

**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Monday, February 06, 2017 3:23 PM  
**To:** 'JIM CHALOUPKA'  
**Subject:** RE: DOCKET NUMBER 160101-WS..... No water in Pennbrooke.....and they are raising the rate....and other things

Good afternoon Mr. Chaloupka,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

**From:** JIM CHALOUPKA [mailto:wd8qbq@aol.com]  
**Sent:** Monday, February 06, 2017 12:34 PM  
**To:** Records Clerk  
**Subject:** DOCKET NUMBER 160101-WS..... No water in Pennbrooke.....and they are raising the rate....and other things

Docket No 160101-WS

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Dear PSC, I am James Chaloupka of 1038 Forest Breeze Path Leesburg,FL 34748, Pennbrooke Fairways.

I was the first to speak at your hearing here and not being a public speaker, felt inadequate in my presentation.

I feel strongly that Utilities Inc should not be allowed to conglomerate its separate Co's into an equalized rate. They further should not be allowed to raise the rates.

When one goes into business out in the fair market economy the competition determines the price. Here we are in a captive market with no other choice for water supply. We rely on the State to keep things fair. I must say that nothing about the water here gets better over time, we have not been shown evidence nor proof of the claim.

I feel that Utilities Inc should publish certified accounting as to expenses and improvement costs when applying for a rate increase.

The water plant here was sold out from under the community when the builder left, since that time things have gotten worse over time.

This being a retirement community the residents are at least 55 years old and many in their 80s and 90s. When one retires he/she usually is on a fixed income and thus part of choosing a place to live is based on the cost of living and quality of life, water and its cost being part of that equation.

We can not sustain such a great increase as you indicate in your chart. There is nothing of any substance to substantiate such a large increase for declining service.

Out in the market place if a business can not sustain itself on its own merits it goes out of business.

Relating to the August 2015 outage as you will read about below in a chain of emails from that time, Utilities Inc being a public utility should have back up equipment that is switched into action in case of a failure, (this could be automatic ).

Utilities Inc should have on call an emergency crew to go to emergency breakdowns at the instant they are realized and not just at the start of the next day.

Utilities Inc is not a responsible Co in my opinion.

In the real world not everyone gets the raise they deserve, let alone one they do not.

Thank you for your time  
James Chaloupka

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

From: JIM CHALOUPKA <[wd8qbg@aol.com](mailto:wd8qbg@aol.com)>

To: gary <[gary@kingsabode.com](mailto:gary@kingsabode.com)>

Sent: Mon, Aug 17, 2015 7:19 pm

Subject: No water in Pennbrooke.....and they are raising the rate

Thanks for the reply Gary. I will give Robbie a call and see what she has to say.

Maybe it will be possible to bring the water topic up under residents comments at the end of the meeting?

I am not well versed in the ways of formal meetings.

I do feel that a Utility that supplies a product to the public and is regulated by the State of Florida must do so in a responsible and consistent way.

There should be provisions for backup in breakdown situations. I hope the Utility has a good maintenance plan to keep the equipment in tip top condition and not one that only responds to break down situations.

If the water utility operates outside the board's domain as you said in your reply to me, who then if not the board, can speak to the water utility about the community water? Should I look to the State of Florida?

JIM

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

From: Gary King <[gary@kingsabode.com](mailto:gary@kingsabode.com)>

To: 'JIM CHALOUPKA' <[wd8qbg@aol.com](mailto:wd8qbg@aol.com)>

Sent: Mon, Aug 17, 2015 5:32 pm

Subject: RE: No water in Pennbrooke.....and they are raising the rate

James,

You mentioned to my wife today that you expected this item to be on the board's agenda at the next board meeting. I wanted to let you know that as of right now it's not an agenda item. The water utility operates as a private utility operating outside the board's domain. I agree with you though. We need to hold Utilities Inc's feet to the fire. We really need someone in the community to take this issue on. Unfortunately it cannot be the board of directors. A committee certainly can be formed to work on this ongoing problem. I am always open to suggestions. I see they already have gotten authority to pass on yet another rate increase to our residents in the near future. To the best of my knowledge though, this is the first time we have had a total failure of their system – requiring us to boil the water before it can be consumed. Talk to Robbie and see what she thinks about adding it to the next board meeting agenda. Let me know if I can be of any assistance. Gary

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From: JIM CHALOUPKA [<mailto:wd8qbg@aol.com>]

Sent: Wednesday, August 5, 2015 9:01 AM

To: [PropertyManager@pennbrookefairways.org](mailto:PropertyManager@pennbrookefairways.org)

Cc: [Admin@pennbrookefairways.org](mailto:Admin@pennbrookefairways.org); [BoardofDirectors@pennbrookefairways.org](mailto:BoardofDirectors@pennbrookefairways.org)

Subject: No water in Pennbrooke.....and they are raising the rate

Dear sirs, as representatives for me as a property owner in Pennbrooke and for the other residents, I request that you look deeply into the matter of our utility company not being able to supply water in a consistent manner. today at 5:30 am I became aware that there was not a supply of water to the community. I called the water utility emergency number and was informed that they were aware of the situation, an electrical outage, in the words of the woman on the phone. She said they would be on it first thing in the morning. My reply, "this is first thing, get over here now.

This is outrageous and not what is expected of a public utility. One would expect there to be a back up generator.

I experienced something similar to this about one month ago at 7:30 AM. When I casually asked the utility worker what he thought the issue was, he thought maybe a booster pump not coming on.

Is our water system being properly maintained and up to date. Please look into this thoroughly for me and my fellow residents.

Respectfully, James J Chaloupka  
R55