

Katie Ely

090253

From: Katie Ely
Sent: Tuesday, November 03, 2009 2:01 PM
To: Ruth McHargue
Subject: FW: Docket # 090253

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090253

Katie Ely
Staff Assistant - Office of Commission Clerk Florida Public Service Commission
850-413-6304

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>10195.07</u>		
DISTRIBUTION: _____		

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

From: Ruth McHargue
Sent: Tuesday, November 03, 2009 1:52 PM
To: Katie Ely
Cc: Cheryl Bulecza-Banks; Andy Flowers; Dorothy Menasco; Diane Hood
Subject: Docket # 090253

Customer correspondence

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, November 02, 2009 9:04 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 22252

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Barbara Hill
Telephone: 727-848-5568
Email: b_dhill@yahoo.com
Address: 5540 West Shore Drive New Port Richey 34652

BUSINESS INFORMATION

Business Account Name: Barbara Hill

Account Number: 89-01-0012-1-7

Address: 5540 West Shore Drive New Port Richey Florida 34652

COMPLAINT INFORMATION

Complaint: Other Complaint against Lindrick Service Corporation

Details:

Lindrick Service Corp. is attempting to file a rate increase of 58% with the Public Service Commission. I am greatly opposed to Lindrick's increase. I have been their customer for 11 years. I feel like I'm dealing with a third world utility. We have frequent outages, and frequent concerns about the quality of our water supply. Lindrick has consistently been non-responsive to customer concerns and to our health, by not properly notifying customers of water quality and health threats. I do not believe that if given this increase, or any for that matter, that Lindrick will use this money responsibly to improve their water system. They have not demonstrated that they can be forthright and responsible.

I sincerely request that the PSC deny Lindrick any rate increase.

Barbara Hill

Katie Ely

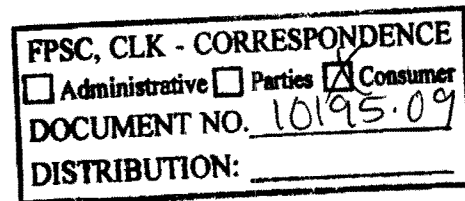
090253

From: Katie Ely
Sent: Friday, October 23, 2009 1:48 PM
To: Ruth McHargue
Subject: FW: To CLK Docket 090253-Response requested

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090253

Katie Ely
Staff Assistant - Office of Commission Clerk Florida Public Service Commission
850-413-6304

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Sent: Thursday, October 22, 2009 10:28 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:

Name: lou chechile

Company:

Primary Phone: 727-375-3528

Secondary Phone: 727-267-0531

Email: lchechile@yahoo.com

Response requested? Yes

CC Sent? No

Comments:

lindrick service corp. is requesting a 58% increase in our water bills,to refurbish their outdated equipment.

lindrick has pocketed all the profits for over 40 years,and now they have the audacity to expect us to pay for it.

i want to know where the psc stands on this!

sincerely

lou chechile

090253

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09 OCT 21 AM 7:12

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09 OCT 21 AM 9:17

COMMISSION
CLERK

October 5, , 2009

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

090253-WS

Dear Florida Public Service Commission:

It has come to our attention that Lindrick Service Corp. has requested an approximate 60% rate increase for their New Port Richey service area. I am writing in opposition to the proposed rate increase requested by Lindrick Service Corp. Throughout the years, Lindrick has had a history of poor service and questionable management practices.

According to the filed docket, Lindrick has requested this rate increase in order to address costs associated with enhanced regulation, facility improvements, and rate of return adjustments. We believe the increased regulation and oversight required of Lindrick is due in part to their poor quality of service, frequent DEP and EPA consent orders, and fines. Lindrick's past poor management practices should not be supplemented at the expense of the rate payer.

With the looming Progress Energy rate hearing and more utility rate increases to come, we must carefully scrutinize Lindrick's rate increase request in respect to their rates of return on investment and proposed capital expenditures. No matter how much people conserve, their bill will go up if this proposed rate hike is approved. Within the services areas of Lindrick, people can't go elsewhere for water; Lindrick is the only game in town. Our citizens are seeing their Social Security wages frozen and their investments tank while the cost of everything keeps going up – including utilities. Now is simply not the time for such a large rate increase. Over the next few weeks, our office will be reviewing the Lindrick docket with much scrutiny and we will subsequently submit our detailed concerns to the Public Service Commission (PSC).

It is my hope that the Commission will take into consideration the concerns of the people most impacted by the rate increases, the customers.

Sincerely, *CMcGowan*

Crystal McGowan
5537 Sea Forrest Dr. #308
New Port Richey Florida

Katie Ely

090253

From: Katie Ely
Sent: Wednesday, October 14, 2009 8:27 AM
To: Bart Fletcher
Subject: FW: Lindrick Service Corporation - Docket No. 090253-WS

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090253

Katie Ely
 Staff Assistant - Office of Commission Clerk
 Florida Public Service Commission
 850-413-6304

FPSC, CLK - CORRESPONDENCE		
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DOCUMENT NO. 10195-07		
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From: Bart Fletcher
Sent: Tuesday, October 13, 2009 4:25 PM
To: 'fwolf54@aol.com'
Subject: Lindrick Service Corporation - Docket No. 090253-WS

Dear Mr. Wolf:

Thank you for your recent correspondence regarding Lindrick Service Corporation (Lindrick or Utility). Your letter dated October 7, 2009, and this response have been placed on the correspondence side of the docket file of Docket No. 090253-WS.

On April 29, 2009, Chairman Carter approved the Utility's request for a projected December 31, 2010 test year and required Lindrick to file its minimum filings requirements (MFRs) by August 29, 2009. The Utility was granted an extension later to file its MFRs by September 30, 2009. By letter dated September 30, 2009, to Chairman Carter, Lindrick stated, in pertinent part, the following:

Despite the Company's diligent efforts, it has not been able to complete compilation of its MFRs within the allotted time. The Company still intends to pursue its rate case before the Commission; however, it also wants to provide the Commission with the most current information available. Therefore, the Company is withdrawing its request for test year approval at this time, and will submit a new request for a test year approval in the near future.

(Emphasis added).

Based on the Utility's withdrawal of its approval test year, Docket No. 090253-WS will be closed. When Lindrick requests a new test year, another docket number will be assigned to process that new test year and rate relief request.

10/14/2009

Once the Utility files its MFRs, the Commission staff will scrutinize Lindrick's request in great detail, including an examination of the Utility's books and records since the Commission last established its rate base, data requests asking for additional support documentation, and field inspections of Lindrick's water and wastewater facilities by staff engineers. Commission staff engineers will contact the Florida Department Environment Protection (DEP) to obtain pertinent information regarding Lindrick's compliance with the DEP rules. In accordance with Section 367.081(2)(a)1., Florida Statutes (F.S.), if the commission finds that a utility has failed to provide its customers with water or wastewater service that meets the standards promulgated by the DEP or the water management districts, the commission may reduce the utility's return on equity until the standards are met.

A customer meeting will also be held in the Utility's service area in order to gather customer input regarding the quality of service provided, Lindrick's interaction with its customers, and the Utility's proposed increase.

During these difficult economic times, any increase in customer bills creates more of a hardship. The Commission will fully evaluate Lindrick's future request to ensure that only reasonable and necessary costs are recovered from customers.

I hope you found this information helpful. If you have any questions or concerns please call me at (850) 413-7017, or you can call the Commission's toll free number at 1-800-342-3552.

Sincerely,

Bart Fletcher
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-7017
Fax: (850) 413-7018
Bart.Fletcher@psc.state.fl.us

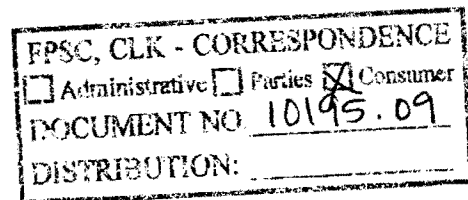
Katie Ely

090253

From: Katie Ely
Sent: Wednesday, October 14, 2009 8:27 AM
To: Bart Fletcher
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 21880

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090253

Katie Ely
 Staff Assistant - Office of Commission Clerk
 Florida Public Service Commission
 850-413-6304



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From: Bart Fletcher
Sent: Tuesday, October 13, 2009 4:25 PM
To: 'mike.grande@keurig.com'
Subject: E-Form Other Complaint TRACKING NUMBER: 21880

Dear Mr. Grande:

Thank you for your recent correspondence regarding Lindrick Service Corporation (Lindrick or Utility). I have placed your e-mail and this response on the correspondence side of the docket file of Docket No. 090253-WS.

On April 29, 2009, Chairman Carter approved the Utility's request for a projected December 31, 2010 test year and required Lindrick to file its minimum filings requirements (MFRs) by August 29, 2009. The Utility was granted an extension later to file its MFRs by September 30, 2009. By letter dated September 30, 2009, to Chairman Carter, Lindrick stated, in pertinent part, the following:

Despite the Company's diligent efforts, it has not been able to complete compilation of its MFRs within the allotted time. The Company still intends to pursue its rate case before the Commission; however, it also wants to provide the Commission with the most current information available. Therefore, the Company is withdrawing its request for test year approval at this time, and will submit a new request for a test year approval in the near future.

(Emphasis added).

Based on the Utility's withdrawal of its approved test year, Docket No. 090253-WS will be closed. When Lindrick requests a new test year, another docket number will be assigned to process that new test year and rate relief request.

10/14/2009

Once the Utility files its MFRs, the Commission staff will scrutinize Lindrick's request in great detail, including an examination of the Utility's books and records since the Commission last established its rate base, data requests asking for additional support documentation, and field inspections of Lindrick's water and wastewater facilities by staff engineers. Commission staff engineers will contact the Florida Department Environment Protection (DEP) to obtain pertinent information regarding Lindrick's compliance with the DEP rules. In accordance with Section 367.081(2)(a)1., Florida Statutes (F.S.), if the commission finds that a utility has failed to provide its customers with water or wastewater service that meets the standards promulgated by the DEP or the water management districts, the commission may reduce the utility's return on equity until the standards are met.

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During these difficult economic times, any increase in customer bills creates more of a hardship. The Commission will fully evaluate Lindrick's future request to ensure that only reasonable and necessary costs are recovered from customers.

I hope you found this information helpful. If you have any questions or concerns please call me at (850) 413-7017, or you can call the Commission's toll free number at 1-800-342-3552.

Sincerely,

Bart Fletcher
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-7017
Fax: (850) 413-7018
Bart.Fletcher@psc.state.fl.us

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

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Friday, October 09, 2009 5:41 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 21880

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Michael Grande
Telephone: 727-848-4992
Email: mike.grande@keurig.com
Address: 3211 Seaway Drive New Port Richey 34652

BUSINESS INFORMATION

Business Account Name: Michael Grande
Account Number:

10/14/2009

Address: 3211 Seaway Drive New Port Richey Florida 34652

COMPLAINT INFORMATION

Complaint: Other Complaint against Lindrick Service Corporation

Details:

Lindrick is asking for an unreasonable rate increase, this must be denied by the PSC, it is unwarranted and due to their inept management of the system, the service is terrible, with many outages and interruptions of service because they have failed to manage the system properly over the years and have wasted profits that should have been put back into the system. Now they want to sell and no buyer wants the system in such disrepair, NOW they want to fix it and NOW they want a 58% increase, laughable if it were not criminal.

090253

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09 OCT 12 AM 9:55

COMMISSION
CLERK

Frank R. Wolf, DPM, PA-C
5537 Sea Forest Drive # 107
New Port Richey, FL 34652
fwolf54@AOL.com

October 7, 2009

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

Dear Florida Public Service Commission:

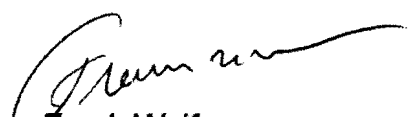
I am writing to request that you deny Lindrick Service Corp. their requested 60% increase in fees for water service to the New Port Richey area.

Their service has been very poor with obvious mismanagement on their part which has been responsible for the imposition of fines and significant added costs to homeowners. We homeowners should not be responsible for their poor management. It's enough we have to put up with poor service and expensive rates which are totally unnecessary.

In these tough economic times when we are all tightening our belts it is outrageous that they ask for such a tremendous increase in rates, mostly due to their mismanagement.

With the difficulties we face in our State with water supply and conservation in addition to financial and economic considerations I think the time is ripe for much stricter and improved management practices on the part of Lindrick. They need to respond to their financial difficulties with better management, not rate increases to cover their incompetence. We ratepayers should not have to pay for that incompetence. We do our jobs with dedication and pride in our efficiency and productivity, so should they.

Yours truly,


Frank Wolf

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 10195-09
DISTRIBUTION: _____

Katie Ely

090253

From: Katie Ely
Sent: Friday, October 09, 2009 2:32 PM
To: Ruth McHargue
Subject: FW: To CLK Docket 090253

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090253

Katie Ely
Staff Assistant - Office of Commission Clerk Florida Public Service Commission
850-413-6304

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

From: Ruth McHargue
Sent: Friday, October 09, 2009 2:01 PM
To: Katie Ely
Cc: Cheryl Bulecza-Banks; Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket 090253

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 10195.09		
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Customer correspondence

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

From: Consumer Contact
Sent: Friday, October 09, 2009 11:00 AM
To: Ruth McHargue
Subject: To CLK Docket 090253

Copy on file, see 894884C. DH

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 09, 2009 5:41 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 21880

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Michael Grande
Telephone: 727-848-4992
Email: mike.grande@keurig.com
Address: 3211 Seaway Drive New Port Richey 34652

BUSINESS INFORMATION

Business Account Name: Michael Grande
Account Number:
Address: 3211 Seaway Drive New Port Richey Florida 34652

COMPLAINT INFORMATION

Complaint: Other Complaint against Lindrick Service Corporation

Details:

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090253-WS

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09 OCT -2 AM 9:59



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COMMISSION
CLERK

**THE FLORIDA HOUSE OF REPRESENTATIVES
STATE REPRESENTATIVE JOHN LEGG**

District 46

LARRY CRETUL
Speaker of the House

RON REAGAN
Speaker pro tempore

September 30, 2009

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

Dear Florida Public Service Commission:

It has come to our attention that Lindrick Service Corp. has requested an approximate 60% rate increase for their New Port Richey service area. I am writing in opposition to the proposed rate increase requested by Lindrick Service Corp. Throughout the years, Lindrick has had a history of poor service and questionable management practices.

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With the looming Progress Energy rate hearing and more proposed utility rate increases to come, we must carefully scrutinize Lindrick's rate increase request in respect to their rates of return on investment and proposed capital expenditures. No matter how much people conserve, their bill will go up if this proposed rate hike is approved. Within the services areas of Lindrick, people can't go elsewhere for water; Lindrick is the only game in town. Our citizens are seeing their Social Security wages frozen and their investments tank while the cost of everything keeps going up - including utilities. Now is simply not the time for such a large rate increase. Over the next few weeks, our office will be reviewing the Lindrick docket with much scrutiny and we will subsequently submit our detailed concerns to the Public Service Commission (PSC).

It is my hope that the Commission will take into consideration the concerns of the people most impacted by the rate increases, the customers. If we can be of assistance or provide additional information, please do not hesitate to contact us.

Sincerely,

John Legg
State Representative, District 46

DOCUMENT NUMBER-DATE
10195 OCT-28
FPSC-COMMISSION CLERK

REPLY TO:
10014 Grove Drive, Suite B, Port Richey, Florida 34668 (727) 869-8600, FAX: (727) 861-5229
319 The Capitol, 402 South Monroe Street, Tallahassee, Florida 32399 (850) 488-5522, FAX: (888) 635-4617