

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>01681-10</u>		
DISTRIBUTION: _____		

Quality of Service Customer Meeting for
Four Points Utility Corporation

Refer to Docket No. 090424-WS Bimini Bay Utilities Corporation

RECEIVED-FPSC
 12 FEB -6 AM 10:59
 COMMISSION
 CLERK

Name Yosmila Pineser

Address 212 Orchid Dr. Davenport FL 33893

Mail to: P. O. Box: 131322 clermont FL 34913

If you want to let the Public Service Commission know how you feel about the quality of service provided by Four Points, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

CONSUMER COMMENTS
This water company (Four point Utility Corp) is taking
advantage of the people that is living in the Island club
community with too much charge in the water. This
state is Florida one of the state where the water is the
shipper thing in utilities for a house, because in
every where we have lakes, rivers and all kind of ponds.
And the minimum charge for a water in ut month
is \$63 ⁰⁰ , I when to complain to the office, and
I spoke with a lady that she told me "this is the cheaper
range" "is no expense" and how you going to make the payment?"
Please this abuse from private companies has to STOP
even in big houses the water is no high in bills.
The poor people has getting poorer and the rich people
(as the Four point utility) he is getting but richer.
I asked my neighbor for his biater bill and it was \$103 ⁰⁰ , that's
too much.
Please help us to make justice and make the U.S.A's justice work

Fold and tape -- see back for address

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

COMMISSION
CLERK

11 DEC 20 11 PM 3:11

RECEIVED-FPSC

DATE: December 20, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lydia Roberts, Regulatory Analyst II, Division of Economic Regulation
RE: Re: Docket No. 090424-WS- Application for certificates to provide water and wastewater service in Polk County by Bimini Bay Utilities Corporation.

Attached are documents for inclusion in the correspondence side of the docket file for the above referenced docket. The documents consist of a complaint from [REDACTED] pertaining to a possible over charging by Bimini Bay Utilities Corporation.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01681-10		
DISTRIBUTION:		

Lydia Roberts

From: [REDACTED]
Sent: Friday, December 16, 2011 9:04 AM
To: Regina Nax
Cc: Carl Vinson; Lydia Roberts; Kevin Carpenter; Jerry Hallenstein
Subject: Re: BIMINI BAY UTILITIES CORP - [REDACTED]
12/16/11

Hi Regina,

Thank you for your reply. I had my meter checked, while awaiting feedback from you regarding the meter reading. Since my new meter in August, 2011, I have received (2) invoices and (2) additional notices, (on door), citing water usage, while my water is shut off. As much as I am aware of such illegal water access in the past, this does not appear to currently apply to my unit. My meter reading currently reflects, 00001, supporting the lack of such water use. This concerns me and begs the question - Why does my unit repeatedly generate claims of water usage, while it clearly has not incurred any since August? I appreciate your on-going attempts to assist with this and will await your reply.

Thank you,

From: Regina Nax <rnax@islandhideaway.net>
To: [REDACTED]
Cc: CVinson@PSC.STATE.FL.US; LRoberts@PSC.STATE.FL.US; KCarpent@PSC.STATE.FL.US; JHallens@PSC.STATE.FL.US
Sent: Thursday, December 15, 2011 8:28 AM
Subject: RE: BIMINI BAY UTILITIES CORP - [REDACTED]

[REDACTED]

The notices in question were posted on your door, along with others, after we read the meters for the November water bills. We found several empty units where the water had been turned on and showed positive water usage. We have also received reports of people running hoses from empty units to their own because of delinquent water bill payments. The notices and sheriff's deputy visit were steps taken to discourage these actions.

The water readings that we did after these notices went out showed no more usage, so hopefully, we won't have any more issues with water being turned on in the empty units. We are also working on ways to secure the valves.

Please let me know if you have any other questions. Thanks!

Regina

From: [REDACTED]
Sent: Friday, December 02, 2011 7:11 PM
To: rnax@islandhideaway.net
Cc: CVinson@PSC.STATE.FL.US; LRoberts@PSC.STATE.FL.US; KCarpent@PSC.STATE.FL.US; JHallens@PSC.STATE.FL.US
Subject: RE: BIMINI BAY UTILITIES CORP - [REDACTED]

12/02/11

12/16/2011

Hi Regina,

While I am awaiting your reply to my request for HOA statements and Water Invoices/Statements, I have become aware of another immediate concern.

I have just learned this date, that Bimini Bay has left two (2) notices attached to my door at 814 Washington Palm Loop, neither of which were ever sent to me in New York State, not via e-mail, US Postal Service or through any other means. My first concern, is the manner of notification. Why does Bimini Bay continue to use this means of notice, while knowing the owner is out-of-state and while failing to notify through any legitimate means? Bimini Bay knows we will likely not receive such notice and then they follow through with related fines, late fees, attorney fees, etc. I wouldn't object to this method of notice if it was accompanied by more sincere efforts of notification. Of additional concern, is the lack of justification behind either notice;

1. One notice dated, 11/14/11, is titled, "Notice of Service Interruption" on my closed account. This is addressed by "Bimini Bay Utilities Corp" BUT concluded by "The Accounting Dept, Four Points Utility Corp", without a signature - Not sure who is being represented here. Regardless, the notice states, "**water is currently being used at this address however our records do not reflect an account was properly initiated.**" I am directed to make a "Deposit" and "Payment" by 11/22/11 and that reconnection will only occur upon "full payment" of past due amounts, as well as a \$20 deposit. No specific balance amount was cited. How and what has caused this action? I terminated my water service many months ago! You previously advised me that this issue was resolved after I received two (2) consecutive Bimini Bay Utilities Invoices, (Sept. & Oct, 2011) for usage, many months following my termination of service. You emailed me on October 18, 2011 which in part, states the following;

"When you contacted me last month regarding the water bill you received, I went back and reviewed our billing upload and meter readings for the previous 2 months. I found that your meter was replaced due to damage in August. After investigating a little further, he turned on the water to test it, and did not properly shut everything off. This is why I removed the bill from your account and billed it back to the company. Our maintenance supervisor has checked your unit and verified that your water is shut off."

2. A second Notice without a date was also found taped to my main door this date. This notice, in the form of a one-half sheet of paper cited my water account is "**overdue**" and that my water would be disconnected if payment was not received by "Monday", (no date given). The only reference to any dates, was the fact that Bimini Bay would be closed for the Holidays, from November 24th, through November 28th. Further, this notice states that the "phones are currently down" (AGAIN) and invites me to come in-person to the Bimini Bay Utilities Accounting Office office to pay on my account. This notice is addressed and concluded by "Bimini Bay Utilities Corp" but bears no name or signature.

Please investigate these errors and advise. Please advise me as to the actual water meter reading on my unit. Finally, please also take note that these notes were taped to my main door and caused damage in the form of paint removal from my door's surface upon removal of these notices. Please inform me as to when I can expect Bimini Bay to repair this damage.

I find these on-going billing errors especially disturbing, given the pending class-action law suit against David Meadows/ICRHOA, combined with Meadows' on-going attempts to secure certification from the PSC regarding Bimini Bay Utilities Corp.

Thank you in advance for your anticipated cooperation.

Sincerely,



12/16/2011

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: December 13, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lydia Roberts, Regulatory Analyst II, Division of Economic Regulation *PR*
RE: Re: Docket No. 090424-WS- Application for certificates to provide water and wastewater service in Polk County by Bimini Bay Utilities Corporation.

Attached are documents for inclusion in the correspondence side of the docket file for the above referenced docket. The documents consist of a complaint from Emily Gan at 824 Washington Palm Loop and 2419 Fan Palm Drive, pertaining to a possible over charging by Bimini Bay Utilities Corporation.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>01681-10</u>		
DISTRIBUTION: _____		

RECEIVED-FPSC
11 DEC 13 PM 4:07
COMMISSION
CLERK

Lydia Roberts

From: egan17@aol.com
Sent: Monday, December 12, 2011 4:41 PM
To: Carl Vinson; Lydia Roberts; Kevin Carpenter; Jerry Hallenstein; Consumer Contact
Subject: Bimin Bay Utilities
Attachments: Water_Stmts_Math_March_2010_to_Feb_2011.xls; 3-22-10_stmt_water_824_wpl.pdf; 4-20-2010_stmt_water_824_wpl.pdf; 5-19-2010_stmt_water_824_wpl.pdf; 6-21-2010_stmt_water_824_wpl.pdf; 7-21-2010_stmt_water_824_wpl.pdf; 8-20-2010_stmt_water_wpl.pdf; 9-20-2010_stmt_water_824_wpl.pdf; 10-19-2010_stmt_water_824_wpl.pdf; 11-22-10_stmt_water_824_wpl.jpg; 12-21-10_stmt_water_824_wpl.jpg; 1-20-11_stmt_water_824_wpl.jpg; 0824FEBRUARY2011_from_B.pdf

To Whom It May Concern:

I am writing to inform you of the outrageous, unfair, and fraudulent billing practices of Bimini Bay Utilities. I bought 2 properties there in February 2010 and have since had one headache after another with the billings for water, cable, internet. For internet and cable, they have stated they do not send out invoices since it is the same each month (I have an email stating this from one their employees. I will forward if requested). When the cable & internet service didn't work sometimes for months at a time, I still had to pay it. Only when I complain vigorously do they say they will give me credit, but only for 1 month - when the service is out for 3 months! (I have numerous emails back & forth regarding this issue with them!)

There are many mistakes on the water bills, usually overcharges of small amounts. I believe that was done intentionally to collect more money from us. I was also told by one of their employees that they use our water for the lawn and maintenance, though I have no proof and they refuse to email or send something in writing.

We really need a third party to bill and handle our utilities. The developer, David Meadows, is a crook and have defrauded us on everything, from extra charges on our utilities to unfair fines and penalties, (usually unsubstantiated and made up), and have taken our Home Owner's association money for his own use.

I have attached 824 Washington Palm Loop, Davenport, FL water bills from March 2010 to Feb 2011 to show all the billing mistakes and faulty invoicing.

By the way, I also own another property 2419 Fan Palm Drive. I bought that at the same time but the water meter was not installed until August 2011. I have an email statement from them to show proof. Yet, I was billed for base water / base waste. Even though I benefited because they were not able to read my meter, the fact that they charged me for base water/sewer when there was no meter installed is faulty and shows just how poorly and inaccurately they run the facility and the billings.

Please help us get rid of this guy so that we can have a fair billing company /management handle our affairs.

Sincerely,

Emily Gan
 owner of 824 Washington Palm Loop & 2419 Fan Palm Drive

12/13/2011

Water Statement for 824 WPL

				<u>Who lived there?</u>	
				<u>Main Unit</u>	<u>Lockout</u>
03/22/2010	Math is off	Overcharged by \$ 1.88	Refund due you plus interest.	vacant	vacant
04/20/2010	Math is off	Undercharged		vacant	yes - 1 person
05/19/2010	Math is off	Overcharged by \$ 1.21	Refund due you plus interest.	vacant	yes - 1 person
06/21/2010	Math is off	Over charged by \$29.85	Refund due you plus interest.	vacant	yes - 1 person
07/21/2010	Math is off.	Over charged by \$17.72	Refund due you plus interest.	vacant	yes - 1 person
08/20/2010	OK			vacant	yes - 1 person
09/20/2010	Services dates are wrong			vacant	yes - 1 person
10/19/2010	OK			vacant	yes - 1 person
11/22/2010	Math is off.	Over charged by \$1.90	Refund due you plus interest.	vacant	yes - 1 person
12/22/2010	MISSING			vacant	yes - 1 person
01/20/2011	OK			vacant	yes - 1 person
02/18/2011	OK			vacant	vacant

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 3/22/2010

Due Date

3/22/2010

Invoice #

0824MAR2010

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	0.00
Water Previous Reading	75,300	0.00	0.00
Water Current Reading	84,400	0.00	0.00
Water - Total Gallons Used	9,100	0.00	0.00
Water - Base Charge	1	3.19	5.07
Water - Charge for water usage	9.1	2.36	21.48
Waste Water - Base Charge	1	14.20	14.20
Waste Water - Charge for waste water usage	9.1	6.27	57.06

Follow signs to tempoary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at cfranklin@islandhideaway.net

Billing Period 02-20-2010 through 03-22-2010		Current Charges and Fees	\$97.81
Service Address =>	824 Washington Palm Loop	Customer Total Balance Due	\$46.81

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581

Current Charges and Fees: \$97.81

Customer Total Balance Due: \$46.81

Amount Enclosed:

\$ _____

Invoice # 0824MAR2010

Due Date 3/22/2010

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Service Address

824 Washington Palm Loop

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 4/20/2010

Due Date

5/11/2010

Invoice #

0824APR2010

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	
Water Previous Reading	84,400	0.00	0.00
Water Current Reading	94,890	0.00	0.00
Water - Total Gallons Used	10,490	0.00	0.00
Water - Base Charge	1	3.19	4.97
Water - Charge for water usage	10.49	2.36	21.40
Waste Water - Base Charge	1	14.20	14.16
Waste Water - Charge for waste water usage	10.49	6.27	56.86

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at cfranklin@islandhideaway.net

Billing Period 03-22-2010 through 04-20-2010

Service Address =>

824 Washington Palm

Current Charges and Fees \$97.39

Customer Total Balance Due \$97.39

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

Current Charges and Fees: \$97.39

Customer Total Balance Due: \$97.39

Amount Enclosed:

\$ _____

Invoice # 0824APR2010

Due Date 5/11/2010

Make your check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Service Address

824 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 5/19/2010

Due Date

6/10/2010

Invoice #

0824MAY2010

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	
Water Previous Reading	94,890	0.00	0.00
Water Current Reading	107,100	0.00	0.00
Water - Total Gallons Used	12,210	0.00	0.00
Water - Base Charge	1	3.19	5.12
Water - Charge for water usage	12.21	2.36	29.67
Waste Water - Base Charge	1	14.20	14.16
Waste Water - Charge for waste water usage	12.21	6.27	76.92

Follow signs to tempoary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at cfranklin@islandhideaway.net

Billing Period 04-21-2010 through 05-19-2010

Service Address =>

824 Washington Palm

Current Charges and Fees \$125.87

Customer Total Balance Due \$223.26

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be fowarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

Current Charges and Fees: \$125.87

Customer Total Balance Due: \$223.26

Amount Enclosed:

\$ _____

Invoice # 0824MAY2010

Due Date 6/10/2010

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

824 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 5/19/2010

Due Date

6/10/2010

Invoice #

0824MAY2010

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	
Water Previous Reading	94,890	0.00	0.00
Water Current Reading	107,100	0.00	0.00
Water - Total Gallons Used	12,210	0.00	0.00
Water - Base Charge	1	3.19	5.12
Water - Charge for water usage	12.21	2.36	29.67
Waste Water - Base Charge	1	14.20	14.16
Waste Water - Charge for waste water usage	12.21	6.27	76.92

Follow signs to tempoary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at cfranklin@islandhideaway.net

Billing Period 04-21-2010 through 05-19-2010

Service Address =>

824 Washington Palm

Current Charges and Fees \$125.87

Customer Total Balance Due \$223.26

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be fowardred to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

Current Charges and Fees: \$125.87

Customer Total Balance Due: \$223.26

Amount Enclosed:

\$ _____

Invoice # 0824MAY2010

Due Date 6/10/2010

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

824 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 6/21/2010

Due Date

7/12/2010

Invoice #

0824JUNE2010

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	
Water Previous Reading	107,100	0.00	0.00
Water Current Reading	121,110	0.00	0.00
Water - Total Gallons Used	14,010	0.00	0.00
Water - Base Charge	1	3.19	6.22
Water - Charge for water usage	14.01	2.36	44.55
Waste Water - Base Charge	1	14.20	13.32
Waste Water - Charge for waste water usage	14.01	6.27	106.20

Follow signs to tempoary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at cfranklin@islandhideaway.net

Billing Period 05-19-2010 through 06-21-2010

Service Address =>	824 Washington Palm	Current Charges and Fees	\$170.29
		Customer Total Balance Due	\$296.16

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be fowarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

Current Charges and Fees: \$170.29

Customer Total Balance Due: \$296.16

Amount Enclosed:
\$ _____

Invoice # 0824JUNE2010

Due Date 7/12/2010

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

824 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 7/21/2010

Due Date

8/11/2010

Invoice #

0824JULY2010

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	
Water Previous Reading	121,110	0.00	0.00
Water Current Reading	125,640	0.00	0.00
Water - Total Gallons Used	4,530	0.00	0.00
Water - Base Charge	1	3.19	6.36
Water - Charge for water usage	4.53	2.36	18.62
Waste Water - Base Charge	1	14.20	13.32
Waste Water - Charge for waste water usage	4.53	6.27	38.19

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at cfranklin@islandhideaway.net

Billing Period 06-22-2010 through 07-20-2010

Service Address =>	824 Washington Palm	Current Charges and Fees	\$76.49
		Customer Total Balance Due	\$76.49

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

Current Charges and Fees: \$76.49

Customer Total Balance Due: \$76.49

Amount Enclosed:
\$ _____

Invoice # 0824JULY2010

Due Date 8/11/2010

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

824 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 8/20/2010

Due Date

9/10/2010

Invoice #

0824AUG2010

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	
Water Previous Reading	125,640	0.00	0.00
Water Current Reading	126,620	0.00	0.00
Water - Total Gallons Used	980	0.00	0.00
Water - Base Charge	1	6.15	6.15
Water - Charge for water usage	0.98	3.26	3.19
Waste Water - Base Charge	1	13.72	13.72
Waste Water - Charge for waste water usage	0.98	6.75	6.62

Follow signs to tempoary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 07-21-2010 through 08-19-2010		Current Charges and Fees	\$29.68
Service Address =>	824 Washington Palm	Customer Total Balance Due	\$29.68

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be fowarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

Current Charges and Fees: \$29.68

Customer Total Balance Due: \$29.68

Amount Enclosed:
\$ _____

Invoice # 0824AUG2010

Due Date 9/10/2010

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

824 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 9/20/2010

Due Date

10/11/2010

Invoice #

0824SEPTEMBER...

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	
Water Previous Reading	126,620	0.00	0.00
Water Current Reading	127,990	0.00	0.00
Water - Total Gallons Used	1,370	0.00	0.00
Water - Base Charge	1	6.35	6.35
Water - Charge for water usage	1.37	4.16	5.70
Waste Water - Base Charge	1	13.25	13.25
Waste Water - Charge for waste water usage	1.37	8.33	11.41

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 09-21-2010 through 10-19-2010		Current Charges and Fees	\$36.71
Service Address =>	824 Washington Palm	Customer Total Balance Due	\$36.71

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

Current Charges and Fees: \$36.71

Customer Total Balance Due: \$36.71

Amount Enclosed:
\$ _____

Invoice # 0824SEPTEMBER...

Due Date 10/11/2010

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

824 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 10/19/2010

Due Date

11/9/2010

Invoice #

0824OCTOBER2010

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	
Water Previous Reading	127,990	0.00	0.00
Water Current Reading	129,220	0.00	0.00
Water - Total Gallons Used	1,230	0.00	0.00
Water - Base Charge	1	6.02	6.02
Water - Charge for water usage	1.23	3.64	4.48
Waste Water - Base Charge	1	13.25	13.25
Waste Water - Charge for waste water usage	1.23	7.52	9.25

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 09-21-2010 through 10-19-2010

Service Address =>	824 Washington Palm	Current Charges and Fees	\$33.00
		Customer Total Balance Due	\$33.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

Current Charges and Fees: \$33.00

Customer Total Balance Due: \$33.00

Amount Enclosed:

\$ _____

Invoice # 0824OCTOBER2010

Due Date 11/9/2010

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

824 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 11/22/2010

Due Date

12/13/2010

Invoice #

0824NOVEMBER...

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	
Water Previous Reading	127,990	0.00	0.00
Water Current Reading	129,220	0.00	0.00
Water - Total Gallons Used	1,230	0.00	0.00
Water - Base Charge	1	6.02	6.21
Water - Charge for water usage	1.23	3.64	4.08
Waste Water - Base Charge	1	13.25	15.39
Waste Water - Charge for waste water usage	1.23	7.52	8.72
11/28/10 CK \$1016			

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 10-19-2010 through 11-22-2010		Current Charges and Fees	\$34.40
Service Address =>	824 Washington Palm	Customer Total Balance Due	\$34.40

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 12/21/2010

Due Date

1/11/2011

Invoice #

0824DECEMBER2...

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	
Water Previous Reading	130,230	0.00	0.00
Water Current Reading	131,170	0.00	0.00
Water - Total Gallons Used	940	0.00	0.00
Water - Base Charge	1	6.29	6.29
Water - Charge for water usage	0.94	3.06	2.88
Waste Water - Base Charge	1	13.89	13.89
Waste Water - Charge for waste water usage	0.94	8.53	8.02

CK # 1020

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 11-22-2010 through 12-21-2010		Current Charges and Fees	\$31.08
Service Address =>	824 Washington Palm	Customer Total Balance Due	\$31.08

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 1/20/2011

Due Date

2/9/2011

Invoice #

0824JANUARY2010

Emily Gan
104 Edgeworth Street
Valley Stream, NY 11581
00000

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302430	0	0.00	
Water Previous Reading	131,170	0.00	0.00
Water Current Reading	132,200	0.00	0.00
Water - Total Gallons Used	1,030	0.00	0.00
Water - Base Charge	1	5.80	5.80
Water - Charge for water usage	1.03	3.28	3.38
Waste Water - Base Charge	1	13.67	13.67
Waste Water - Charge for waste water usage	1.03	6.15	6.33

Follow signs to tempoary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 12-22-2010 through 01-20-2011

Service Address =>	824 Washington Palm	Current Charges and Fees	\$29.18
		Customer Total Balance Due	\$29.18

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be fowarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK DRIVE
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC

11 DEC 6 PM 2:36

-M-E-M-O-R-A-N-D-U-M-

COMMISSION
CLERK

090424-WS

DATE: December 6, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lydia Roberts, Regulatory Analyst II, Division of Economic Regulation
RE: Re: Docket No. 090424-WS- Application for certificates to provide water and wastewater service in Polk County by Bimini Bay Utilities Corporation.

Attached are documents for inclusion in the correspondence side of the docket file for the above referenced docket. The documents consist of a complaint from Jeffrey Deyo at 202 Washington Palm Loop, pertaining to a possible over charging by Bimini Bay Utilities Corporation.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01681-10		
DISTRIBUTION:		

Lydia Roberts

From: Jeff [jeffdeyosr@gmail.com]
Sent: Tuesday, December 06, 2011 5:13 AM
To: 'Linda Meadows'
Subject: RE: FL. PSC CATS NO: 0982114 JEFF DEYO

Attachments: WATER 2010.10.19 - 2010.11.22 (1).pdf

Thank you for the updated invoices however the information you provided is incorrect. As you indicated in your email you reviewed my "Most recent invoice" from the complaint date from your records.

However if you had reviewed the copy I had sent to the PSC you would see that the figures I quoted below are in fact from the October 2010 Invoice. See attached

Thank you again for clearing up this issue.

Jeff

From: Linda Meadows [mailto:linda@assuredrecord.com]
Sent: Monday, December 05, 2011 4:45 AM
To: jeffdeyosr@gmail.com
Cc: 'PSCREPLY'
Subject: FL. PSC CATS NO: 0982114 JEFF DEYO

Hello Mr. Deyo,

This is in response to your complaint to the Public Service Commission on November 29, 2010 regarding your most recent water invoice and "math continues to be an issue" and unauthorized use of water.

I have copied and pasted (below) the wording from your complaint regarding "math continues to be an issue" for clarity.

- 1: We are serviced by the Bimini Bay Utilities Corporation for our Water and Waste Water Service.
- 2: 202 Washington Palm Loop, Davenport Florida 33897
- 3: Docket #: 090424-WS Bimini Bay Utilities Corporation

Please find attached our most recent water invoice.

Notice the math continues to be an issue.

IE:

Calculations

Water Base	1	* 6.02	does not equal \$ 6.21
Water Charge	2.47	* 3.64	does not equal \$ 8.20
Waste Water	1	* 13.25	does not equal \$15.39
Waste Water	2.47	* 7.52	does not equal \$17.51

I for one have been complaining about the bad calculations for about 2 years.

This complaint is dated 11/29/2010, so I reviewed your "most recent water invoice" which would have been 11/22/2010 and I also reviewed the 10/19/2010 Invoice as well. The Quantity and Rates you

12/6/2011

quoted (above) are from the October Invoice and the Amounts you quoted are from the November Invoice. Apparently you pickup up numbers from two different invoices. I have attached a scan of both Invoices.

The mistake we did make, is that the meter reading numbers from the October Invoice were repeated on the November Invoice. We corrected that Invoice and I sent you a copy in my email of 11/28/2011 resulting in an additional charge of \$3.02 on your balance due. However, as PSC Rules do not allow back billing for more than 12 months back, the \$3.02 charge will be waived.

Regarding Unit Water Spigots: If you have specific information about unauthorized water usage from your spigot, I am happy to look into the matter. We recommend all water customers install a spigot lock on the hose bib to protect unauthorized water usage.

Regards, Linda Meadows

12/6/2011

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 11/22/2010

Due Date

12/13/2010

Invoice #

0202NOVEMBER...

Jeffrey Deyo
202 Washington Palm Loop
Davenport, FL 33897

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water29479829	0	0.00	0.00
Water Previous Reading	83.390	0.00	0.00
Water Current Reading	85.860	0.00	0.00
Water - Total Gallons Used	2.470	0.00	0.00
Water - Base Charge	1	6.02	6.21
Water - Charge for water usage	2.47	3.64	8.20
Waste Water - Base Charge	1	13.25	15.39
Waste Water - Charge for waste water usage	2.47	7.52	17.51

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 10-19-2010 through 11-22-2010	Current Charges and Fees	\$47.31
Service Address => 202 Washington Palm	Customer Total Balance Due	\$47.31

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Jeffrey Deyo
202 Washington Palm Loop
Davenport, FL 33897

Current Charges and Fees: \$47.31

Customer Total Balance Due: \$47.31

Amount Enclosed:

\$ _____

Invoice # 0202NOVEMBER...

Due Date 12/13/2010

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

202 Washington Palm

USA FIRST-CLASS PERMIT NO. 1000



Charles S. ...
...

...



...

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC

11 DEC -5 PM 2:45

-M-E-M-O-R-A-N-D-U-M-

COMMISSION
CLERK

DATE: December 5, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lydia Roberts, Regulatory Analyst II, Division of Economic Regulation
RE: Re: Docket No. 090424-WS- Application for certificates to provide water and wastewater service in Polk County by Bimini Bay Utilities Corporation.

090424-WS

AR

Attached are documents for inclusion in the correspondence side of the docket file for the above referenced docket. The documents consist of a complaint from [REDACTED] pertaining to a possible over charging by Bimini Bay Utilities Corporation.

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	011081-10
DISTRIBUTION:	

Lydia Roberts

From: Jeff [jeffdeyosr@gmail.com]
Sent: Sunday, December 04, 2011 6:30 AM
To: Carl Vinson; Jerry Hallenstein; Kevin Carpenter; Lydia Roberts; Martha Golden; Consumer Contact
Subject: Bimini Bay Water Over Charged
Attachments: [REDACTED] 2010.06.22 - 2010.07.20.pdf

Hello PSC:

I am not sure if you have this already or not but please checkout the attached water bill. Check the math and you wil see that the customer was over charged by \$11.57

Thank you

12/5/2011

Lydia Roberts

From: [REDACTED]
Sent: Friday, December 02, 2011 7:11 PM
To: rmax@islandhideaway.net
Cc: Carl Vinson; Lydia Roberts; Kevin Carpenter; Jerry Hallenstein
Subject: RE: BIMINI BAY UTILITIES CORP - [REDACTED]
 12/02/11

Hi Regina,

While I am awaiting your reply to my request for HOA statements and Water Invoices/Statements, I have become aware of another immediate concern.

I have just learned this date, that Bimini Bay has left two (2) notices attached to my door at 814 Washington Palm Loop, neither of which were ever sent to me in New York State, not via e-mail, US Postal Service or through any other means. My first concern, is the manner of notification. Why does Bimini Bay continue to use this means of notice, while knowing the owner is out-of-state and while failing to notify through any legitimate means? Bimini Bay knows we will likely not receive such notice and then they follow through with related fines, late fees, attorney fees, etc. I wouldn't object to this method of notice if it was accompanied by more sincere efforts of notification. Of additional concern, is the lack of justification behind either notice;

1. One notice dated, 11/14/11, is titled, "Notice of Service Interruption" on my closed account. This is addressed by "Bimini Bay Utilities Corp" BUT concluded by "The Accounting Dept, Four Points Utility Corp", without a signature - Not sure who is being represented here. Regardless, the notice states, **"water is currently being used at this address however our records do not reflect an account was properly initiated."** I am directed to make a "Deposit" and "Payment" by 11/22/11 and that reconnection will only occur upon "full payment" of past due amounts, as well as a \$20 deposit. No specific balance amount was cited. How and what has caused this action? I terminated my water service many months ago! You previously advised me that this issue was resolved after I received two (2) consecutive Bimini Bay Utilities Invoices, (Sept. & Oct, 2011) for usage, many months following my termination of service. You emailed me on October 18, 2011 which in part, states the following;

"When you contacted me last month regarding the water bill you received, I went back and reviewed our billing upload and meter readings for the previous 2 months. I found that your meter was replaced due to damage in August. After investigating a little further, he turned on the water to test it, and did not properly shut everything off. This is why I removed the bill from your account and billed it back to the company. Our maintenance supervisor has checked your unit and verified that your water is shut off."

2. A second Notice without a date was also found taped to my main door this date. This notice, in the form of a one-half sheet of paper cited my water account is **"overdue"** and that my water would be disconnected if payment was not received by "Monday", (no date given). The only reference to any dates, was the fact that Bimini Bay would be closed for the Holidays, from November 24th, through November 28th. Further, this notice states that the "phones are currently down" (AGAIN) and invites me to come in-person to the Bimini Bay Utilities Accounting Office office to pay on my account. This notice is addressed and concluded by "Bimini Bay Utilities Corp" but bears no name or signature.

Please investigate these errors and advise. Please advise me as to the actual water meter reading on my unit. Finally, please also take note that these notes were taped to my main door and caused damage in the form of paint removal from my door's surface upon removal of these notices. Please inform me as to when I can expect Bimini Bay to repair this damage.

I find these on-going billing errors especially disturbing, given the pending class-action law suit against David Meadows/ICRHOA, combined with Meadows' on-going attempts to secure certification from the PSC regarding Bimini Bay Utilities Corp.

Thank you in advance for your anticipated cooperation.

Sincerely,

[REDACTED]

12/5/2011

REDACTED

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way

Your Bimini Bay Utilities Invoice

7/21/2010



7-28-10

23-7338/2213
6429

8/11/2010

Pay to the
Order of

B.B. Utilities Corp

\$56.80

Invoice #

0814JULY2010

fifty-six and 80/100

Dollars



Amount
Due



A Federal Credit Union
ALLIANT, BANGHARTON, BUFFALO, SYRACUSE

For side for additional information
your bill.

For

Water Current Reading
Water - Total Gallons Used
Water - Base Charge
Water - Charge for water usage
Waste Water - Base Charge
Waste Water - Charge for waste water usage

	Rate	Amount
0	0.00	
.770	0.00	0.00
180,730	0.00	0.00
2,960	0.00	0.00
1	3.19	6.36
2.96	2.36	12.17
1	14.20	13.32
2.96	6.27	24.95

Follow signs to temporary location at 319 Australian Way.

Call 863-424-0130 Office at ext 100 for account questions. Email at cfranklin@islandhideaway.net

Billing Period 06-22-2010 through 07-20-2010

Service Address =>

Current Charges and Fees \$56.80

Customer Total Balance Due \$56.80

Water Emergency Number after 5:00 P.M. EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

Current Charges and Fees: \$56.80

Customer Total Balance Due: \$56.80

Amount Enclosed:

\$56.80

Invoice # 0814JULY2010

Due Date 8-11-2010

Make your check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address


State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: November 23, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lydia Roberts, Regulatory Analyst II, Division of Economic Regulation 
RE: Re: Docket No. 090424-WS- Application for certificates to provide water and wastewater service in Polk County by Bimini Bay Utilities Corporation.

Attached are documents for inclusion in the correspondence side of the docket file for the above referenced docket. The documents consist of a complaint from [REDACTED] [REDACTED] [REDACTED] pertaining to a possible over charging by Bimini Bay Utilities Corporation.

FPSC, CLK CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 01681-11
DISTRIBUTION:

RECEIVED-FPSC
11 NOV 23 PM 3:04
COMMISSION
CLERK

Lydia Roberts

From: Jeff [jeffdeyosr@gmail.com]
Sent: Wednesday, November 23, 2011 8:34 AM
To: Carl Vinson; Jerry Hallenstein; Kevin Carpenter; Lydia Roberts; Martha Golden; Consumer Contact
Subject: Bimini Bay 814 WPL
Attachments [REDACTED] BBU Invoices.pdf

Invoices

11/22/2010	Math is off	
06/21/2010	Math is off	Customer was over charged \$4.80
05/19/2010	Math is off	Customer was over charged \$.19
01/19/2010	Math is off	Customer was over charged \$3.96

Thank you

11/23/2011

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 11/22/2010

Due Date

12/13/2010

Invoice #

0814NOVEMBER...

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water 33302431	0	0.00	
Water Previous Reading	186,370	0.00	0.00
Water Current Reading	188,700	0.00	0.00
Water - Total Gallons Used	2,330	0.00	0.00
Water - Base Charge	1	6.02	6.21
Water - Charge for water usage	2.33	3.64	7.74
Waste Water - Base Charge	1	13.25	15.39
Waste Water - Charge for waste water usage	2.33	7.52	16.52

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 10-19-2010 through 11-22-2010

Service Address =>		Current Charges and Fees	\$45.86
		Customer Total Balance Due	\$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

	Current Charges and Fees:	\$45.86	Amount Enclosed:
	Customer Total Balance Due:	\$0.00	\$ _____

Invoice # 0814NOVEMBER...

Due Date 12/13/2010

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Service Address

Bimini Bay Utilities Corporation
Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 8/20/2010

Due Date

9/10/2010

Invoice #

0814AUG2010

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302431	0	0.00	
Water Previous Reading	180,730	0.00	0.00
Water Current Reading	184,200	0.00	0.00
Water - Total Gallons Used	3,470	0.00	0.00
Water - Base Charge	1	6.15	6.15
Water - Charge for water usage	3.47	3.26	11.31
Waste Water - Base Charge	1	13.72	13.72
Waste Water - Charge for waste water usage	3.47	6.75	23.42

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 07-21-2010 through 08-19-2010

Current Charges and Fees \$54.60

Service Address =>

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees: \$54.60

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice # 0814AUG2010

Due Date 9/10/2010

Make your check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Service Address

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 6/21/2010

Due Date

7/12/2010

Invoice #

0814JUNE2010

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302431	0	0.00	
Water Previous Reading	175,520	0.00	0.00
Water Current Reading	177,770	0.00	0.00
Water - Total Gallons Used	2,250	0.00	0.00
Water - Base Charge	1	3.19	6.22
Water - Charge for water usage	2.25	2.36	7.16
Waste Water - Base Charge	1	14.20	13.32
Waste Water - Charge for waste water usage	2.25	6.27	17.06

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 05-19-2010 through 06-21-2010

Current Charges and Fees \$43.76

Service Address =>

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees: \$43.76

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice # 0814JUNE2010

Due Date 7/12/2010

Make your check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Service Address

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 5/19/2010

Due Date

6/10/2010

Invoice #

0814MAY2010

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302431	0	0.00	
Water Previous Reading	173,650	0.00	0.00
Water Current Reading	175,520	0.00	0.00
Water - Total Gallons Used	1,870	0.00	0.00
Water - Base Charge	1	3.19	3.12
Water - Charge for water usage	1.87	2.36	4.54
Waste Water - Base Charge	1	14.20	14.16
Waste Water - Charge for waste water usage	1.87	6.27	11.78

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 04-21-2010 through 05-19-2010

Current Charges and Fees \$35.60

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees: \$35.60

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice # 0814MAY2010

Due Date 6/10/2010

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Service Address

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 4/20/2010

Due Date

5/11/2010

Invoice #

0814APR2010

PAID

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water 33302431	0	0.00	0.00
Water Previous Reading	171,470	0.00	0.00
Water Current Reading	173,650	0.00	0.00
Water - Total Gallons Used	2,180	0.00	0.00
Water - Base Charge	1	3.19	4.97
Water - Charge for water usage	2.18	2.36	4.45
Waste Water - Base Charge	1	14.20	14.16
Waste Water - Charge for waste water usage	2.18	6.27	11.82

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 03-22-2010 through 04-20-2010

Current Charges and Fees \$35.40

Service Address =>

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Customer Total Balance Due: \$0.00

\$

Invoice # 0814APR2010

Due Date 5/11/2010

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Service Address

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 3/22/2010

Due Date

4/12/2010

Invoice #

0814MAR2010

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302431	0	0.00	0.00
Water Previous Reading	169,830	0.00	0.00
Water Current Reading	171,470	0.00	0.00
Water - Total Gallons Used	1,640	0.00	0.00
Water - Base Charge	1	3.19	5.07
Water - Charge for water usage	1.64	2.36	3.87
Waste Water - Base Charge	1	14.20	14.20
Waste Water - Charge for waste water usage	1.64	6.27	10.28

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 02-20-2010 through 03-22-2010

Current Charges and Fees \$33.42

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees: \$33.42

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Invoice # 0814MAR2010

Due Date 4/12/2010

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Service Address

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 2/19/2010

Due Date

3/12/2010

Invoice #

0814FEB2010

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302431	0	0.00	
Water Previous Reading	168,490	0.00	0.00
Water Current Reading	169,830	0.00	0.00
Water - Total Gallons Used	1,340	0.00	0.00
Water - Base Charge	1	6.12	6.12
Water - Charge for water usage	1.34	2.33	3.12
Waste Water - Base Charge	1	17.03	17.03
Waste Water - Charge for waste water usage	1.34	6.20	8.31

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 01-20-2010 through 02-19-2010	Current Charges and Fees	\$34.58
Service Address => [REDACTED]	Customer Total Balance Due	\$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees:	\$34.58	Amount Enclosed:
Customer Total Balance Due:	\$0.00	\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice #	0814FEB2010
Due Date	3/12/2010

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Service Address

[REDACTED]

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 1/19/2010

Due Date

2/9/2010

0814JAN2010 R

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water 33302431	0	0.00	
Water Previous Reading	166,620	0.00	0.00
Water Current Reading	168,490	0.00	0.00
Water - Total Gallons Used	1,870	0.00	0.00
Water - Base Charge	1	6.58	7.07
Water - Charge for water usage	1.87	2.04	4.94
Waste Water - Base Charge	1	19.08	19.70
Waste Water - Charge for waste water usage	1.87	5.43	12.98

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 12-22-2009 through 01-19-2010

Service Address =>		Current Charges and Fees	\$44.69
		Customer Total Balance Due	\$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees: \$44.69

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice # 0814JAN2010 R

Due Date 2/9/2010

Make your check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Service Address

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 12/21/2009

Due Date

11/11/2010

Invoice #

0814DEC2009

PAID

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302431	0	0.00	
Water Previous Reading	164,460	0.00	0.00
Water Current Reading	166,620	0.00	0.00
Water - Total Gallons Used	2,160	0.00	0.00
Water - Base Charge	1	6.58	6.58
Water - Charge for water usage	2.16	2.04	4.41
Waste Water - Base Charge	1	19.08	19.08
Waste Water - Charge for waste water usage	2.16	5.43	11.73

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 11-24-2009 through 12-21-2009

Current Charges and Fees \$41.80

Service Address =>

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees: \$41.80

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice # 0814DEC2009

Due Date 11/11/2010

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Service Address

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 12/21/2009

Due Date

11/11/2010

Invoice #

0814DEC2009

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302431	0	0.00	
Water Previous Reading	164,460	0.00	0.00
Water Current Reading	166,620	0.00	0.00
Water - Total Gallons Used	2,160	0.00	0.00
Water - Base Charge	1	6.58	6.58
Water - Charge for water usage	2.16	2.04	4.41
Waste Water - Base Charge	1	19.08	19.08
Waste Water - Charge for waste water usage	2.16	5.43	11.73

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 11-24-2009 through 12-21-2009

Current Charges and Fees \$41.80

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees: \$41.80

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice # 0814DEC2009

Due Date 11/11/2010

Make your check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion.

Service Address

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 11/24/2009

Due Date

12/14/2009

Invoice #

0814NOV2009

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302431	0	0.00	
Water Previous Reading	162,170	0.00	0.00
Water Current Reading	164,460	0.00	0.00
Water - Total Gallons Used	2,290	0.00	0.00
Water - Base Charge	1	7.04	7.04
Water - Charge for water usage	2.29	2.11	4.83
Waste Water - Base Charge	1	20.74	20.74
Waste Water - Charge for waste water usage	2.29	5.62	12.87

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 10-22-2009 through 11-23-2009

Current Charges and Fees \$45.48

Service Address =>

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees: \$45.48

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice # 0814NOV2009

Due Date 12/14/2009

Make your check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Service Address

Bimini Bay Utilities Corporation
Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 10/21/2009

Due Date

11/12/2009

Invoice #

0814OCT2009- R

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water 33302431	0	0.00	
Water Previous Reading	159,890	0.00	0.00
Water Current Reading	162,170	0.00	0.00
Water - Total Gallons Used	2,280	0.00	0.00
Water - Base Charge	1	7.23	7.23
Water - Charge for water usage	2.28	2.57	5.86
Waste Water - Base Charge	1	20.55	20.55
Waste Water - Charge for waste water usage	2.28	6.83	15.57

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 09-22-2009 through 10-21-2009

Service Address =>

Current Charges and Fees \$49.21

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees: \$49.21

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice # 0814OCT2009- R

Due Date 11/12/2009

Make your check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Service Address

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 10/21/2009

Due Date

11/12/2009

Invoice #

0814OCT2009-R

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water33302431	0	0.00	
Water Previous Reading	159,890	0.00	0.00
Water Current Reading	162,170	0.00	0.00
Water - Total Gallons Used	2,280	0.00	0.00
Water - Base Charge	1	7.23	7.23
Water - Charge for water usage	2.28	2.57	5.86
Waste Water - Base Charge	1	20.55	20.55
Waste Water - Charge for waste water usage	2.28	6.83	15.57

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

Billing Period 09-22-2009 through 10-21-2009

Current Charges and Fees \$49.21

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees: \$49.21

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice # 0814OCT2009-R

Due Date 11/12/2009

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Service Address

mini Bay Utilities Corp
 PO Box 135878
 Clermont, FL 34713
 863-424-0130
 mail@islandhideaway.com

Credit Memo

Date	Credit No.
7/31/2008	814CRA215

Customer
<div style="background-color: black; width: 100px; height: 20px;"></div>
<div style="background-color: black; width: 100px; height: 20px;"></div>
<div style="background-color: black; width: 100px; height: 20px;"></div>

P.O. No.	Project

Description	Qty	Rate	Amount
Using the usage at 04/20/08 as base for each month - 3940 GAL			
Waste Water - 0 to 10,000 Gallons - 0814APR2008	-4.36	4.61	-20.10
Water - First 10,000 Gallons - 0814APR2008	-4.36	1.903	-8.30
Waste Water - 0 to 10,000 Gallons - 0814MAY2008	-25.31	4.61	-116.68
Water - First 10,000 Gallons - 0814MAY2008	-25.31	1.903	-48.16
Waste Water - 0 to 10,000 Gallons - 0814JUN2008	-20.79	4.61	-95.84
Water - First 10,000 Gallons - 0814JUN2008	-20.79	1.903	-39.56
Waste Water - 0 to 10,000 Gallons - 0814JUL2008	-2.57	4.61	-11.85
Water - First 10,000 Gallons - 0814JUL2008	-2.57	1.903	-4.89
		Total	\$-345.38
		Invoices	\$345.38
		Balance Credit	\$0.00

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 7/24/2008

Due Date

8/20/2008

Invoice #

0814JUL2008

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Water Meter Serial Number (See Above)		0.00	
Water Previous Reading	104,720	0.00	0.00
Water Current Reading	111,230	0.00	0.00
Water - Total Gallons Used	6,510	0.00	0.00
Water - Base Charge	1	3.82	3.82
Water - Charge for water usage	6.51	1.90	12.39
Waste Water - Base Charge	1	14.27	14.27
Waste Water - Charge for waste water usage	6.51	4.61	30.01

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

This bill applies to the dates 06/24/2008 to 07/24/2008

Current Charges and Fees \$60.49

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Current Charges and Fees: \$60.49

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice # 0814JUL2008

Due Date 8/20/2008

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Service Address

PO Box 135878
Clermont, FL 34713
863-424-0130


State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: November 23, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lydia Roberts, Regulatory Analyst II, Division of Economic Regulation 
RE: Re: Docket No. 090424-WS- Application for certificates to provide water and wastewater service in Polk County by Bimini Bay Utilities Corporation.

Attached are documents for inclusion in the correspondence side of the docket file for the above referenced docket. The documents consist of a complaint from Emily Gan at 2419 Fan Palm Drive and 824 Washington Palm Loop, pertaining to a possible over charging by Bimini Bay Utilities Corporation.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01681-11		
DISTRIBUTION:		

RECEIVED-FPSC
11 NOV 23 PM 3:04
COMMISSION
CLERK

Lydia Roberts

From: egan17@aol.com
Sent: Tuesday, November 22, 2011 5:35 PM
To: Lydia Roberts
Cc: Carl Vinson; Lydia Roberts; Kevin Carpenter; Jerry Hallenstein
Subject: Bimini Bay

To Whom It May Concern;

This correspondence relates to an **Initiation of Show Cause Proceedings**, scheduled for October 18, 2011 and pertaining to Bimini Bay Utilities Corporation, PSC audit findings, (Docket 090424-WS);

Please take note, that I respectfully maintain my objection to the issuance of any relative certificates to David Meadows with regard to the operation of Bimini Bay Utilities. I am an unfortunate owner of a unit at Bimini Bay Resort and Spa. I bought two properties in February 2010 at this "resort" and it has been a nightmare calling and writing and emailing to Bimini Bay staff to try to resolve billing problems, illegal fines, etc. For one of my properties that I bought in Feb 2010, I've been getting billed for water even though there was no meter there installed until August 2011! Where do they get the figures to bill me from? And for my other property, many of the bills are calculated incorrectly.

The staff at BB is believed to have illegally accessed homeowner's outdoor water for grounds maintenance. Cari Grimes, an employee who had since quit, had said to me via telephone the one time I was able to get through after calling about 20 times, that Bimini Bay maintenance DO use water from my properties to water the lawns. I believe that this is where the high billing for water comes from.

Bimini Bay staff has failed to provide any financials, quick books, etc. with regard to the billing of the utilities, as well as with regard to the community HOA accounts. It appears that all such sources of revenue for BB and David Meadows may be subject to misappropriation and/or personal gain, all at the expense of the owners. Why has he failed and refused to provide any/all financials to anyone? I get bills for some of the HOA, not all. And since February, I've gotten maybe a few bills for internet and cable usage. The office staff says that since it is the same amount every month, they will not send out a bill. (I have proof of this via email with Cari Grimes, an ex-employee of theirs). The problem is that the service has been out a few times, and sometimes for months but yet I still have to pay for the bills. Only after I complain do they delete the billing for that one month but the service is out alot.

Communication with the staff at BB Utilities is often ignored. No calls are answered. No messages are returned. Email replies are sporadic, if at all. U.S. mail is ignored or sporadically answered. In-person complaints are met with empty promises in an apparent attempt to exhaust the complainant into compliance or defeat.

BB threatens fines for various baseless claims of violations against the owners, at the rate of \$100 per day, via the HOA. The same complaints apply (and more) to the operation and abuses by the HOA, and its President, David Meadows. Inappropriate liens have been filed against many owners, (including me) and ultimate foreclosures. I was forced to settle on one of the fines that was not even caused by my tenant just to get rid of the fine because going back and forth was such a headache. They made me believe there was really nothing I could do. Settle or they file a lien against me! (They fine us \$200 just for them sending out the fine, which was not a

legal fine in the first place!)

I believe David Meadows is a crook. He uses false bills, false fines and legal threats, and unsubstantiated liens and foreclosures. Neither him nor his staff offers any written correspondence most of the time as to why there are often extra charges in the billing, sometimes a tremendous amount, and when I complain and produce evidence of payment, then it disappears from the next bill. Both I and other owners of Bimini Bay has become VICTIMS of his illegal activities.

I sincerely hope that you will not approve any certificate applications by David Meadows for the operation of water and wastewater facilities. This would only serve to further empower and encourage his continual abuses of many homeowners. Further, I hope you will find it appropriate to penalize and fine him accordingly. We need to bring honesty to this community, and we as homeowners cannot keep paying so much in water bills for water that we did not use!

Thank you for your attention to this matter.

Sincerely,

Emily Gan
Owner of 2419 Fan Palm Drive
and 824 Washington Palm Loop at Bimini Bay

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: November 21, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lydia Roberts, Regulatory Analyst II, Division of Economic Regulation
RE: Re: Docket No. 090424-WS- Application for certificates to provide water and wastewater service in Polk County by Bimini Bay Utilities Corporation.

RECEIVED-FPSC
11 NOV 22 AM 9:55
COMMISSION
CLERK

Attached are documents for inclusion in the correspondence side of the docket file for the above referenced docket. The documents consist of a complaint from David Caines at 118 Washington Palm, pertaining to a possible over charging by Bimini Bay Utilities Corporation.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01681-10		
DISTRIBUTION:		

Lydia Roberts

From: Jeff [jeffdeyosr@gmail.com]
Sent: Saturday, November 19, 2011 12:55 PM
To: Carl Vinson; Jerry Hallenstein; Kevin Carpenter; Lydia Roberts; Martha Golden; Consumer Contact
Subject: Bimini Bay 815 WPL
Attachments: 815 WPL WATER 2011 Invoices.pdf

The meter readings do not run in synch.
Water usage rates are off.

Customer over charged? Possibly forward to Customer Contact.

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 12/21/2010

Due Date

1/11/2011

Invoice #

0815DECEMBER2...

David Caines
118 Crystal Springs Dr
Ashton, MD 20861

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water34640290	0	0.00	0.00
Water Previous Reading	59,398 → 83,630	0.00	0.00
Water Current Reading	93,760	0.00	0.00
Water - Total Gallons Used	10,130	0.00	0.00
Water - Base Charge	1	6.29	6.29
Water - Charge for water usage	10.13	3.06	31.00
Waste Water - Base Charge	1	13.89	13.89
Waste Water - Charge for waste water usage	10.13	8.53	86.41

*This meter read is
Also for
Feb-18, 2011
Bill?
I think paying to
much for
Bills.*

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 11-22-2010 through 12-21-2010	Current Charges and Fees	\$137.59
Service Address => 815 Washington Palm	Customer Total Balance Due	\$239.43

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

David Caines
118 Crystal Springs Dr
Ashton, MD 20861

Current Charges and Fees: \$137.59
Customer Total Balance Due: \$239.43

Amount Enclosed:
\$ _____

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Invoice # 0815DECEMBER2...

Due Date 1/11/2011

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Service Address

815 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 11/22/2010

Due Date

12/13/2010

Invoice #

0815NOVEMBER...

David Caines
118 Crystal Springs Dr
Ashton, MD 20861

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water34640290	0	0.00	0.00
Water Previous Reading	51,680	0.00	0.00
Water Current Reading	59,388	0.00	0.00
Water - Total Gallons Used	7,708	0.00	0.00
Water - Base Charge	1	6.02	6.21
Water - Charge for water usage	7.71	3.64	25.59
Waste Water - Base Charge	1	13.25	15.39
Waste Water - Charge for waste water usage	7.71	7.52	54.65

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 10-19-2010 through 11-22-2010		Current Charges and Fees	\$101.84
Service Address =>	815 Washington Palm	Customer Total Balance Due	\$101.84

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

David Caines 118 Crystal Springs Dr Ashton, MD 20861	Current Charges and Fees:	\$101.84	Amount Enclosed: \$ _____
	Customer Total Balance Due:	\$101.84	

Invoice # 0815NOVEMBER...

Due Date 12/13/2010

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

815 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 2/18/2011

Due Date

3/10/2011

Invoice #

0815FEBRUARY2...

David Caines
11878 County Road 18
Williamsburg, ON K0C 2H0
Canada

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water34640290	0	0.00	0.00
Water Previous Reading	93,760	0.00	0.00
Water Current Reading	105,380	0.00	0.00
Water - Total Gallons Used	11,620	0.00	0.00
Water - Base Charge	1	5.79	5.79
Water - Charge for water usage	11.62	3.16	36.72
Waste Water - Base Charge	1	13.75	13.75
Waste Water - Charge for waste water usage	11.62	5.26	61.12

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

*Billing Period 01-21-2011 through 02-18-2011

Service Address =>

815 Washington Palm

Current Charges and Fees \$117.38

Customer Total Balance Due \$117.38

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

David Caines
11878 County Road 18
Williamsburg, ON K0C 2H0
Canada

Current Charges and Fees: \$117.38

Customer Total Balance Due: \$117.38

Amount Enclosed:

\$ _____

Invoice # 0815FEBRUARY2...

Due Date 3/10/2011

Make your check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

815 Washington Palm

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: November 21, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lydia Roberts, Regulatory Analyst II, Division of Economic Regulation
RE: Re: Docket No. 090424-WS- Application for certificates to provide water and wastewater service in Polk County by Bimini Bay Utilities Corporation.

RECEIVED-FPSC
11 NOV 22 AM 9:55
COMMISSION
CLERK

Attached are documents for inclusion in the correspondence side of the docket file for the above referenced docket. The documents consist of a complaint from Gloria Camargo at 1110 Washington Palm Loop, pertaining to an incorrect meter reading by Bimini Bay Utilities Corporation.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01681-10		
DISTRIBUTION: _____		

Lydia Roberts

From: Jeff [jeffdeyosr@gmail.com]
Sent: Saturday, November 19, 2011 10:02 AM
To: Carl Vinson; Jerry Hallenstein; Kevin Carpenter; Lydia Roberts; Martha Golden; Consumer Contact
Subject: 06.14.2011 Invoice

Attachments: 1110 WPL 2011 util invoices with .pdf

The Rate calculation for the Water usage fee is off.

Meter Reads wrong.

11/21/2011

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 7/18/2011

Due Date

7/29/2011

Invoice #

JUL1811WAT141

Gloria Camargo
1110 Washington Palm Loop
Davenport, FL 33897
00000

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water 32659063	0	0.00	
Water Previous Reading	126,600	0.00	0.00
Water Current Reading	132,570	0.00	0.00
Water - Total Gallons Used	5,970	0.00	0.00
Water - Base Charge	1	1.88	1.88
Water - Charge for water usage	5.97	2.89	17.25
Waste Water - Base Charge	1	12.20	12.20
Waste Water - Charge for waste water usage	5.97	7.24	43.22

She went to the office to get a correct amount due & (3) this is what they gave her - So does she pay 60.36 or 74.55, if she just put it she would pay 60.

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

"Billing Period 06-14-2011 through 07-18-2011"

Current Charges and Fees \$74.55

Service Address => 1110 Washington Palm

Customer Total Balance Due \$74.55

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Gloria Camargo
1110 Washington Palm Loop
Davenport, FL 33897
00000

Current Charges and Fees: \$74.55

Customer Total Balance Due: \$74.55

Amount Enclosed:

\$ _____

Invoice # JUL1811WAT141

Due Date 7/29/2011

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Service Address

1110 Washington Palm

Bimini Bay Utilities Corporation
PO Box 135878
Clermont, FL 34713

Your Bimini Bay Utilities Invoice

Statement Date 7/8/2011

Due Date

7/29/2011

Invoice #

JULY 2011 WATER

Gloria Camargo
1110 Washington Palm Loop
Davenport, FL 33897
00000

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water 32659063	0	0.00	
Water Previous Reading	126,600	0.00	0.00
Water Current Reading	130,120	0.00	0.00
Water - Total Gallons Used	3,520	0.00	0.00
Water - Base Charge	1	3.91	3.91
Water - Charge for water usage	3.52	4.54	15.99
Waste Water - Base Charge	1	14.59	14.59
Waste Water - Charge for waste water usage	3.52	7.35	25.87

This is the next one - the due date (2) has gone from the 10th to the 5th now the 29 of the same month. And her payment was not included

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email us at mail@islandhideaway.net.

"Billing Period 06-14-2011 through 07-08-2011"		Current Charges and Fees	\$60.36
Service Address =>	1110 Washington Palm	Customer Total Balance Due	\$140.35

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion
(above) for your
records.

Please detach and return this portion with your payment.

Gloria Camargo
1110 Washington Palm Loop
Davenport, FL 33897
00000

Current Charges and Fees: \$60.36

Customer Total Balance Due: \$140.35

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

PO Box 135878
Clermont, FL 34713
863-424-0130

Invoice # JULY 2011 WATER

Due Date 7/29/2011

Make your check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Service Address

1110 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 6/14/2011

Due Date

7/5/2011

Invoice #

1110JUN2011

Gloria Camargo
1110 Washington Palm Loop
Davenport, FL 33897
00000

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Base Water 32659063	0	0.00	
Water Previous Reading	121,430	0.00	0.00
Water Current Reading	126,600	0.00	0.00
Water - Total Gallons Used	5,170	0.00	0.00
Water - Base Charge	1	3.91	3.91
Water - Charge for water usage	5.17	4.54	23.49
Waste Water - Base Charge	1	14.59	14.59
Waste Water - Charge for waste water usage	5.17	7.35	38.00

This is the invoice that she got in the mail - she has proof she paid it.

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at mail@islandhideaway.net

*Billing Period 05-14-2011 through 06-13-2011

Current Charges and Fees \$79.99

Service Address => 1110 Washington Palm

Customer Total Balance Due \$79.99

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

Please Detach and return this portion with your payment

Gloria Camargo
1110 Washington Palm Loop
Davenport, FL 33897
00000

Current Charges and Fees: \$79.99

Customer Total Balance Due: \$79.99

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Invoice #	1110JUN2011
Due Date	7/5/2011

Make your check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Service Address

1110 Washington Palm

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: November 16, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lydia Roberts, Regulatory Analyst II, Division of Economic Regulation *LR*
RE: Re: Docket No. 090424-WS- Application for certificates to provide water and wastewater service in Polk County by Bimini Bay Utilities Corporation.

Attached are documents for inclusion in the correspondence side of the docket file for the above referenced docket. The documents consist of complaints from customers pertaining to Bimini Bay Utilities Corporation.

FPSC, CLK CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>01681-10</u>	
DISTRIBUTION: _____	

RECEIVED-FPSC
11 NOV 16 PM 2:44
COMMISSION
CLERK

Lydia Roberts

Subject: FW: Bimini Bay 2011

Attachments: 131 WPL WATER 2010.11.22 - 2011.06.13.pdf

Please see the attached invoices.

Most of the invoices have errors on the math.

Service dates are incorrect.

Metter readings are identical between two months.

05/13/2011 invoice date the Waste Water calculations are off for the rate fee.

Thankyou

Kathleen Loftus

131 Washington Palm

\$ 102.45 over charges - mis-read meter

11/16/2011

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 1/20/2011

Due Date

2/9/2011

Invoice #

0131JANUARY2010

Loftus, Kathleen
81-12 258 St
Floral Park, NY 11004

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water 29479618	0	0.00	0.00
Water Previous Reading	270,090	0.00	0.00
Water Current Reading	276,020	0.00	0.00
Water - Total Gallons Used	5,930	0.00	0.00
Water - Base Charge	1	5.80	5.80
Water - Charge for water usage	5.93	3.28	19.45
Waste Water - Base Charge	1	13.67	13.67
Waste Water - Charge for waste water usage	5.93	6.15	36.47

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 109 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 12-22-2010 through 01-20-2011

Service Address =>	131 Washington Palm	Current Charges and Fees	\$75.39
		Customer Total Balance Due	\$160.71

Water Emergency Number after 5:00 P.M. EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 2/18/2011

Due Date

3/10/2011

Invoice #

0131FEBRUARY2...

Loftus, Kathleen
112 Juniper Ave.
Mineola, NY 11501

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water 29479618	0	0.00	0.00
Water Previous Reading	270,090	0.00	0.00
Water Current Reading	276,020	0.00	0.00
Water - Total Gallons Used	5,930	0.00	0.00
Water - Base Charge	1	5.79	5.79
Water - Charge for water usage	5.93	3.16	18.74
Waste Water - Base Charge	1	13.75	13.75
Waste Water - Charge for waste water usage	5.93	5.26	31.19

Follow signs to temporary location at 319 Australian Way.

Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 01-21-2011 through 02-18-2011

Service Address =>

131 Washington Palm

Current Charges and Fees \$69.47

Customer Total Balance Due \$69.47

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

Loftus, Kathleen
112 Juniper Ave.
Mineola, NY 11501

Current Charges and Fees: \$69.47

Customer Total Balance Due: \$69.47

Amount Enclosed:
\$ _____

Invoice # 0131FEBRUARY2...

Due Date 3/10/2011

Make your check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

131 Washington Palm

Need a credit:
\$49.93

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 3/21/2011

Due Date

4/11/2011

Loftus, Kathleen
112 Juniper Ave.
Mineola, NY 11501

Invoice #

0131MARCH2011

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water 29479618	0	0.00	0.00
Water Previous Reading	276,020	0.00	0.00
Water Current Reading	282,310	0.00	0.00
Water - Total Gallons Used	287,850	0.00	0.00
Water - Base Charge	5,540	0.00	0.00
Water - Charge for water usage	5.54	3.26	18.06
Waste Water - Base Charge	1	17.95	17.95
Waste Water - Charge for waste water usage	5.54	6.65	36.84

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

* Billing Period 1-21-2010 through 02-20-2011

Service Address =>

131 Washington Palm

Current Charges and Fees \$78.79

Customer Total Balance Due \$78.79

Water Emergency Number after 5:00 P.M. EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

Loftus, Kathleen
112 Juniper Ave.
Mineola, NY 11501

Current Charges and Fees: \$78.79

Customer Total Balance Due: \$78.79

Amount Enclosed:
\$ _____

Invoice # 0131MARCH2011

Due Date 4/11/2011

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 4/15/2011

Due Date

5/6/2011

Invoice #

0131APRIL2011

Loftus, Kathleen
112 Juniper Ave.
Mineola, NY 11501

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
#REP1	0	0.00	0.00
Water Previous Reading	287,850	0.00	0.00
Water Current Reading	287,850	0.00	0.00
Water - Total Gallons Used	5,540	0.00	0.00
Water - Base Charge	1	0.00	5.94
Water - Charge for water usage	5.54	0.00	16.90
Waste Water - Base Charge	1	0.00	17.95
Waste Water - Charge for waste water usage	5.54	0.00	35.62

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 02-21-2010 through 03-15-2011

Service Address =>	131 Washington Palm	Current Charges and Fees	\$76.41
		Customer Total Balance Due	\$155.52

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

Loftus, Kathleen
112 Juniper Ave.
Mineola, NY 11501

Current Charges and Fees: \$76.41

Customer Total Balance Due: \$155.52

Amount Enclosed:
\$ _____

Invoice # 0131APRIL2011

Due Date 5/6/2011

Make your check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp
101 Golden Malay Palm Way

Need a credit?
\$52.52

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 4/15/2011

Due Date

5/6/2011

Invoice #

0131APRIL2011 R...

Loftus, Kathleen
112 Juniper Ave.
Mincola, NY11501

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water29479618	0	0.00	0.00
Water Previous Reading	287,850	0.00	0.00
Water Current Reading	293,140	0.00	0.00
Water - Total Gallons Used	5,290	0.00	0.00
Water - Base Charge	1	4.80	4.80
Water - Charge for water usage	5.29	3.35	17.72
Waste Water - Base Charge	1	18.25	18.25
Waste Water - Charge for waste water usage	5.29	7.20	38.09

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

* Billing Period 02-21-2011 through 03-21-2011

Current Charges and Fees \$78.86

Service Address => 131 Washington Palm

Customer Total Balance Due \$157.97

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

**PLEASE NOTE: This is a revised invoice for April 2011. Please ignore the
invoice you have already received.**

Please Detach and return this portion with your payment

Loftus, Kathleen
112 Juniper Ave.
Mincola, NY11501

Current Charges and Fees: \$78.86

Customer Total Balance Due: \$157.97

Amount Enclosed:
\$ _____

Invoice # 0131APRIL2011 R...

Due Date 5/6/2011

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

131 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 5/13/2011

Due Date

6/3/2011

Invoice #

0131MAY2011

Loftus, Kathleen
112 Juniper Ave.
Mincola, NY 11501

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
#REF!	0	0.00	0.00
Water Previous Reading	293,140	0.00	0.00
Water Current Reading	297,840	0.00	0.00
Water - Total Gallons Used	4,700	0.00	0.00
Water - Base Charge	1	0.00	4.14
Water - Charge for water usage	4.7	0.00	9.45
Waste Water - Base Charge	1	0.00	15.44
Waste Water - Charge for waste water usage	4.7	0.00	24.24

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 04-19-2011 through 05-13-2011

Current Charges and Fees \$53.27

Service Address => 131 Washington Palm

Customer Total Balance Due \$37.56

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

Please Detach and return this portion with your payment

Loftus, Kathleen
112 Juniper Ave.
Mincola, NY 11501

Current Charges and Fees: \$53.27

Customer Total Balance Due: \$37.56

Amount Enclosed:
\$ _____

Invoice # 0131MAY2011

Due Date 6/3/2011

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

131 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 6/14/2011

Due Date

7/5/2011

Invoice #

0131JUN2011

Loftus, Kathleen
112 Juniper Ave.
Mineola, NY 11501

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water 29479618	0	0.00	0.00
Water Previous Reading	297,840 ✓	0.00	0.00
Water Current Reading	302,660 ✓	0.00	0.00
Water - Total Gallons Used	4,820	0.00	0.00
Water - Base Charge	1	3.91	3.91
Water - Charge for water usage	4.82	4.54	21.90
Waste Water - Base Charge	1	14.59	14.59
Waste Water - Charge for waste water usage	4.82	7.35	35.43

Follow signs to temporary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at mail@islandhideaway.net

Billing Period 05-14-2011 through 06-13-2011

Service Address =>	131 Washington Palm	Current Charges and Fees	\$75.83
		Customer Total Balance Due	\$75.82

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

Please Detach and return this portion with your payment

Loftus, Kathleen 112 Juniper Ave. Mineola, NY 11501	Current Charges and Fees: \$75.83	Amount Enclosed:
	Customer Total Balance Due: \$75.82	\$ _____

Invoice # 0131JUN2011

Due Date 7/5/2011

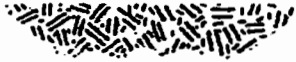
Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

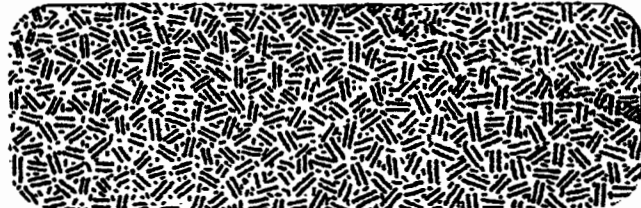
101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

131 Washington Palm



\$0.440
US POSTAGE
FIRST-CLASS
FROM 33637
APR 30 2011
stamps.com



1150134619



Lydia Roberts

Subject: FW: Bimini Bay Water Invoices 203 WPL

Attachments: 203 WPL WATER Invoice 2011.pdf

Hello:

203 WPL

Jan 2010 Invoice	Water usage and Waste Water calculations are off
Sep 2010 Invoice	Statement date to usage dates are off
Oct 2010 Invoice	Water Usage calculations are off
Nov 2010 Invoice	Duplicate meter readings from the previous month
Dec 2011 Invoice	Start date to end date of previous month don't match
Feb 2011 Invoice	Meter reading is the same as previous month
Mar 2011 Invoice	Service dates are off. Rates are off
Apr 2011 invoice	Service dates are off

I believe the rates should be \$4.80 \$3.35 \$18.25 \$7.20

Christopher O'Connell

11/16/2011

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 1/20/2009

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

PAID

Due Date

1/20/2009

Invoice #

0203JAN2009

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Water Meter Serial Number (See Above)		0.00	0.00
Water Previous Reading	289,700	0.00	0.00
Water Current Reading	294,150	0.00	0.00
Water - Total Gallons Used	4,450	0.00	0.00
Water - Base Charge To 12 08	1	4.67	4.67
Water - Charge for water usage To 12 08	4.45	1.94	8.63
Waste Water - Base Charge To 12 08	1	17.40	17.40
Waste Water - Charge for waste water usage To 12 08	4.45	5.17	23.01

Follow signs to temporary location at 319 Australian Way.
Mailing address is unchanged. Phones are back up.
Call 863-424-0130 Cari at ext 100 for account questions or Terry at ext 129 for other matters.
Email Cari at cfranklin@islandhideaway.net or Terry at tblackmon@islandhideaway.net.

This bill applies to the dates 12/19/2008 to and including 01/19/2009

Service Address =>

203 Washington Palm

Current Charges and Fees \$53.71

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

Current Charges and Fees: \$53.71

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Invoice # 0203JAN2009

Due Date 1/20/2009

Make your check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Service Address

203 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 2/17/2009

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

PAID

Due Date

3/9/2009

Invoice #

0203FEB2009

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Water Meter Serial Number (See Above) ?		0.00	0.00
Water Previous Reading	294,150 ✓	0.00	0.00
Water Current Reading	298,340	0.00	0.00
Water - Total Gallons Used	4,190	0.00	0.00
Water - Base Charge	1	5.62	5.62
Water - Charge for water usage	4.19	2.15	9.01
Waste Water - Base Charge	1	16.34	16.34
Waste Water - Charge for waste water usage	4.19	5.71	23.92

Follow signs to temporary location at 319 Australian Way.

Mailing address is unchanged. Phones are back up.

Call 863-424-0130 Cari at ext 100 for account questions or Terry at ext 129 for other matters.

Email Cari at cfranklin@islandhideaway.net or Terry at tblackmon@islandhideaway.net.

* This bill applies to the dates 01/20/2008 to and including 01/17/2009

Service Address =>

203 Washington Palm

Current Charges and Fees \$54.89

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

Current Charges and Fees: \$54.89

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Invoice # 0203FEB2009

Due Date 3/9/2009

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Service Address

203 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 3/19/2009

Due Date

4/9/2009

Invoice #

0203MAR2009

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

PAID

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Water Meter Serial Number (See Above)		0.00	0.00
Water Previous Reading	298,340	0.00	0.00
Water Current Reading	301,170	0.00	0.00
Water - Total Gallons Used	2,830	0.00	0.00
Water - Base Charge	1	5.59	5.59
Water - Charge for water usage	2.83	1.88	5.32
Waste Water - Base Charge	1	16.22	16.22
Waste Water - Charge for waste water usage	2.83	5.01	14.18

Follow signs to temporary location at 319 Australian Way.

Mailing address is unchanged. Phones are back up.

Call 863-424-0130 Cari at ext 100 for account questions or Terry at ext 129 for other matters.

Email Cari at cfranklin@islandhideaway.net or Terry at tblackmon@islandhideaway.net.

Billing Period 02-17-2009 through 03-18-2009

Service Address =>

203 Washington Palm

Current Charges and Fees \$41.31

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

Current Charges and Fees: \$41.31

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Invoice # 0203MAR2009

Due Date 4/9/2009

Make you check payable to:

Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Service Address

203 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 4/22/2009

Due Date

5/13/2009

Invoice #

0203APR2009

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

PAID

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Water Meter Serial Number (See Above)		0.00	0.00
Water Previous Reading	301,170	0.00	0.00
Water Current Reading	307,530	0.00	0.00
Water - Total Gallons Used	6,360	0.00	0.00
Water - Base Charge	1	5.51	5.51
Water - Charge for water usage	6.36	2.07	13.17
Waste Water - Base Charge	1	15.75	15.75
Waste Water - Charge for waste water usage	6.36	5.51	35.04

Follow signs to temporary location at 319 Australian Way.

Mailing address is unchanged. Phones are back up.

Call 863-424-0130 Cari at ext 100 for account questions or Terry at ext 129 for other matters.

Email Cari at cfranklin@islandhideaway.net or Terry at tblackmon@islandhideaway.net.

Billing Period 03-19-2009 through 04-22-2009

Service Address =>

203 Washington Palm

Current Charges and Fees \$69.47

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

Current Charges and Fees: \$69.47

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Invoice # 0203APR2009

Due Date 5/13/2009

Make you check payable to:

Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Service Address

203 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 5/21/2009

Due Date

6/11/2009

Invoice #

0203MAY2009

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

PAID

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Water Meter Serial Number (See Above)		0.00	0.00
Water Previous Reading	307,530	0.00	0.00
Water Current Reading	312,480	0.00	0.00
Water - Total Gallons Used	4,950	0.00	0.00
Water - Base Charge	1	5.49	5.49
Water - Charge for water usage	4.95	2.48	12.28
Waste Water - Base Charge	1	16.10	16.10
Waste Water - Charge for waste water usage	4.95	6.59192	32.63

Follow signs to temporary location at 319 Australian Way.
Mailing address is unchanged. Phones are back up.
Call 863-424-0130 Cari at ext 100 for account questions or Terry at ext 129 for other matters.
Email Cari at cfranklin@islandhideaway.net or Terry at tblackmon@islandhideaway.net.

Billing Period 04-23-2009 through 05-21-2009

Service Address =>

203 Washington Palm

Current Charges and Fees \$66.50

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

Current Charges and Fees: \$66.50

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Invoice # 0203MAY2009

Due Date 6/11/2009

Make your check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Service Address

203 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 6/24/2009

Due Date

7/15/2009

Invoice #

0203JUN2009

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

PAID

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Water Meter Serial Number (See Above)		0.00	0.00
Water Previous Reading	312,480	0.00	0.00
Water Current Reading	318,180	0.00	0.00
Water - Total Gallons Used	5,700	0.00	0.00
Water - Base Charge	1	5.69	5.69
Water - Charge for water usage	5.7	2.23	12.71
Waste Water - Base Charge	1	15.12	15.12
Waste Water - Charge for waste water usage	5.7	5.38	30.67

Follow signs to temporary location at 319 Australian Way.
Mailing address is unchanged. Phones are back up.
Call 863-424-0130 Cari at ext 100 for account questions or Terry at ext 129 for other matters.
Email Cari at cfranklin@islandhideaway.net or Terry at tblackmon@islandhideaway.net.

Billing Period 05-22-2009 through 06-24-2009

Service Address =>	203 Washington Palm	Current Charges and Fees	\$64.19
		Customer Total Balance Due	\$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

Current Charges and Fees: \$64.19

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Invoice # 0203JUN2009

Due Date 7/15/2009

Make your check payable to:

Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Service Address

203 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 8/19/2009

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

We can now email invoices.
If you get this by email please reply and let us know if you want a mailed copy as well.
If you did not get an email, email Cari below with your email address and preference for email or mail or both.

Due Date

9/8/2009

Invoice #

0203AUG2009

In the case of water invoices please see reverse side for additional information on understanding your bill.

Description	Qty	Rate	Amount
Water Meter Serial Number		0.00	0.00
Water Previous Reading	318,180	0.00	0.00
Water Current Reading	329,120	0.00	0.00
Water - Total Gallons Used	6,530	0.00	0.00
Water - Base Charge	1	5.22	5.22
Water - Charge for water usage	6.53	2.33	15.21
Waste Water - Base Charge	1	15.63	15.63
Waste Water - Charge for waste water usage	6.53	6.20	40.49

Follow signs to temporary location at 319 Australian Way.

Mailing address is unchanged. Phones are back up.

Call 863-424-0130 Cari at ext 100 for account questions or Terry at ext 129 for other matters.

Email Cari at cfranklin@islandhideaway.net or Terry at tblackmon@islandhideaway.net.

Billing Period 07-24-2009 through 08-18-2009

Current Charges and Fees \$76.55

Payments/Credits \$0.00

Service Address =>

203 Washington Palm

Customer Total Balance Due \$76.55

Water Emergency Number after 5:00 P.M. EST (877) 504-7891. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

Christopher O'Connell
8000 Shore Front Pkwy. #12M,
Rockaway Beach, NY 11693

Current Charges and Fees: \$76.55

Customer Total Balance Due: \$76.55

Amount Enclosed:

\$ _____

Invoice # 0203AUG2009

Due Date 9/8/2009

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Service Address

203 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 9/22/2009

Christopher O'Connell
81-12 258 St
Floral Park, NY 11004

PAID

Due Date

10/13/2009

Invoice #

0203SEP2009

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Water Meter Serial Number	*overflow*	0.00	
Water Previous Reading	329,120	0.00	0.00
Water Current Reading	338,200	0.00	0.00
Water - Total Gallons Used	9,080	0.00	0.00
Water - Base Charge	1	7.26	7.26
Water - Charge for water usage	9.08	2.29	20.79
Waste Water - Base Charge	1	21.36	21.36
Waste Water - Charge for waste water usage	9.08	6.09	55.30

Follow signs to temporary location at 319 Australian Way.

Mailing address is unchanged. Phones are back up.

Call 863-424-0130 Cari at ext 100 for account questions or Terry at ext 129 for other matters.

Email Cari at cfranklin@islandhideaway.net or Terry at tblackmon@islandhideaway.net.

Billing Period 08-19-2009 through 09-21-2009

Service Address =>

203 Washington Palm

Current Charges and Fees \$104.71

Customer Total Balance Due \$0.00

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Christopher O'Connell
81-12 258 St
Floral Park, NY 11004

Current Charges and Fees: \$104.71

Customer Total Balance Due: \$0.00

Amount Enclosed:

\$ _____

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Invoice # 0203SEP2009

Due Date 10/13/2009

Make you check payable to:

Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Service Address

203 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 10/21/2009

Due Date

11/12/2009

Invoice #

0203OCT2009

Christopher O'Connell
81-12 258 St
Floral Park, NY 11004

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Water Meter Serial Number - 29479023 ✓	0	0.00	0.00
Water Previous Reading	338,200 ✓	0.00	0.00
Water Current Reading	345,180	0.00	0.00
Water - Total Gallons Used	6,980	0.00	0.00
Water - Base Charge	1	5.22	7.23
Water - Charge for water usage	6.98	2.33	17.94
Waste Water - Base Charge	1	15.63	20.55
Waste Water - Charge for waste water usage	6.98	6.20	47.67

Follow signs to temporary location at 319 Australian Way.

Mailing address is unchanged. Phones are back up.

Call 863-424-0130 Carl at ext 100 for account questions or Terry at ext 129 for other matters.

Email Carl at cfraibling@bimibayutilities.com or Terry at tblackmon@bimibayutilities.com.

Billing Period 09-22-2009 through 10-21-2009

Service Address =>	203 Washington Palm	Current Charges and Fees	\$93.39
		Customer Total Balance Due	\$93.39

Water Emergency Number after 5:00 P.M. EST (877) 504-7091. Calls will be forwarded to Emergency personnel on duty.

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

Please Detach and return this portion with your payment

Christopher O'Connell 81-12 258 St Floral Park, NY 11004	Current Charges and Fees: \$93.39	Amount Enclosed: \$ _____
	Customer Total Balance Due: \$93.39	

Bimini Bay Utilities Corp
101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Invoice #	0203OCT2009
Due Date	11/12/2009

Make you check payable to:
Bimini Bay Utilities.
Put your invoice number on your check and
mail it with this portion

Service Address
203 Washington Palm

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 11/24/2009

Due Date

12/14/2009

Invoice #

0203NOV2009

Christopher O'Connell
81-12 258 St
Floral Park, NY 11004

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water 29479023 ✓	0	0.00	0.00
Water Previous Reading	345,160 ✓	0.00	0.00
Water Current Reading	351,560	0.00	0.00
Water - Total Gallons Used	6,400	0.00	0.00
Water - Base Charge	1	7.04	7.04
Water - Charge for water usage	6.4	2.11	13.50
Waste Water - Base Charge	1	20.74	20.74
Waste Water - Charge for waste water usage	6.4	5.62	35.97

Follow signs to temporary location at 319 Australian Way.

Mailing address is unchanged. Phones are back up.

Call 863-424-0130 Carl at ext 100 for account questions or Terry at ext 129 for other matters.

Email Carl at christopher@islandhideaway.net or Terry at ttacklen@islandhideaway.net.

Billing Period 10-22-2009 through 11-23-2009

Service Address =>	203 Washington Palm	Current Charges and Fees	\$77.25
		Customer Total Balance Due	\$77.25

Water Emergency Number after 5:00 P.M. EST (877) 504-7691. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks.

Bimini Bay Utilities Corporation
101 Golden Mahoe Palm Way
Devenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 12/21/2009

Christopher O'Connell
81-12 258 St
Floral Park, NY 11004

New Service
We now accept credit card
payments by phone or in person
- Call the office at the number
below

Due Date

1/11/2010

Invoice #

0205DBC2009

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water 29479023	0	0.00	0.00
Water Previous Reading	351,580	0.00	0.00
Water Current Reading	356,700	0.00	0.00
Water - Total Gallons Used	5,120	0.00	0.00
Water - Base Charge	1	6.58	6.58
Water - Charge for water usage	5.12	2.04	10.45
Waste Water - Base Charge	1	19.08	19.08
Waste Water - Charge for waste water usage	5.12	5.43	27.80

Follow signs to temporary location at 810 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at billing@biminiutilities.com

Billing Period 11-24-2009 through 12-21-2009

Service Address =>	203 Washington Palm	Current Charges and Fees	\$63.91
		Customer Total Balance Due	\$63.91

Water Emergency Number after 8:00 P.M. EST (877) 804-7091. Calls will be forwarded to Emergency personnel on duty

Keep this portion above
for your records

If you feel your water use is too high, call us
for a free inspection for leaks and running water

090424-WS

Diamond Williams

From: Ann Cole
Sent: Friday, August 26, 2011 4:47 PM
To: Lisa Bennett; Diamond Williams
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: FW: Docket No. 110254-ws

Attachments: Bimini Bay Utilities .pdf

Sure will. Diamond, please add the attached exhibit to Docket Correspondence-Consumers and their Representatives, in Docket No. 090424-WS. Thanks.

From: Lisa Bennett
Sent: Friday, August 26, 2011 4:41 PM
To: Ann Cole
Subject: FW: Docket No. 110254-ws

Please include the attached in the prior docket correspondence for Docket No. 090424-WS.

Lisa C. Bennett
 Senior Attorney
 2540 Shumard Oak Boulevard
 Tallahassee, FL
 850-413-6230

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01681-10		
DISTRIBUTION:		

From: jianliang wang [mailto:jlw131@hotmail.com]
Sent: Friday, August 26, 2011 4:17 PM
To: Lisa Bennett
Subject: RE: Docket No. 110254-ws

Dear Ms.Bennett,

Thanks for your prompt reply. I forgot to attach the Notice in my earlier email Here it is.

Sincerely,

Jianlaing Wang
 owner, 630 Washington Palm Loop

Subject: RE: Docket No. 110254-ws
Date: Fri, 26 Aug 2011 14:18:48 -0400
From: LBENNETT@PSC.STATE.FL.US
To: jlw131@hotmail.com

Dear Jianliang Wang,

I received your complaint regarding Bimini Bay Utilities. I have forwarded the complaint to our Division of Safety, Reliability, Safety and Consumer Services. You will be contacted by that division of the Public Service Commission shortly. Although you referenced Docket No. 110254-WS in your email to me, that docket deals with Four Points Utility Corporation. The actual Docket that was opened to address Bimini Bay Utilities request for water and wastewater certificates is Docket No. 090424-WS. I am placing your email in that docket for informational purposes.

8/29/2011

Thank you for your correspondence.

Lisa C. Bennett
Senior Attorney
2540 Shumard Oak Boulevard
Tallahassee, FL
850-413-6230

From: jianliang wang [mailto:jlw131@hotmail.com]
Sent: Friday, August 26, 2011 9:51 AM
To: Lisa Bennett; jianliang wang
Subject: Docket No. 110254-ws

Dear Ms. Bennett;

My name is Jianliang Wang and I am the owner of Lot 24, Bimini Bay Phase I-630 Washington Palm Loop. On or about July 18, 2011 my tenants received a "Notice of Possible Disconnection" from Bimini Bay Utilities Corporation addressed to Kelly Ruiz, threatening to terminate utility service because of an alleged past due balance (\$1,613.36 plus \$20 reconnection fee). (A copy of the Notice of Possible Disconnection is enclosed). Kelly Ruiz, however, does not reside at the location and has not leased the premises since approximately July 2010. This is not the first time Bimini Bay Utilities Corp. did this to my tenant.

Due to this threatening letter and other threatening letters by the Island Club Resort HOA, my tenant requested to terminate the lease and move out of the property. Should the Bimini Bay Utilities Corporation continue to harass us, I will have no other choice but to notify the Florida Public Services Commission and consider possible legal action against Bimini Bay Utilities Corporation, including, but not limited to, an action for tortuous interference with a business relationship and monetary loss of business.

Thank you for your immediate attention.

Sincerely,

Jianliang Wang, owner

630 Washington Palm Loop
270-779-2263
Jlw131@hotmail.com

8/29/2011

B I M I N I B A Y

Utilities Corporation

Bimini Bay Utilities Corp.
PO Box 138878
Clermont, FL 34713
(888)424-0130

NOTICE OF POSSIBLE DISCONNECTION

July 13, 2011

Kelly Ruiz
630 Washington Palm Loop
Davenport, FL 33897

Re: W - 630B WPL

Bimini Bay Utilities Corporation is committed to providing you with continuous service. Our records indicate that you have an overdue invoice(s) with a balance of \$1,613.36.

To avoid interruption of your service and any additional charges for reconnection, your payment must be received by July 19, 2011. The reconnection fee is \$20.00.

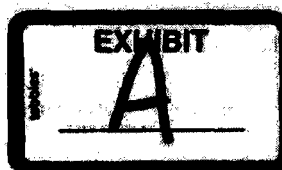
Service will be interrupted if payment is not received by 4:00 PM on the above date. Service will only be reconnected after full payment of past due balance.

If you feel you have received this letter in error please contact the office immediately to discuss your account.

Sincerely,

Accounting Department
Bimini Bay Utilities Corporation

Notice: This is an attempt to collect a debt. Any information will be used for that purpose.



Diamond Williams

090424-WS

From: Ann Cole
Sent: Friday, August 26, 2011 2:55 PM
To: Lisa Bennett
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Diamond Williams
Subject: RE: Docket No. 110254-ws

Thanks, Lisa. This information will be placed in Docket Correspondence-Consumers and their Representatives, in Docket No. 090424-WS.

From: Lisa Bennett
Sent: Friday, August 26, 2011 2:21 PM
To: Ann Cole
Subject: FW: Docket No. 110254-ws

I received the email below regarding Bimini Bay Utilities. Please place this email in the correspondence side of Docket No. 090424-WS.

Lisa C. Bennett
Senior Attorney
2540 Shumard Oak Boulevard
Tallahassee, FL
850-413-6230

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01681-10		
DISTRIBUTION:		

From: jianliang wang [mailto:jlw131@hotmail.com]
Sent: Friday, August 26, 2011 9:51 AM
To: Lisa Bennett; jianliang wang
Subject: Docket No. 110254-ws

Dear Ms. Bennett;

My name is Jianliang Wang and I am the owner of Lot 24, Bimini Bay Phase I-630 Washington Palm Loop. On or about July 18, 2011 my tenants received a "Notice of Possible Disconnection" from Bimini Bay Utilities Corporation addressed to Kelly Ruiz, threatening to terminate utility service because of an alleged past due balance (\$1,613.36 plus \$20 reconnection fee). (A copy of the Notice of Possible Disconnection is enclosed). Kelly Ruiz, however, does not reside at the location and has not leased the premises since approximately July 2010. This is not the first time Bimini Bay Utilities Corp. did this to my tenant.

Due to this threatening letter and other threatening letters by the Island Club Resort HOA, my tenant requested to terminate the lease and move out of the property. Should the Bimini Bay Utilities Corporation continue to harass us, I will have no other choice but to notify the Florida Public Services Commission and consider possible legal action against Bimini Bay Utilities Corporation, including, but not limited to, an action for tortious interference with a business relationship and monetary loss of business.

Thank you for your immediate attention.

Sincerely,

8/29/2011

Jianliang Wang, owner

630 Washington Palm Loop

270-779-2263

Jlw131@hotmail.com

8/29/2011

Diamond Williams

090424-WS

From: Diamond Williams
Sent: Tuesday, November 30, 2010 10:42 AM
To: Ruth McHargue
Cc: Dorothy Menasco; Catherine Potts
Subject: FW: Bimini Bay Docket Protest
Attachments: Docket # 090424-WS, Bimini Bay Utilities Corporation

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01681-10		
DISTRIBUTION:		

Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 090424-WS.

Thank you,

Diamond Williams
 Staff Assistant
 Office of Commission Clerk
 Florida Public Service Commission
 Email: 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.

From: Ruth McHargue
Sent: Tuesday, November 30, 2010 10:06 AM
To: Diamond Williams
Cc: Dorothy Menasco; Catherine Potts
Subject: FW: Bimini Bay Docket Protest

Customer correspondence

From: Angie Calhoun
Sent: Monday, November 29, 2010 1:07 PM
To: Ruth McHargue
Subject: Bimini Bay Docket Protest

Ruth,

Customer complaint has been filed. The protest has also been added to CATS.

Angie

11/30/2010

Diamond Williams

From: Jeff [jeffdeyosr@gmail.com]
Sent: Saturday, November 27, 2010 11:02 AM
To: Consumer Contact
Subject: Docket # 090424-WS, Bimini Bay Utilities Corporation
Attachments: WATER 2010.10.19 - 2010.11.22.pdf

Hello PSC:

RE: The Public Service Commission meetings of November 18, 2010 and November 19, 2010.
 Island Club West Club House.

Discussion on customer complaints on water service provided by the Four Points Utility and Bimini Bay Utilities.

- 1: We are serviced by the Bimini Bay Utilities Corporation for our Water and Waste Water Service.**
2: 202 Washington Palm Loop, Davenport Florida 33897
3: Docket #: 090424-WS Bimini Bay Utilities Corporation

Please find attached our most recent water invoice.
 Notice the math continues to be an issue.
 IE:

Calculations

Water Base	1	* 6.02	does not equal \$ 6.21
Water Charge	2.47	* 3.64	does not equal \$ 8.20
Waste Water	1	* 13.25	does not equal \$15.39
Waste Water	2.47	* 7.52	does not equal \$17.51

I for one have been complaining about the bad calculations for about 2 years.
 I have also sent other customers invoices to you in the past indicating the same problem.
 But yet the problem persists today.
 Would the PSC please investigate the method Bimini Bay utilizes in calculating their invoices to ensure our billing is complete AND accurate.

Bimini Bay Officials

We found it very disturbing that the officials from Bimini Bay did not make their presence known at the meetings. It would have been nice to know they were there as questions could have been addressed directly by those officials.
 Their unwillingness to come forward and identify themselves as representative of Bimini Bay is a bit disturbing in itself.
 If the PSC or Bimini Bay could offer an explanation to all those who attended, as to why they did not introduce themselves it would be appreciated.

Unit water spigots:

Is it proper for the landscaping and maintenance people of Bimini Bay to use the water from the spigots on the units?
 The HOA is to maintain the exteriors of the buildings at the expense of the HOA, however they use the water of the unit which is paid directly by the owners.
 Bimini Bay said at a meeting that they offered the owners a credit for the water used, but I have never talked to any owner that ever received such a credit.
 I would ask that the PSC followup on the promised credits issued.

11/30/2010

Thank you VERY much for your investigation of Bimini Bay.
It has been a long time coming, but thanks for being here

Jeff Deyo
Karen Smith

11/30/2010

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Your Bimini Bay Utilities Invoice

Statement Date 11/22/2010

Due Date

12/13/2010

Invoice #

0202NOVEMBER...

Jeffrey Deyo
202 Washington Palm Loop
Davenport, FL 33897

In the case of water invoices please see reverse side for additional information
on understanding your bill.

Description	Qty	Rate	Amount
Base Water29479829	0	0.00	0.00
Water Previous Reading	83.390	0.00	0.00
Water Current Reading	85.860	0.00	0.00
Water - Total Gallons Used	2,470	0.00	0.00
Water - Base Charge	1	6.02	6.21
Water - Charge for water usage	2.47	3.64	8.20
Waste Water - Base Charge	1	13.25	15.39
Waste Water - Charge for waste water usage	2.47	7.52	17.51

Follow signs to tempoary location at 319 Australian Way.
Call 863-424-0130 Office at ext 100 for account questions. Email at pguthrie@islandhideaway.net

Billing Period 10-19-2010 through 11-22-2010

Service Address =>	202 Washington Palm	Current Charges and Fees	\$47.31
		Customer Total Balance Due	\$47.31

Water Emergency Number after 5:00 P.M EST (877) 504-7091. Calls will be fowarded to Emergency personnel on duty

Keep this portion above
for your records

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Please Detach and return this portion with your payment

Jeffrey Deyo
202 Washington Palm Loop
Davenport, FL 33897

Current Charges and Fees: \$47.31

Customer Total Balance Due: \$47.31

Amount Enclosed:

\$ _____

Invoice # 0202NOVEMBER...

Due Date 12/13/2010

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and
mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 7000

Service Address

202 Washington Palm

090424

FPSC, CLK - CORRESPONDENCE

Administrative Parties ☒ Consumer

RECEIVED-FPSC

March 31, 2010

DOCUMENT NO. 011681-10

DISTRIBUTION: _____

10 APR 13 PM 4:46

Florida Public Service Commissions
2540 Shumand Oak Blvd
Tallahassee FL 32399-0850

COMMISSION
CLERK

Re: Request to Deny an Initial certificate of Authorization for David Meadows and the companies in which he has a controlling interest.

I would like to file the following complaint about the current water service at Bimini Bay. I request that the Commission investigate the ownership and operation of Bimini Bay utilities. I believe that the "Initial certificate of Authorization for Water, Waste Water" should be denied because of David Meadow's conflict of interest and poor operations. We understand that Meadows and his companies are in poor financial shape and should not be allowed to control the essential utilities of Bimini Bay. Many owners are concerned that they may not be able to get their deposits back if Meadows spends the retained deposits and goes bankrupt.

David Meadows is the developer of Bimini Bay Resort and has failed miserably. The resort was never completed. The entire development has been mismanaged from the start and now the values of the units have plunged from over \$300,000 to around \$40,000 per unit. The complex has fallen into disrepair and it is difficult to find occupants for the run-down units.

Many of the unfortunate owners of townhomes in Bimini Bay believe that Meadows and his associates should be investigated for self-dealing and conflicts of interest. As a part of his development of Bimini Bay and his sale of the units, Meadows represented that his company would rent the units back from the owners and then manage the development as a luxury resort. Meadows rented the units from the owners for a short time and then terminated the leases leaving the out of town owners responsible for renting townhomes in an unfinished complex with no common amenities and poor maintenance.

The owners have found that Meadows was not only the developer and seller of the units, but he also intends to own and control almost all essential services including the utilities. Meadows has already provided extremely poor services for landscaping, maintenance, cable and internet service. The water bills have been frequently inaccurate and the deposit policies do not appear to be in compliance with state regulations in terms of the amount of deposits required and the return of such deposits.

The owners strongly request that Meadows application be denied and that a competent, independent company operate the utilities.

Sincerely,



Charlton Andrews

Owner - 532 Australian Way, Davenport, FL

Mailing Address: 7822 Ladue Glen, Fort Wayne, IN 46804 email: chuck94107@yahoo.com

Diamond Williams

From: Cristina Slaton
Sent: Tuesday, March 23, 2010 5:00 PM
To: Diamond Williams
Subject: RE: 090424-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 01081-10		
DISTRIBUTION: _____		

Consumer correspondence. Thank you very much.

From: Diamond Williams
Sent: Tuesday, March 23, 2010 4:50 PM
To: Cristina Slaton
Subject: RE: 090424-WS

Hello Ms. Slaton would you like the attached correspondence placed in parties or consumer correspondence. Please let me know.

Thank you,

Diamond Williams
 Staff Assistant
 Office of Commission Clerk
 Florida Public Service Commission
 Email: 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.

From: Cristina Slaton
Sent: Tuesday, March 23, 2010 4:42 PM
To: Diamond Williams
Cc: Ann Cole; Dorothy Menasco
Subject: 090424-WS

Please place the attached e-mail received by the office of Commissioner Skop in docket 090424-WS.

Thank you,

Cristina Slaton
Executive Assistant to Commissioner Skop
Florida Public Service Commission
(850) 413-6030 (office)
(850) 413-6031 (fax)
cslaton@psc.state.fl.us

3/24/2010

Diamond Williams

From: K Smith [jeffdeyosr@gmail.com]
Sent: Tuesday, March 23, 2010 8:48 AM
To: Lydia Roberts; Pat Brady
Cc: Terry Blackmon
Subject: Request to Deny Authorization
Attachments: Bimini Bay Water Auth App 02.pdf; Bimini Bay Water Auth App 01.pdf; Bimini Bay Water Auth App 03.pdf

Office of Commission Clerk
Florida Public Service Commissions
2540 Shumand Oak Blvd
Tallahassee FL 32399-0850

RE: Bimini Bay request for additional deposits.
RE: Initial certificate of Authorization for Water, Waste Water

We would like to file the following complaint about the current water service at Bimini Bay.
We would also like to submit this complaint as a request to deny Bimini Bay "Initial certificate of Authorization for Water, Waste Water".

When our water was turned on two years ago we signed a form saying that we need to give them a \$30.00 deposit and \$35.00 for first months bill.
We have paid the water bill in a timely fashion month after month for 2 years.

Recently, we were sent an invoice for \$74 indicating their policy is to have a deposit equal to 150% of a **3 months average?**

The state stipulates a 2 month average.

We asked to see the Bimini Bay policy that stated this and they could not find it.

Over the next week and after a second visit to the office and more emails they emailed us a 1 page insert with no title on the top. (**See attached**)

After researching the page on the internet we discovered that they provided us with a page from the PSC web site and not their published policy.

In the policy that was emailed to us which we tracked down to the PSC it states we are due a refund of our deposit once we establish a relationship that we pay our bills in a timely fashion.

Well we do. Bimini Bay has never refunded our previous deposit as stated in the PSC Policies.

Nor have they provided us with a 6% interest refund.

At the last HOA meeting in January 2010, the owner of the development, David Meadows, informed the owners that there is a potential of his lender filing for foreclosure on the Bimini Bay development.

We are concerned that we will not receive any refunds from Bimini Bay based on their current financial situation.

IMPROPER NOTICE

The date on the invoice is the same as the due date. I really don't understand this. The notice we received notifying us of their application was dated February 17, 2010. The letter indicated that we had 30 days (from February 17, 2010) to file any objections. However that letter was mailed in an envelope post marked February 24, 2010.

3/23/2010

The invoice for the additional deposit requested payment immediately. No 30 days notice to pay.

(See attached)

"Notice given" date 02.17.2010 The letter that stated we were hereby notified as of this date. 02.17.2010. But mailed on 02.24.2010, **(See attached)**

Deposit Invoice dated 02.23.2010

Deposit Invoice due date 02.23.2010

Invoice envelope post marked 02.24.2010 But what about the 02.17.2010 notice date... Notice on 02.17.2010 but mailed on 02.24.2010 ? Invoice date and a due date the same.

PLUS, the letter also goes on to say the invoice is DUE UPON RECEIPT. What happened to the 30 days notice they are required by the state to provide?

But yet the PSC attached says Bimini Bay must give us not less than 30 days notice. See section 7

How about BB that gives us a negative 31 days notice.

<http://www.flsenate.gov/Statutes/index.cfm?>

[App_mode=Display_Statute&Search_String=&URL=Ch0367/SEC045.HTM&Title=->2009->Ch0367->Section%20045#0367.045](http://www.flsenate.gov/Statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=Ch0367/SEC045.HTM&Title=->2009->Ch0367->Section%20045#0367.045)

Other business practices of Bimini Bay that we are concerned about are:

- * Fluctuating due dates.
- * Math is wrong many of the times. Rates x usage = ??? Check each line entry on your water bills to see what I am saying.
- * Due dates are to close to the next meter reading dates. Payments overlap the billing. New bills show outstanding amounts due. Disconnect notices placed on the doors.
- * Bimini Bay has also offered to give the owners a credit for water used to wash the exterior of the buildings.
- * Power washing the exterior of buildings using the owners water.
- * Washing stains off the buildings using the owners water.
- * Bleaching mold using the owners water.
- * Filling the water fountain out front was using an owners water spigot.
- * We have attached a spigot lock on our unit to keep Bimini Bay from using our water

We ask that the Public Service Commission review the business practices of Bimini Bay as it pertains to water, waster water before approving any and all applications submitted by Bimini Bay.

Thank you

Jeff Deyo and Karen Smith
202 Washington Palm Loop
Davenport FL 33897



Dear Customer,

We have a policy of maintaining a deposit which is equal to 1.5 times the average of three months of service.

In a recent review of our records, it has been determined that there is a shortfall in the deposit amount we have on account for you.

The enclosed invoice is for the additional amount needed to bring this balance in line. Please note that the enclosed invoice is due upon receipt.

Thank you

Your Bimini Bay Utilities Invoice

Due Date

Jeffrey Deyo / Karen Smith
202 Washington Palm Loop
Davenport, Fl. 33897

202WATDEPI

Description

Qty

Rate

Amount

Water Deposit

1	74.00
---	-------

74.00

Call 863-424-0130 Office at ext 100 for account questions. Email at cfranklin@islandhideaway.net

Service Address =>

202 WPL

Current Charges and Fees	\$74.00
---------------------------------	----------------

Customer Total Balance Due **\$119.24**

**Keep this portion above
for your records**

**If you feel your water use is too high, call us
for a free inspection for leaks and running water**

Jeffrey Deyo / Karen Smith
202 Washington Palm Loop
Davenport, Fl. 33897

Current Charges and Fees: \$74.00

Amount Enclosed:

Customer Total Balance Due: \$119.24

S See **Section**

Invoice #

202WATDEPI

Due Date

2/23/2010

Make you check payable to:
Bimini Bay Utilities.

Put your invoice number on your check and mail it with this portion

Bimini Bay Utilities Corp

101 Golden Malay Palm Way
Davenport, FL 33897
863-424-0130 Ext 129

Service Address

202 WPL

LEGAL NOTICE

Notice of Application for an Initial Certificate of Authorization for Water, Wastewater

Re: In Township 25 South, Range 26 East, Polk County:
That portion of the Southwest $\frac{1}{4}$ of the Southwest $\frac{1}{4}$ of Section 1, lying
west of U.S. Highway 27;
The South $\frac{1}{2}$ of the Southeast $\frac{1}{4}$ of Section.

Notice is hereby given on February 17, 2010, pursuant to Section 367.045,
Florida Statutes, of the application of Bimini Bay Utilities Corporation to operate a
water and/or wastewater utility to provide service to the following described
territory in Polk, Florida.

In Township 25 South, Range 26 East, Polk County:
That portion of the Southwest $\frac{1}{4}$ of the Southwest $\frac{1}{4}$
of Section 1, lying west of U.S. Highway 27;
The South $\frac{1}{2}$ of the Southeast $\frac{1}{4}$ of Section.
Serving Bimini Bay Development Resort and Spa

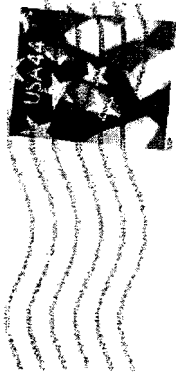
Any objection to the said application must be made in writing and filed with the
Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard
Oak Boulevard, Tallahassee, Florida 32399-0850, within thirty (30) days from the
date of this notice. At the same time, a copy of said objection should be mailed to
the applicant whose address is set forth below. The objection must state the
grounds for the objection with particularity.

Mailing address

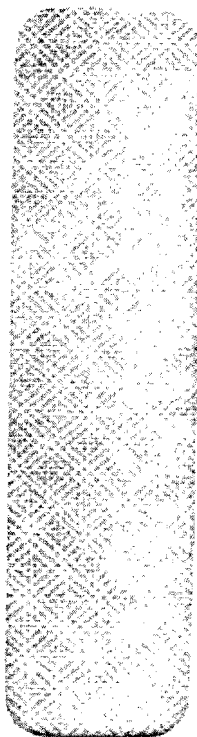
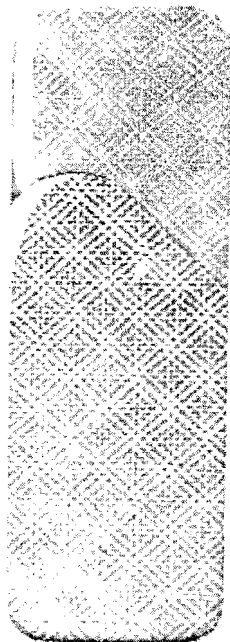
Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Temporary Physical Address

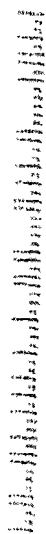
Bimini Bay Utilities Corporation
319 Australian Way
Davenport, FL 33897



TAMPA FL 335
SAINT PETERSBURG FL
24 FEB 2000 PM 9 T



334573163



25-30.311 Customer Deposits.

(1) Deposit required; establishment of credit. Each company's tariff shall contain their specific criteria for determining the amount of initial deposit. Each utility may require an applicant for service to satisfactorily establish credit, but such establishment of credit shall not relieve the customer from complying with the utilities' rules for prompt payment of bills. Credit will be deemed so established if:

(a) The applicant for service furnishes a satisfactory guarantor to secure payment of bills for the service requested. A satisfactory guarantor shall, at a minimum, be a customer of the utility with a satisfactory payment record. A guarantor's liability shall be terminated when a residential customer whose payment of bills is secured by the guarantor meets the requirements of subsection (5) of this rule. Guarantors providing security for payment of residential customers' bills shall only be liable for bills contracted at the service address contained in the contract of guaranty.

(b) The applicant pays a cash deposit.

(c) The applicant for service furnishes an irrevocable letter of credit from a bank or a surety bond.

(2) Receipt for deposit. A non-transferrable certificate of deposit shall be issued to each customer and means provided so that the customer may claim the deposit if the certificate is lost.

(3) Record of deposits. Each utility having on hand deposits from customers shall keep records to show:

(a) The name of each customer making the deposit;

(b) The premises occupied by the customer when the deposit was made;

(c) The date and amount of deposit; and

(d) A record of each transaction concerning such deposit.

(4) Interest on deposit.

(a) Each public utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits of 6 percent per annum. The utility shall pay an interest rate of 7 percent per annum on deposits of nonresidential customers qualifying under subsection (5) below when the utility elects not to refund such a deposit after 23 months.

(b) The deposit interest shall be simple interest in all cases and settlement shall be made annually, either in cash or by credit on the current bill. This does not prohibit any public utility paying a higher rate of interest than required by this rule. No customer depositor shall be entitled to receive interest on his deposit until and unless a customer relationship and the deposit have been in existence for a continuous period of six months, then he shall be entitled to receive interest from the day of the commencement of the customer relationship and the placement of deposit.

(5) Refund of deposits. After a customer has established a satisfactory payment record and has had continuous service for a period of 23 months, the utility shall refund the residential customer's deposits and shall, at its option, either refund or pay the higher rate of interest specified above for nonresidential deposits, providing the customer has not, in the preceding 12 months, (a) made more than one late payment of a bill (after the expiration of 20 days from the date of mailing or delivery by the utility), (b) paid with check refused by a bank, (c) been disconnected for nonpayment, or at any time, (d) tampered with the meter, or (e) used service in a fraudulent or unauthorized manner. Nothing in this rule shall prohibit the company from refunding at any time a deposit with any accrued interest.

(6) Refund of deposit when service is discontinued. Upon termination of service, the deposit and accrued interest may be credited against the final account and the balance, if any, shall be returned promptly to the customer but in no event later than fifteen (15) days after service is discontinued.

(7) New or additional deposits. A utility may require, upon reasonable written notice of not less than 30 days, such request or notice being separate and apart from any bill for service, a new deposit, where previously waived or returned, or an additional deposit, in order to secure payment of current bills; provided, however, that the total amount of the required deposit should not exceed an amount equal to the average actual charge for water and/or wastewater service for two billing periods for the 12-month period immediately prior to the date of notice. In the event the customer has had service less than 12 months, then the utility shall base its new or additional deposit upon the average monthly billing available.

Specific Authority 367.121, 350.127(2) F.S. Law Implemented 367.081, 367.111, 367.121 F.S. History—Amended 6-1-63, 4-1-69, 9-12-74, 6-10-80, 1-31-84, Formerly 25-10.72, 25-10.072, Amended 10-13-88, 4-25-94.

B I M I N I B A Y

Utilities Corporation

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO 011281-10		
DISTRIBUTION: _____		

LEGAL NOTICE

Notice of Application for an Initial Certificate of Authorization for Water, Wastewater

Re: In Township 25 South, Range 26 East, Polk County:
That portion of the Southwest $\frac{1}{4}$ of the Southwest $\frac{1}{4}$ of Section 1, lying west of U.S. Highway 27;
The South $\frac{1}{2}$ of the Southeast $\frac{1}{4}$ of Section.

Notice is hereby given on February 17, 2010, pursuant to Section 367.045, Florida Statutes, of the application of Bimini Bay Utilities Corporation to operate a water and/or wastewater utility to provide service to the following described territory in Polk, Florida.

In Township 25 South, Range 26 East, Polk County:
That portion of the Southwest $\frac{1}{4}$ of the Southwest $\frac{1}{4}$
of Section 1, lying west of U.S. Highway 27;
The South $\frac{1}{2}$ of the Southeast $\frac{1}{4}$ of Section.
Serving Bimini Bay Development Resort and Spa

Any objection to the said application must be made in writing and filed with the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within thirty (30) days from the date of this notice. At the same time, a copy of said objection should be mailed to the applicant whose address is set forth below. The objection must state the grounds for the objection with particularity.

Mailing address

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Temporary Physical Address

Bimini Bay Utilities Corporation
319 Australian Way
Davenport, FL 33897

March 15, 2010



RECEIVED-FPSC

10 MAR 19 AM 10:19

COMMISSION
CLERK

DISTRIBUTION CENTER
10 MAR 19 AM 7:24

To Whom It May Concern;

On February 27, 2010, I received a "Legal Notice" stating, **"Notice is hereby given on February 17, 2010, pursuant to Section 367.045, Florida Statutes,..."**. This was a "Notice of Application for an Initial Certificate of Authorization for Water, Wastewater", a copy of which is attached hereto. Said notice received on 2/27/10, did not bear a date nor a signature.

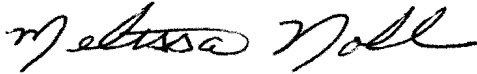
Please be advised by this correspondence, that I am formally objecting within the required (30) days to this undated application as made by Bimini Bay Utilities Corporation, 101 Golden Malay Palm Way, Davenport, FL 33897. As required, I do so with the following list of particulars;

1. The management at Bimini Bay and DAVID MEADOWS has issued water utilities bills that have been fraught with improper billing amounts, inclusive of, but not limited to; inconsistent rates, inconsistent bill amounts, the re-issuance of arbitrary bills, etc.
2. The management at Bimini Bay and DAVID MEADOWS has continued to utilize the individual owner's water at said owner's expense, without their consent or knowledge. These usages have been for such purposes as; watering the grass, watering the landscaping and powerwashing of the townhomes, while passing that expense along to the unsuspecting owner, many of whom are out-of-state.
3. The management at Bimini Bay and DAVID MEADOWS continues to cause the water bills to be assigned to the private owners, while such water use, as cited above, should be incurred by the Home Owner's Association.
4. The management at Bimini Bay and DAVID MEADOWS has just notified me of their sudden arbitrary policy. Despite my having paid the mandated "Security Deposit" upon commencing a water utilities account, I am now being mandated to adhere to their "Policy" of maintaining "1.5 times the average of three months of service". While they cite an additional figure of \$66.00, they fail to provide their method of determination. Furthermore, during my billing period(s), I incurred unexplained months of water meter increases reflecting usages in excess of 700% beyond normal amounts. I was forced to investigate the possibility of a "Malfunctioning Meter". There was no such finding. Instead, the likely culprit was the illegal accessing of water by the management at Bimini Bay and DAVID MEADOWS for purposes as cited above. Due to the fact that most owners are not local to Bimini Bay, the management at Bimini Bay and DAVID MEADOWS has taken advantage of this "owner-disadvantage" and billed them accordingly. Now in addition to this tactic, they attempt to justify the collection of additional monies through this arbitrary mandate of additional security fees, while giving no consideration to the real cause behind the increased water usage, let alone, giving no consideration to imposing another policy to justify the collection of more money.
5. The management at Bimini Bay and DAVID MEADOWS has defaulted on its contract to provide the product for which the owners paid; A townhome within a gated community with security personnel, inclusive of a waterpark, clubhouse, theaters, tennis courts, exterior track, tiki bars, restaurants, guaranteed property management with rental income, etc.
6. The management at Bimini Bay and DAVID MEADOWS has defaulted on its contract to develop this community as a safe and viable source of investment, resulting in long-term undesirable tenants, in direct contrast to the contracted weekly rental goals of this community.

7. The management at Bimini Bay, and DAVID MEADOWS, while holding the majority vote, continues to raise the rates of the HOA fees while not providing the requisite services.
8. The management at Bimini Bay and DAVID MEADOWS continues to deny services and any and all amenities, while continuing to find various means of mandating additional fees from its owners, through his monopoly ownership and/or partial interest of; Bimini Bay, Gracewood Mortgage Company; Assured Title Company; Bimini Bay Cable Company; and The (defunct/defaulted) BVI Management company.
9. The management at Bimini Bay and DAVID MEADOWS, continues to publically auction any and all units within its control, for such nominal costs, as \$25,000 to \$45,000, without any regard to the various owners who paid \$200,000 - \$335,000. The owners who are left, continue to hope that DAVID MEADOWS will make a good-faith effort to recover the failed investment he has managed to "sell" us into.
10. The management at Bimini Bay and DAVID MEADOWS continues toward foreclosure, while bringing its various owners closer to financial ruin, without an apparent conscience or desire to improve this investment otherwise.

The management at Bimini Bay and DAVID MEADOWS makes application to "operate a water and/or wastewater utility" at Bimini Bay, when all past and present actions demonstrate a clear inability to operate any business in an honest, legal or ethical manner. Please consider the pleas and position of the many victim-investors of Bimini Bay and its affiliates. Providing the management and/or DAVID MEADOWS further control of a community that is already victim to their unethical, illegal tactics, will only exacerbate the already negative product for which we the owners, continue to seek alternatives to. Thank you for your consideration in this matter.

Sincerely Yours,



Bimini Bay Property;



cc: Bimini Bay Utilities Corporation

CERTIFIED MAIL



7009 3410 0001 9194 2992



1000

32399

U.S. POSTAGE
PAID
CLIFTON PARK, NY
12065
MAR 15, 10
AMOUNT

\$5.54
00040355-06

RECEIVED
MAR 15 2010
FBI

*Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-
0850*

32399-0850



CONSUMER RECEIVED-FPSC

090424-WS

3/01/10

10 MAR 11 AM 9:19

RE: Objection for ^{COMMISSION} ~~CLERK~~ application
of Bimini Bay Utilities Corp.
to OPERATE a WATER & OR WASTE
water utility to provide service
to Bimini Bay Development
Record + SPA

= WE, are clients of Bimini Bay
Corp; + that we have
objected for them to take con-
trol of this responsibility —
they (Bimini) are very inconsis-
tent in their billings - most
of the time water bill are
way up even if the meters
are locked, + also the office
is Hard to contact + if you're
delayed in payment they'll
penalized you heavily, Also
the property is UNKEPT
though HOME OWNERS ALSO for
are paid on time.

= I would rather have a
water agency control this.

= Thank you.

DOCUMENT NUMBER-DATE

01681-MAR 11 @

FPSC-COMMISSION CLERK



LEGAL NOTICE

Notice of Application for an Initial Certificate of Authorization for Water, Wastewater

Re: In Township 25 South, Range 26 East, Polk County:
That portion of the Southwest $\frac{1}{4}$ of the Southwest $\frac{1}{4}$ of Section 1, lying
west of U.S. Highway 27;
The South $\frac{1}{2}$ of the Southeast $\frac{1}{4}$ of Section.

Notice is hereby given on February 17, 2010, pursuant to Section 367.045,
Florida Statutes, of the application of Bimini Bay Utilities Corporation to operate a
water and/or wastewater utility to provide service to the following described
territory in Polk, Florida.

**In Township 25 South, Range 26 East, Polk County:
That portion of the Southwest $\frac{1}{4}$ of the Southwest $\frac{1}{4}$
of Section 1, lying west of U.S. Highway 27;
The South $\frac{1}{2}$ of the Southeast $\frac{1}{4}$ of Section.
Serving Bimini Bay Development Resort and Spa**

Any objection to the said application must be made in writing and filed with the
Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard
Oak Boulevard, Tallahassee, Florida 32399-0850, within thirty (30) days from the
date of this notice. At the same time, a copy of said objection should be mailed to
the applicant whose address is set forth below. The objection must state the
grounds for the objection with particularity.

Mailing address

Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, FL 33897

Temporary Physical Address

Bimini Bay Utilities Corporation
319 Australian Way
Davenport, FL 33897

MID FLORIDA PDC

FL 32374 T

09 MAR 2010 PM

DISTRIBUTION CENTER

10 MAR 11 AM 7:23



OFFICE of Commission Clerk
FL. Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL # 32399-0850

32399+7019

