

ROGER WENDELKEN
5405 GROVE MANOR
LADY LAKE FLORIDA 32159
352 259 4033

March 24, 2011

Office of Governor
Rick Scott
State of Florida
The Capitol
400 S. Monroe St.
Tallahassee, Fl. 32399-0001

Governor Rick Scott

We have a problem, by we, I mean our community, our county, many other Florida counties and communities, and yourself. Our developer in Harbor Hills has seen fit to sell our water utility to Aqua Utilities. The developer has the right to sell the water utility and that is not the problem. The organization, Aqua Utilities that he is selling it to is a major problem.

Aqua Utilities has a terrible track record both in Florida and in many other states. Once they acquire a utility they impose tremendous rate increases, all approved by The Public Service Commission, (PSC). The PSC board, as I understand it, is supposed to be an organization that is supposed to protect the consumer, your constituents by the way and is appointed by the Governor. Thus any action taken by this board reflects on you.

If you look at the complaints filed with the PSC, you will find that Aqua Utilities has more complaints then all of the other utilities in Florida put together, in the 70% range. The horror stories that Aqua gets away with as reported by many of the news media are numerous. Water bills on small properties that are three and four hundred dollars for water that is unusable, not drinkable, and still if Aqua request an increase in rates they get it. WHY and HOW?

Many of our elected officials are now involved in this problem in many of your counties. We had a Town Hall type meeting this week with many notable attendees including the past chairwomen of the PSC, their attorney who represents the consumer, Lake County commissioners, Senators, and our Representative. After hearing their speeches, my conclusion, as well as that of many others, is that Aqua Utility has the PSC, your PSC, in their pocket as well as many other elected officials.

Our docket number with the PSC is 110019, I am not asking for your office to get involved in this particular item. I am asking your office to do SOMETHING to protect your constituents. The mission statement of the PSC should be to protect the consumers.

(2)

It appears that for all intents and purposes that portion of the mission statement has been blacked out. I believe that you and your office should give the PSC, your PSC a wake up call. Maybe it is time to replace that board with members who will look out for the consumer. A full scale investigation into the prices, policies and practices of Aqua and the PSC needs to be started.

If this letter has reached your desk, thank you for reading it. Your platform has always been that you are for the people, you now have an opportunity to exercise that policy. Senator Schumer of New York has officially requested an investigation of Aqua's prices and practices, why not put any and all items pertaining to Aqua with the PSC on hold until this investigation is complete.

Thank you

Roger Wendelken
rgw@embarqmail.com

cc:

Alan Hayes, State Senator

Marlene O'Toole, House of Representatives