



DOCKET NO. 100005-WS

Order No. PSC-10-0104-PAA-WS

FLORIDA PUBLIC SERVICE  
COMMISSION PLEASE SEE  
LETTER ON REVERSE SIDE

PSC CLERK - CORRESPONDENCE	
<input type="checkbox"/> A	<input type="checkbox"/> B
<input type="checkbox"/> C	<input checked="" type="checkbox"/> D
BY ELEMENT NO. 0033310	
DISPOSITION:	

100005-WS

NOTICE TO CUSTOMERS

RECEIVED-FPSC  
10 AUG 11 PM 1:11  
COMMISSION  
CLERK

Pursuant to Section 367.081 (4) (a), Florida Statutes, water and sewer utilities are permitted to adjust the rates it charges to its customers without those customers bearing the additional expense of a public hearing. These adjustments in rates would depend on increases or decreases in non-controllable expenses subject to inflationary pressures such as chemicals and other general operation and maintenance costs. In addition, pursuant to Section 367.081 (4) (b), Florida Statutes, water and wastewater utilities are permitted to pass-through, without a public hearing, a change in rates resulting from:

- an increase or decrease in rates charged for utility services received from a governmental agency or another regulated utility and which services were redistributed by the utility to its customers;
- an increase or decrease in the rates that it is charged for electric power, the amount of ad valorem taxes assessed against its used and useful property, the fees charged by the Department of Environmental Protection in connection with the National Pollutant Discharge Elimination System Program, or
- the regulatory assessment fees imposed upon it by the Commission; and
- costs incurred for water quality or wastewater quality testing required by the Department of Environmental Protection.

On May 17, 2010 Lake Utility Services, Inc. filed its notice of intention with the Florida Public Service Commission to increase water and wastewater rates in Lake County pursuant to this Statute. The filing is subject to review by the Commission Staff for accuracy and completeness. If approved by the Commission, water rates will increase by approximately 1.48% and wastewater rates will increase by approximately 1.13%. These rates should be reflected on your bills for service rendered on or after July 21, 2010.

If you have any questions, please contact your local utility office. Be sure to have your account number handy for quick reference.

06 05 2010

E L HELMS  
13338 VIA ROMA CIRCLE  
CLERMONT FL 34711  
(352) 241 9952

FLORIDA "PUBLIC SERVICE" COMMISSION

RECEIVED-FPSC  
10 AUG 11 PM 1:16  
COMMISSION CLERK

DEAR SIRS OR MADAMS,

DURING ABOUT A ONE YEAR PERIOD UTILITIES HAS,

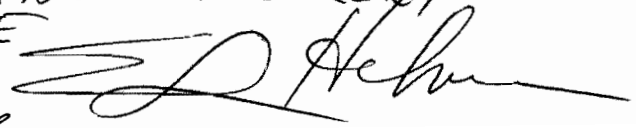
① TRIPLED ITS RATES .76 / THOUSAND GALLONS \$ 2.54 / THOUSAND GALLONS.

② NEARLY DOUBLED ITS WATER BASE CHARGE.

③ IMPLEMENTED AN INCREASE SUCH AS THE ONE ON THE REVERSE OF THIS PAPER WITHOUT A HEARING.

④ IS IMPLEMENTING A SECOND SUCH INCREASE AS DOCUMENTED ON THE REVERSE OF THIS PAPER.

ALL OF THESE INCREASES (WITHIN ABOUT A ONE YEAR PERIOD) DURING THE WORST ECONOMIC PERIOD IN THE LAST 60 YEARS. MY UNDERSTANDING OF A PUBLIC SERVICE COMMISSION IS THAT IT IS SUPPOSE TO REPRESENT THE PEOPLES RIGHTS AGAINST A PUBLIC TRUST MONOPOLY. IF THAT IS A CORRECT STATEMENT THEN THIS SYSTEM IS FAILING, MISERABLY. IT APPEARS THAT LAKE UTILITIES INC. HAS FREE REIGN TO INCREASE RATES AT WILL, REGARDLESS OF ANY JUSTIFICATION. IT FURTHER APPEARS THAT THE FLORIDA PUBLIC SERVICE COMMISSION IS FAILING IN ITS MISSION. ITS ALSO INTERESTING THAT IF YOU HAVE A QUESTION ABOUT THE RATE INCREASE YOU ARE ADVISED TO CALL THE LOCAL UTILITY OFFICE. SINCERELY



E. L. HELMS  
13338 VIA ROMA CIRCLE,

ORLANDO FL 328  
03 AUG 10 PM 4 L



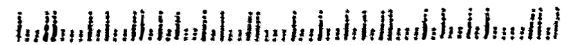
FLORIDA PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE FL 32399

RECEIVED

AUG 05 2010

Public Service Commission  
Division of Regulation

3239990850



**Diamond Williams****CONSUMER**

**From:** Diamond Williams  
**Sent:** Tuesday, August 03, 2010 12:01 PM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Ann Cole  
**Subject:** FW: Protest to Lake Utility rate increase docket 100005  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 25663

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100005-WS.

Thank you,

Diamond Williams  
 Staff Assistant  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

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.

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**From:** Ruth McHargue  
**Sent:** Tuesday, August 03, 2010 11:59 AM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Ann Cole  
**Subject:** FW: Protest to Lake Utility rate increase docket 100005

Customer correspondence

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**From:** Angie Calhoun  
**Sent:** Monday, August 02, 2010 8:58 AM  
**To:** Ruth McHargue  
**Subject:** Protest to Lake Utility rate increase docket 100005

DOCUMENT NUMBER-DATE

06333 AUG-3 2010

8/3/2010

FPSC-COMMUNICATIONS UNIT

## **Diamond Williams**

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**From:** Consumer Contact  
**Sent:** Friday, July 30, 2010 7:24 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 25663

Complaint filed with PSC

Select County: LAKE  
CUSTOMER INFORMATION

Name: Peggy Messent  
Telephone: 352-243-3668  
Email:  
Address: 10441 Paradise Bay Court Clermont 34711

### **BUSINESS INFORMATION**

Business Account Name: Peggy Messent  
Account Number:  
Address: 10441 Paradise Bay Court Clermont Florida 34711

### **COMPLAINT INFORMATION**

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

I am writing on behalf of the residents of South Lake County who are customers of Lake Utility Services, Inc., concerning their recently requested rate increase: Docket No 100005-WS, Order No. PSC-10-0104-PAA-WS. We are informing you that we are opposing the rate increase.

Your job as a Commission is to ensure that our utilities remain affordable, and our water has not. There was recently a huge increase that has negatively impacted many of us. Now they want to increase it even more. We are living in an area with extremely high unemployment and a high foreclosure rate. Even a small increase will have a terrible impact on our community. Perhaps it is time for Lake Utility Services, Inc. to cut their internal expenses, as opposed to passing the buck on to us, especially since we have no other company from which to purchase our water.

We are also quite concerned that our rates have increased considerably since Niagra Bottling Company has been removing water from the aquifer (for free) and selling it for a profit. Perhaps they should pay a percentage of their profits to Lake Utility Services, Inc., rather than having us pay. That would be the fairest way to deal with Lake Utility Services, Inc. increase in expenses.

Sincerely,  
Peg Messent