the public
20 instead of listening to the lobbyists and people
21 that are working through private companies.

22 I think that water is a common, and it belongs
23 to everybody, and it shouldn't be privatized, and
24 have people pay a private company to make a profit
25 so that we can have water. And the water that we

1 have been getting is very -- has been very bad, as
2 you heard my wife and many other people say, and we
3 are still paying the high rates.

4 So I would sure like to see them different,
5 and have Utilities Inc. out of here and let the
6 public -- let the public have it, and let the
7 government take care of our water, and provide the
8 low rates that they have.

9 Thank you.

10 CHAIRMAN BROWN: Thank you for your testimony.

11 Now, ma'am, are you -- were you sworn in?

12 UNIDENTIFIED SPEAKER: No.

13 CHAIRMAN BROWN: Okay. For all those
14 customers who have not spoken and would like to
15 address the Commission, and who have not been sworn
16 in, please stand and raise your right hand with me.

17 Do you swear or affirm to provide the truth in
18 this proceeding?

19 (Chorus of affirmative responses.)

20 (Customers collectively sworn.)

21 CHAIRMAN BROWN: Thank you. I heard yes.

22 Please be seated. Actually, you are coming
23 up. You are coming up.

24 MS. DONALD: My name is Sheila Donald, 11612
25 Foxworth Lane.

1 COMMISSIONER GRAHAM: Grab the mic and pull it
2 down.

3 MS. DONALD: Foxworth Lane, New Port Richey.

4 I just got my last bill from Utilities Inc.
5 and it's for \$86, the one before the month before
6 it was notice sixties. I am only one person and
7 one small dog in the house, and we have not done
8 anything different. The bills are ridiculous. And
9 I agree with everything that's been said today.

10 CHAIRMAN BROWN: Thank you for your testimony.
11 Again, there are customer service representatives
12 here to help you with your billing.

13 Next customer.

14 MR. KELLY: Ms. Mary Ann Zinser. And you will
15 need to ask if she's been sworn in.

16 CHAIRMAN BROWN: Thank you. Ms. Zinser, have
17 you been sworn in?

18 MS. ZINSER: No.

19 CHAIRMAN BROWN: Right here, right with me.

20 And just again, if there are any other
21 customers that have not been sworn in and are going
22 to address us, please stand and raise your right
23 hand with me.

24 Do you swear or affirm to provide the truth in
25 this proceeding?

1 (Chorus of affirmative responses.)

2 (Customers collectively sworn.)

3 CHAIRMAN BROWN: Thank you. You may go behind
4 the podium.

5 MS. ZINSER: Hello. The issue that I would
6 like to address --

7 CHAIRMAN BROWN: Name and address, please, for
8 the record.

9 MS. ZINSER: Oh, I'm sorry. It's Mary Ann
10 Zinser, 11426 Sinatra Court here in Summertree, New
11 Port Richey.

12 Okay. I would like to address the problem of
13 the bills and the letters received from Utilities
14 Inc. describing what increases they want. I find
15 them to be legalese, very confusing, and numbers do
16 not confuse me. I got my last three bills, and
17 they is total inconsistency in them as to how they
18 even describe. One bill did not mention what the
19 cost was for wastewater. The one that was a split
20 bill between two periods of time, I can understand
21 that being confusing, but I did a lot of scenarios
22 and didn't come up with anything that matched any
23 figures I had seen anywhere. And then the latest
24 one, under the wastewater doesn't even tell you
25 what the cost per gallon, or per thousand gallons.

1 One bill had per gallon for the water and per
2 thousand gallons for the sewer system.

3 So basically, I just think that a company this
4 large should certainly be able to send bills that
5 are customer friendly, and that customers can
6 understand, unless it could be that you don't want
7 us to understand. And we don't like that either.
8 So that's it.

9 CHAIRMAN BROWN: Thank you, Ms. Zinser. And
10 we have our General Counsel and our attorneys here
11 that will be more than glad to go over the notice
12 that was sent to you after the hearing is
13 conducted.

14 MS. ZINSER: Okay.

15 CHAIRMAN BROWN: Commissioners -- Commissioner
16 Polmann has a question for you, Ms. Zinser.

17 COMMISSIONER POLMANN: Can you tell us how
18 long you have lived here?

19 MS. ZINSER: Two years.

20 COMMISSIONER POLMANN: Okay. Can you also say
21 how many times the format of the bill has been
22 changed during that time period?

23 MS. ZINSER: That, I cannot tell you, because
24 I really looked at the last three to try and get
25 comparisons. I have the bills at home, and I can

1 look at them, but I haven't done it in the past in
2 preparation for today.

3 COMMISSIONER POLMANN: Okay. I was just
4 curious. Thank you.

5 MS. ZINSER: You are welcome.

6 CHAIRMAN BROWN: Thank you for coming out.
7 Again, we have our attorneys here that can help you
8 out after this hearing is concluded.

9 Mr. Kelly.

10 MR. KELLY: Madam Chair, Ms. Ryan would like
11 to address the Commission in lieu of some folks
12 speaking.

13 MS. RYAN: Just to drop something off.

14 CHAIRMAN BROWN: Please come, approach.

15 MS. RYAN: Okay. This is from --

16 CHAIRMAN BROWN: For the record, could you
17 please identify yourself?

18 MS. RYAN: Okay, I'm Anne Marie Ryan, leader
19 of the Summertree Water Alliance. And I am
20 speaking on behalf of Marilyn R-A-D-O-S-E-V-I-C-H,
21 and she lives on 11602 Pampas Drive. She's in her
22 nineties. She just lost her husband a while ago,
23 and she called me and asked me if I could do her
24 favor. So she just wanted to let me know that she
25 had new plumbing and everything done, and as a

1 result of this flushing issues during this
2 transition, she thinks it made it worse. And so it
3 cost her over \$100 to have a brand new -- she had
4 her restroom all done over, so this wasn't under
5 warranty, it was a year and a month, so it cost her
6 over \$100 to have -- to get this done because it
7 was filled with sludge as well as sand. So she
8 gave me the trap as evidence, and her statement.

9 CHAIRMAN BROWN: We will make all of that a
10 part of the record. Can you please spell her name
11 for us.

12 MS. RYAN: R-A-D-O-S-E-V-I-C-H, and her first
13 name is Marilyn.

14 CHAIRMAN BROWN: Okay. We are going to go
15 ahead and mark the letter, along with the exhibit,
16 as Marilyn -- I can't pronounce her last name --
17 exhibit.

18 MS. RYAN: Radosevich.

19 CHAIRMAN BROWN: Letter and exhibit --

20 MS. RYAN: Okay. Thank you.

21 CHAIRMAN BROWN: -- as Exhibit 13.

22 (Whereupon, Exhibit No. 13 was marked for
23 identification.)

24 MS. RYAN: What do we do with it?

25 CHAIRMAN BROWN: They are coming to assist

1 you.

2 Thank you so much.

3 Mr. Kelly.

4 MR. KELLY: I have no further names.

5 MS. RYAN: There is one more person.

6 CHAIRMAN BROWN: There is one more person.

7 All right. You have been sworn in, I believe.

8 MS. PALIN: Yes, I have.

9 CHAIRMAN BROWN: Thank you.

10 MS. PALIN: Hi, my name is Margaret, middle
11 name Carol, last name Palin 11007 Kiskadee Circle,
12 and I just want to say my water seemed to be pretty
13 good up until the changeover. Now, the water
14 tastes terrible. I am afraid to take a shower in
15 it. I have just seen it deteriorating. I have
16 also had my hot water heater cleared out and done
17 everything I can to make it acceptable to me. So
18 there is my problem.

19 CHAIRMAN BROWN: Wow. Thank you. You are the
20 only one so far, Ms. Palin.

21 MS. PALIN: Hot water is terrible, everyone
22 should know how to say my name?

23 CHAIRMAN BROWN: Thank you. There are
24 customer service representatives that can talk to
25 you, and they will approach you after the

1 conclusion.

2 Are there any other customers who have not
3 addressed us here today that would like to?

4 I want to take a moment -- please come on up.

5 MR. KELLY: Madam Chair, and I apologize, I
6 was writing. Did you make the letter an exhibit --

7 CHAIRMAN BROWN: Yes, I did.

8 MR. KELLY: -- Exhibit No. 13?

9 CHAIRMAN BROWN: That's correct.

10 MR. KELLY: Thank you. Sorry.

11 CHAIRMAN BROWN: Sir, have you been sworn?

12 UNIDENTIFIED SPEAKER: Oh, no, I have not.

13 CHAIRMAN BROWN: Please stand -- I haven't
14 done this 20 times today's. Please stand, and
15 anyone else that would like to present testimony
16 and address the Commission who has not done so?

17 Please stand and raise your right hand with
18 me.

19 Do you swear or affirm to provide the truth in
20 this proceeding?

21 (Chorus of affirmative responses.)

22 (Customers collectively sworn.)

23 CHAIRMAN BROWN: Thank you.

24 You may proceed.

25 MR. WHITE: I have been here for 19 years --

1 CHAIRMAN BROWN: Name and address, please.

2 MR. WHITE: I have been here for 19 years --

3 CHAIRMAN BROWN: Sir, can you please state
4 your name and your address?

5 MR. WHITE: Oh, I am sorry?

6 CHAIRMAN BROWN: Thank you.

7 MR. WHITE: Richard White, 11600 Scotch Pine
8 Drive.

9 I have lived here for 19 years. The water
10 quality has never been good. The rate increases
11 have been ridiculous, and they even sent out a
12 letter a few years ago asking for a large rate
13 increase that would be used to build a new
14 treatment plant for the water, and also for
15 wastewater. The only thing that they did was to
16 tie yellow ribbons around trees through the central
17 area of Paradise Point Way, kind of indicating to
18 us that maybe those trees would have to be removed
19 to be able to run a new line.

20 About two years later, we got a letter saying,
21 oh, they didn't have to do that, they were just
22 going to change the treatment of the water. They
23 were going to put in -- they were going to get rid
24 of chlorination and put in chlorine and a little
25 ammonia.

1 The quality of the water at that point really
2 got bad. We got black, tarry substances coming out
3 of covers, coming out of the screens. We had to
4 clean them constantly, and it looked nasty. It
5 just generally looked nasty.

6 We have fought Utilities Inc. constantly
7 because of their outrageous demands for increases.
8 They do not deserve increases, because they are
9 only taking care of themselves, their stockholders,
10 and not making improvements to the system.

11 And now they say, okay, we are going to charge
12 you because we will deliver the water, and I don't
13 understand anyone who says their water got worse
14 since they changed over, because I don't even have
15 water spots on glassware. The water has really
16 improved since we went over to Pasco, and we can
17 drink the water from the tap.

18 So that's all I want to say.

19 CHAIRMAN BROWN: Thank you for your testimony.

20 MR. WHITE: Thank you.

21 CHAIRMAN BROWN: Thank you.

22 Again, are there any -- is there anybody here
23 who has not addressed the Commission?

24 I want to take this opportunity to thank you
25 all for coming out. Your comments and input are

1 absolutely vital to this overall process, and we
2 appreciate it.

3 If the Commissioners don't have any closing
4 comments then --

5 MS. CRAWFORD: Just, if I may, a brief
6 clarifying question regarding the Exhibit 13. I
7 apologize, I had stepped out of the room.

8 Did you intend to take physical custody of the
9 item, or would you prefer that staff take a photo?

10 CHAIRMAN BROWN: No. Take a picture, please.

11 MS. CRAWFORD: Thank you.

12 CHAIRMAN BROWN: Thank you. And that will be
13 combined with the letter.

14 MS. CRAWFORD: Yes, ma'am. Thank you.

15 CHAIRMAN BROWN: If there are no other closing
16 comments, then we stand adjourned.

17 Thank you so much for coming out.

18 (Whereupon, the proceedings were concluded at
19 12:48 p.m.)

20

21

22

23

24

25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, DEBRA R. KRICK, Professional Court Reporter, certify that the foregoing proceedings were taken before me at the time and place therein designated; that my shorthand notes were thereafter translated under my supervision; and the foregoing pages, numbered 7 through 158, are a true and correct record of the aforesaid proceedings.

I further certify that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED this 17th day of January, 2017.



DEBRA R. KRICK
NOTARY PUBLIC
COMMISSION #GG015952
EXPIRES JULY 27, 2020