State of Florida



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Hublic Service Commission -M-E-M-O-R-A-N-D-U-M-

DATE: September 5, 2003
TO: Division of Commission Clerk and Administrative Services
FROM: Ralph Jacger - Office of the General Counsel - Economic Regulation Section
RE: Docket No. 030828-WS - Complaint Nos. 512346W and 533120W Contesting High Water and Wastewater Bills for December 2002 and April 2003, Respectively, Filed by Mr. Harold Shriver Against Terra Mar Village Utilities, Inc., in Volusia County.

The following packet of documents is attached:

- 1. Two handwritten letters to Staff from Harold Shriver contesting \$196.91 bill for services to 11/30/02;
- 2. Letter dated 2/4/03 from Frank Uddo to Kaullis Marshall;
- 3. Invoice from Wekiva Utility of Central Florida, Inc., dated 4/15/02 showing replacement of Mr. Shriver's meter;
- 4. Letter dated May 13, 2003 from Kaullis Marshall to Mr. Shriver;
- 5. Envelope containing Flow Meter Accuracy Record and 10 photographs of Mr. Shriver's residence;
- 6. Letter dated 5/22/03 from David Hanna to Ms. Shirley Stokes;
- 7. Envelope containing letter from Mr. Shriver dated May 19, 2003 and request for informal conference;
- 8. Facsimile Record of Forwarding Informal Conference Request to the Utility;
- 9. Letter to Mr. Shriver dated May 29, 2003, from Ms. Carmen Pena, forwarding PSC/CAF Form X;
- 10. Letter to Mr. Shriver dated May 30, 2003, from Shirley Ann Stokes re: Complaint No. 533120W;
- 11. Returned Form X with attached Addendum;
- 12. Record of Mr. Shriver's utility bills from January 2000 to present;
- 13. Letter to Mr. Shriver dated July 16, 2003, from Katherine E. Smith, scheduling informal conference for July 30, 2003;
- 14. Consumer Affairs Complaint Log for Complaint No. 533120W;
- 15. Letter dated 8/15/03 with attached invoices from Wekiva Utilities showing meter replacement and repair activity;
- 16. Consumer Affairs Complaint Log for Complaint No. 512346W; and
- 17. Letter dated August 12, 2003, from Staff Counsel Jaeger to Mr. Shriver concerning scheduling of Mr. Shriver's two complaints.

COM _____These documents should be placed in the docket file.

cc: Division of Consumer Affairs (Smith)

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DOCUMENT NUMBER - DATE

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STATE OF FLORIDA

Commissioners: Lila A. Jaber, Chairman J. Terry Deason Braulio L. Baez Rudolph "Rudy" Bradley Charles M. Davidson



OFFICE OF THE GENERAL COUNSEL HAROLD A. MCLEAN GENERAL COUNSEL (850) 413-6199

Hublic Service Commission

August 12, 2003

Mr. Harold Shriver 11130 Baker Road Keymar, MD 21757-8126

In re: Complaint No. 512346W, contesting high water and wastewater bill for December 2002 (\$196.91 in dispute), and Complaint No. 533120W (\$99.67 in dispute), contesting high water and wastewater bill for April 2003

Dear Mr. Shriver:

Pursuant to you request, I am writing this letter to advise you of the expected timing for the handling of your two complaints listed above. I will make every effort to place the staff recommendation regarding your two complaints on the September 2, 2003, Agenda Conference for consideration by the Commission. However, I have two other recommendations ahead of yours and may not be able to make that date.

Pursuant to our procedures, I must have a rough draft done by August 14, with a final version completed the morning of August 21, 2003. Therefore, it will really be hard to make those dates. If I can not make those dates, then the next agenda is September 16, 2003, with a final recommendation due date of September 4, 2003.

Sincerely,

Senior Attorney

RRJ:jb

cc: Division of Consumer Affairs (K. Smith)

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HAROLD SHRIVER Business Name Request No. 512346W Namo Y **Elorida Public Service** Sent to Agenda: **Consumer Information Commission - Consumer Request** Conf. Agenda Date: / / Name: HAROLD SHRIVER 2540 Shumard Oak Boulevard Form X Date Sent: 05/29/2003 Tallahassee. Florida 32399 Form X Date Due: 06/13/2003 Business Name: Form X Received Late: N 850-413-6100 Svc Address: 11130 BAKER ROAD Phone: (301)-845-8497 Mediation Settlement Deadline: 07/13/2003 Can Be Reached: ()-Mediation Analyst: JOHN PLESCOW / 21757 City/Zip: KEYMAR, MD 0.00 Pre. Conf. Sett. Amount: 05/28/2003 Date Transferred to BCO: Pre. Conf. Settement: N Informal Conference Deadline: 08/13/2003 Date Received by BCO: 05/28/2003 Informal Conf. Sch.: Y Conference Analyst: KATE SMITH Suspense Date: 06/18/2003 Date of Informal Conference: 07/30/2003 **Utility Information** Informal Conf. Sett. Amount: 0.00 Informal Conf. Settement: N Company Code: WS748 Conf. Closed Date: 07/30/2003 Informal Conf. Resolve: Y Company: TERRA MAR VILLAGE UTILITIES, 0.00 Post Conf. Sett. Amount: Frank J. Uddo512346W Attn. Post Conf. Settement:

Preclose type - High Bill

What is the amount of the bill in dispute? \$196.91

What time period is the bill for? December 2002

Did the company offer a reason for the high bill? No

Other Comments: Customer complains that his water bill for the month of December 2002 suddenly jumped from an average daily usage of approximately 25 gallons to 10,953 gallons for the month of December (over 365 gallons per day). His bill suddenly jumped from \$29.22 for the November basic charge to \$196.91 for the month of December. The customer states that it is not possible for him to have actually used that much water and that there was no leakage of water during that time,

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otherwise the street and surrounding homes would have been flooded. The customer also states that on November 10th and 11, 2002, he had new water pipes installed and during the installation, no water was lost as the project was under close supervision. The customer suspects that the meter is either faulty or was misread or for some other reason he was given false usage figures. The customer would like a full investigation from the company into this matter and would like a thorough explanation and justification for the alleged water usage. Three days ago, the customer requested a meeting with Mr. Frank Uddo of the company to discuss this discrepancy. To date he has no response from the company.

Please investigate this matter, contact the customer, and provide a detailed written report to the Florida Public Service Commission by the due date.

Case taken by Neal Forsman Send Response to Fax number 850-413-7168 E-mail : PSCREPLY@PSC.STATE.FL.US

01/16/03 Customer wants to add additional information to case. Customer has recorded the meter readings and wants to have added to his complaint. Meter Readings: 12/24 0012082 12/25 0012110 customer was out of town between 12/25th to the 27th 12/27 0012195 12/28 0012228 12/29 0012255 12/30 0012280 12/31 0012285 01/01 0012320 01/02 0012345 01/03 0012380 01/04 0012401 01/05 0012417 01/06 0012432 01/07 0012455 01/08 0012480 01/09 0012500 01/10 0012513 01/14 0012514 Customer was out of town between the 10th to the 14th.//XK

February 10, 2003: We have received the company's reply to this case by mistake. The informal conference case was 345496W closed on September 4, 2001. The informal conference case was taken to Agenda in the year 2001. A copy of the updated CATS form along with the company's response have been forwarded to Bureau Chief Rhonda Hicks for its handling. Carmen Peña - Supervisor Bureau of Consumer Outreach

02/11/2003 Customer called to state he will be sending correspondence to PSC in regards to this case. DFalise

02/11/2003 Report received via email. JARIOLA

03/04/2003 Customer correspondence received by U.S. mail and forwarded to assigned analyst. LLopez

03/07/2003 Customer called for an update. Reviewed notes on file with customer. He will be moving to Maryland and will be available after 04/01/2003 at 301-845-8497; he does not have a CBR # in Florida, but we do have a service and mailing address on file. He reports that during a meeting with Mr. Frank Uddo, Mr. Uddo accosted the customer verbally, used expletives, abused him, and degraded him in front of a water inspector. DFalise

04/29/2003 Customer called and requested a call back from Kaullis Marshall. Customer states that he had some additional information that is pertinent to his case that he would like to discuss with the analyst, customer states that the

information is very involved and would like to discuss it with them analyst only. Customer would like a call back and can be reached at 301-845-8497. Lee White

05/05/2003 Customer called and requested to speak with KMarshall, she was not available. E-mailed KMarshall and RRoland advising of customer's request for a call back. DFalise

05/07/2003 Customer called for update, transferred call to KMarshall. DFalise

5/07/2003 Advised the customer I will review and call him back. kmarshall

5/08/2003 Called customer. Advised him that we are still reviewing and will contact him. kmarshall

5/12/2003 Reviewed report. Terra Mar Village reports that the meter was read on November 20, 2002, and reflected high usage. Company reports evidence of repair work extending from the meter box to the customer's home. On January 20, 2003, a Flow Meter Accuracy Test was conducted by Florida Water Association. The meter was found to be accurate. Terra Mar advised that the customer paid the bill on December 26, 2002. It appears that the company is incompliance with the PSC rule 25-30.262 (Meter recording within standards). Case closed. Will send the customer a high bill letter with informal language. kmarshall

05/13/2003 Customer called, transferred to KMarshall. DFalise

5/13/2003 Reviewed the above information to the customer. Customer is not satisfied. Customer indicates that he checked the site before digging. Customer states that he was initially advised that 41 gallons was lost. Customer states that he was later told there was 63 gallons lost. Customer indicates that on November 9, 2002, he find that he was unable to get water from his shower. Customer states that he then replaced ONE PC pipe in the home. In March 25, 2003, the home was vacated. Customer states that on May 3, he received a bill of \$99.67. Customer was advised that it appears he is responsible for the bill and should submit payment to the company. Customer will be requesting an informal conference. kmarshall

05/1403 I spoke with Mr. Shriver who states, not only does he protest the \$196.91 that he believes is incorrect, but he is also protesting a bill in the amount of \$99.67. He states that during the month of April, (the time for which this amount is billed) no one was at the residence. He does not want to send this payment to the company. Instead he requests that the PSC put a stay on the payment to allow time to prove that this bill is incorrect. LRasberry

05/28/03: Received customer's request for informal conference on 5/27/03. Forwarding case file to L. Rasberry. RRoland

05/28/03 Entire case file delivered to BCO. LRasberry

* * * * * * BUREAU OF CONSUMER OUTREACH - INFORMAL CONFERENCE PROCESS

Request No. 512346W

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Name HAROLD SHRIVER

May 28, 2003: At approximately 2:09 P.M. an e-mail was received from the Bureau of Complaint Resolution indicating that the customer has requested an informal conference. A copy of the e-mail has been placed in the case file. Carmen Peña -Supervisor Bureau of Consumer Outreach

May 28, 2003: FAXED TO THE COMPANY: DUE TO THE CUSTOMER'S INFORMAL CONFERENCE REQUEST, PLEASE DO NOT TAKE COLLECTION ACTION ON THE CUSTOMER'S ACCOUNT FOR ANY DISPUTED AMOUNT, IF APPLICABLE, REGARDING THIS CASE, PENDING THE OUTCOME OF THE INFORMAL CONFERENCE PROCESS. A member of the PSC's Bureau of Consumer Outreach will be following up with the customer and the company regarding this case. Carmen Peña - Supervisor Bureau of Consumer Outreach

At approximately 1:51 p.m. we hand faxed to (386) 345-3662, the above message. It was addressed to Mr. Frank J. Uddo at Terra Mar Village Utilities. Faxed also was the customer's May 19, 2003 letter with the addendum requesting an informal conference. We have notified the company that the regulatory consultant in charge of the informal conference process is John Plescow (850) 413-6115.

The copy of the fax log report has been placed in the file.

An informal acknowledgment letter along with Form X will be forwarded to the customer via certified and regular mail. Carmen Peña - Supervisor Bureau of Consumer Outreach

May 29, 2003: The informal conference acknowledgment letter along with Form X have been forwarded to the customer. The completed Form X is to be postmarked no later than June 13, 2003.

Clarification: The customer's residence in Florida is 122 Ash Street, Edgewater, 32141. The informal conference acknowledgment letter along with Form X was mailed to the customer's address in Maryland. It was forwarded to 11130 Baker Road, Keymar, MD 21757. Mr. Shriver's phone number is (301) 845-8497.

A copy of the letter and Form X have been faxed to the company. The fax log report indicates that the fax was forwarded to the company at 2:05 p.m. Carmen Peña - Supervisor Bureau of Consumer Outreach

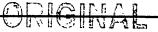
June 10, 2003: We have received the green card belonging to the certified correspondence forwarded to the customer. CAF stamped the card received on June 9, 2003. The post office delivered the letter on June 6, 2003. Carmen Peña - Supervisor Bureau of Consumer Outreach

June 16, 2003: The completed Form X was forwarded to BCO on June 13, 2003. The postmark on the envelope indicates that the customer mailed the Form X on June 11, 2003. The completed Form X has been received in a timely manner.

Note The customer did not fill out the provided Form X but chose to forward the PSC 6 pages of addendums. They are as follows:

1) Page 1 identifying the issues to be resolved, facts that are in dispute.

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2) Page 2 identifying the issues to resolved.

3) Page 3 facts for the record.

4) Page 4 providing a suggested resolution or the relief sought.

5) Page 5 Copies of bills : 9 in total (From the year 2002: May 31, June 27, June 30, July 26, August 26, September 22, October 30, November 30 and December 30) These were labeled 1 through 9.

6) Page 6 Copies of bills: 5 in total (From the year 2003: January 30, February 27, 2003, March 28, April 28, and May 30) These were labeled 10 through 14.

Note I have found in a white envelope attached to the Flow Meter Accuracy Record, ten photographs of the customer's trailer home, lawn, and meter. The ten pictures have been placed two by two on five different pages. A description of each photograph has been annotated under each picture. It appears that the company forwarded these pictures to be documented with the report of May 12, 2003.

A copy of the case file will be forwarded to Regulatory Consultant John Plescow. He will begin to review the case. A copy of the completed Form X will be forwarded to the company, Terra Mar Village Utilities, Inc. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 14, 2003: At approximately 11:50 a.m. I was contacted by Mr. Uddo of the Terra Mar Village Utilities. He wanted to speak to John Plescow about this case. I indicated to him that John was out for the day but that John would contact him tomorrow. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 15, 2003: At 9:16 a.m. an e-mail was forwarded to John Plescow in regards to Mr. Uddo's phone call received yesterday. A summary of the phone call was provided to John in the e-mail. A copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

07-15-2003 - I called the company. I requested a usage history. The company will send me a history of the customer's consumption beginning January 2002, through today./JPlescow

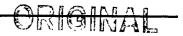
07-15-2003 - Consumption history received by fax./JPlescow

07-15-2003 - I spoke to Mr. Uddo with the utility. He is unwilling to compromise. He feels he has been abused by both the customer and the PSC. He went on at length about how the PSC makes unreasonable demands on water and wastewater utilities, and does not grant a fare rate of return./JPlescow

07-15-2003 - I called the customer. He understands that his meter was tested and found to be working correctly.

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However, he believes that the water never flowed through his meter. The customer believes that when the meter was installed, an extra 10,000 gallons was added to the meter. The customer said the phantom gallons were added to the meter to compensate the utility for credits to the customer's account. The customer said that as the result of a previous PSC complaint, the utility was ordered to credit his account, and the charge for the phantom gallonage is in the amount of the credit. The customer is also unwilling to compromise. I explained the informal conference process. The customer said he would prefer to skip the informal conference, and address his concerns to the Commissioners at agenda. The customer believes the informal conference will not benefit him, and it will only straighten the utilities position./JPlescow

July 15, 2003: At approximately 4:18 p.m. John Plescow forwarded an e-mail expressing that an informal conference should be scheduled because neither the customer nor the company appear to agree on a solution of the issues. A copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 15, 2003: The customer and the company are not willing to compromise. An informal conference date will be set up. The moderator of the informal conference is Kate Smith. An e-mail will be forwarded to bureau chief Rhonda Hicks requesting that an attorney from Water & Wastewater at the General Counsel's Office be assigned to this case. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 16, 2003: An e-mail was forwarded to Kate Smith at approximately 9:45 a.m. informing her to schedule the informal conference for July 30, 2003. The conference will be held via phone. I forwarded information to her in regards to whom she may contact at the Conference Services for the request of the phone for the day of the conference. A copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 16, 2003: The letter scheduling the informal conference for July 30, 2003, at 9:30 a.m. via phone was forwarded to the customer by certified and regular mail. A copy of the letter was faxed to Mr. Uddo at the company at approximately 11:20 a.m. A copy of the fax log report has been included in the case file for documentation purposes.

At approximately 12:34 p.m. an e-mail was forwarded to bureau chief Rhonda Hicks requesting that an attorney from the General Counsel's Office be assigned to this case. A copy of the e-mail has been placed in the file. Carmen Peña Supervisor Bureau of Consumer Outreach

07-16-03: Mr. Uddo left a voice mail message. Mr. Uddo referred to a fax he received informing him that Kate Smith was now handling the informal conference scheduled for July 30, 2003. I spoke to Carmen Peña and informed her that Mr. Uddo indicated that he had provided all the proof that was needed for his of the case. He further stated he did not want to be dealing with this case anymore. He is of opinion that the case is a waste of time and did not wish to participate in the informal conference scheduled for July 30, 2003. Carmen indicated to me that the voice mail message was to be forwarded to Kate Smith and have her speak to Mr. Uddo as we are in the next stage of the informal conference process./JPlescow

July 16, 2003: Mr. Uddo left a message on my voice mail. He advised me that he had all the proof necessary for his

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side of this case. He said that he did not want to deal with this case any more. He indicated he believed that it was a waste of his time. He said that he did not want to participate in the informal conference. KSmith

July 16, 2003: 2:30 p.m. I returned Mr. Uddo's call. He was not available. I left a message with the 800 number and my direct line and asked for a return call. KSmith

July 16, 2003: At approximately 3:46 p.m. a copy of the completed Form X along with the addendums received from the customer, were faxed to Mr. Uddo. The fax log report has been included in the case file for informational purposes. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 17, 2003: At approximately 2:52 p.m. on July 16, 2003, bureau chief Rhonda Hicks forwarded an e-mail from Mary Anne Helton at the General Counsel's Office. The attorney assigned to this case is Ralph Jaeger (413-6036). The copy of the e-mail has been placed in the case file.

A copy of the case file has been hand delivered to the attorney Jaeger. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 17, 2003: I called Mr. Joe Uddo to discuss this case and the informal conference. Mr. Uddo left me a voice message on July 16th stating that if Mr. Plescow did not understand the case, I surely wouldn't. Therefore, I wanted to clarify any issues with Mr. Uddo that he felt were particularly complex.

I called Mr. Uddo and he told me that the customer is attempting to sell the property, but a lot needs to be done before a sale can be finalized. Mr. Uddo further advised me that his attorney told him he did not have to participate in the informal conference process. I explained that his attorney is correct. The PSC has no rule requiring him to take part in the informal conference process. However, we will still hold the conference as Mr. Shriver has requested it. I told Mr. Uddo the conference will be recorded and he may have a copy of the tape for his records should he so desire. I gave Mr. Uddo the 800 number to call and explained our new process of having the customers call in instead of us calling them for the informal conference. He seemed satisfied with the explanation, but again told me that his time was valuable and he did not want to waste it any further dealing with Mr. Shriver. I reported the results of my conversation to my supervisor. KSmith

July 17, 2003: I called Mr. Shriver and gave him the 800 number to call on July 30th, 2003 at 9:30 a.m. KSmith

July 17, 2003: Received the following e-mail from the call center:

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"Kate, Mr. Shriver returned your call today, however he asked to speak with Mr. Rasberry. Mr. Rasberry was unavailable and I offered to direct his call to you. He declined and went on to reiterate the details of the complaint. He wanted to know details on informal conference process that I could not provide and I advised him that he would need to direct his questions to you or someone within BCO. He went on to reiterate his reason for filing the complaint. When he was through giving details of case, I was able to transfer his call to you for further handling. Diana" KSmith

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July 17, 2003: Mr. Shriver was transferred to me after he called the call center. He wanted to know how the informal conference would be conducted. I explained the procedure to him. He then went on to explain that his concerns were not whether or not the meter was working properly, but rather that Mr. Uddo was defrauding him and "misusing" him. It is his stated belief that Mr. Uddo altered the meter to recoup monies he lost when the Commission fined him and when Mr. Shriver did not pay 8 months of basic facility charges. Mr. Shriver asked that I send him a letter confirming the date and time for the informal conference and that the letter include the names of the participants of the conference and whether or not his second case could be combined (\$99.67) with the first case. I told the customer I would send the letter and we would combine the 2 cases for him. KSmith

July 17, 2003: Ralph Jaeger called me. We discussed the case. Mr. Jaeger asked that I send him a chart showing all the cases filed by Mr. Shriver. I told him I could print off the CATS cover pages for him. He agreed that would be acceptable. KSmith

July 18, 2003: An e-mail was forwarded to bureau chief Rhonda Hicks requesting that BCR forward Case number 533120W. This case would need to be turned into an informal conference. The attorney R. Jaeger has agreed that we could handle this case with the informal conference one. Both the customer and the company desire that we address case 533120W at the conference. Part of this case relates to case number 512364W, at informal conference status. An updated copy of the informal conference case has been forwarded to attorney Jaeger. The customer has been forwarded a letter from Regulatory Consultant Kate Smith. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 18, 2003: Received fax from Mr. Uddo. It is a copy of the bill received from Wekiva Utility of Central Florida. The bill shows the replacement of Mr. Shriver's meter and bears a statement that the meter was set at zero when installed. KSmith

July 21, 2003: A second letter was forwarded to the customer. It confirmed the date, time, and telephone number for the informal conference. The customer requested this letter. It was forwarded certified and regular mail. Included also in this letter were the names of those participating in the conference from the PSC as well as confirmation that we will also be discussing case no. 533120W. KSmith

July 23, 2003: A copy of the letter forwarded to the customer has been placed in the case file and a copy has been faxed to the company.

We have not received the documentation nor the e-mail converting case 533120W into an informal conference, from the bureau of complaint resolution. A second e-mail has been forwarded to BCO's bureau chief Rhonda Hicks with a copy to BCR's bureau chief Leroy Rasberry. The copy of the e-mail forwarded at approximately 10:14 a.m., has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 23, 2003: Mr. Shriver called. He asked me to send him a copy of the FAC on water. I ran off the full set of rules and mailed it to him today. Mr. Shriver said that he wanted to be fully prepared for the informal conference. He

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protested that Maryland's reconnection fee is only \$2 while Florida's is \$15. I reminded him that the two states would have different rules. I also reminded him that he could not bring up any new issues at the informal conference. KSmith

July 23, 2003: I spoke with attorney Ralph Jaeger. He said that he spoke with both Mr. Frank Uddo and Mr. Joe Uddo. They agreed to reduce the \$99.67 bill by 5,000 gallons for the sewer which represents a credit of \$22.70. This would reduce the \$99.67 bill to \$76.97. Attorney Jaeger also told me that the utility's certificate was cancelled on July 16, 2003, because the utility was taken over by the City of Edgewater. It appears that the City of Edgewater is now responsible for all the liabilities and assets of the utility company. I discussed this transfer with my supervisor because of a procedural question. Can we now proceed with the informal since the City of Edgewater now owns the utility. My supervisor will advise me on this issue. KSmith

July 23, 2003: Kate was concerned about holding the informal conference that Mr. Shriver requested because the City of Edgewater is now the owner of the utility. I indicated to her that the informal conference will be held because at the time that the customer filed the complaints the transfer of ownership had not taken place. The informal conference also had been scheduled already when the actual transfer of ownership took place. Another reason to hold the informal conference to the PSC from the previous owners of the company to settle this dispute. The informal conference will be held as scheduled. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 28, 2003: Received the return receipt from the informal conference confirmation letter requested by the customer. KSmith

July 28, 2003: Received the return receipt from the copy the water rules I sent the customer at his request. KSmith

July 30, 2003: The informal conference requested by Mr. Shriver was held. It started at 9:45 a.m. and ended at 10:40 a.m. Mr. Shriver called into the call center first; thereby delaying the beginning of the conference by 15 minutes. The, utility did not participate. In attendance from the PSC were: Attorney Ralph Jaeger, Attorney Jennifer Rodan, Carmen Peña, John Plescow, Margarita Valdez, and Kate Smith.

Mr. Shriver presented his case and spoke for approximately 30 minutes. Attorney Jaeger advised Mr. Shriver that the utility had been transferred to the City of Edgewater and that the PSC no longer had jurisdiction over his concerns. Attorney Jaeger told the customer that the City could pursue collection of any outstanding debts. Mr. Shriver advised us that he understood this and that he would involve the state attorney's office. Mr. Shriver would like the PSC to write more consumer friendly rules for water companies. He believes that the consumer is not offered enough protection in Florida.

During his presentation, Mr. Shriver described several leaks in his home that he had repaired. In particular, he mentioned a toilet that was very old. It had bolts that had rusted off the base, the base was cracked and leaked so badly that his floor had rotted out. Mr. Shriver told us he had over 22 repairs made to his home. It appears that his commode was replaced in January of 2003. Mr. Shriver explained that the plumbing was old and that the new commode did

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not "seat" properly and continued to leak because the new plumbing did not match with the original plumbing. Staff's investigation indicates that the trailer home is approximately 30 years old.

Mr. Shriver added that he replaced a very old clothes washer in March of 2003. It appears the washer did not spin out properly and caused water to back up into the home becoming stagnant and emitting a very unpleasant smell. These two repairs appear to have contributed to the high bill which Mr. Shriver protested receiving in April of 2003. The bill was \$99.67 and remains unpaid.

Mr. Shriver also stated that the amount he disputed (about \$240) was the same amount that the utility waived in a previous informal conference several years ago. It appears that the utility credited Mr. Shriver for 8 months of basic facility fees which totalled \$239.60. Mr. Shriver is protesting two "high bills." The first one he received in December for \$195.91 and the second was received in April 2003 and totaled \$99.67. The total of both bills is \$296.58.

Mr. Shriver was concerned that two days after the previous informal conference, the utility changed out his meter. He said that had he been notified of the change, he would have asked a friend to come over and witness the change and verify the reading on the new meter when it was set. He alleged that the company manipulated the new meter to add 10,000 gallons of usage in order to recover the \$239.60 it credited him in a previous informal conference.

Mr. Shriver alleged that Mrs. Shriver mailed a check in the amount of \$29.95 to cover the December 2003 basic facility charges. Then, when he went into the office the same December to check on his bill, he was asked to pay the BFC again. Mr. Shriver will provide copies of his check, front and back, to prove the double payment.

After again explaining to the customer that he would have to take up his concerns with the City of Edgewater, Attorney Jaeger advised the customer that the utility's former owner was willing to issue a credit for 5,000 gallons on the disputed sewer bill. Before Attorney Jaeger could finish the offer, Mr. Shriver interrupted saying he would not accept the proposed offer for a settlement. The informal conference ended without a settlement.

Mr. Shriver thanked us for the opportunity to address his concerns. He further stated that he told Mr. Plescow that he did not want an informal conference and preferred to address the Commissioners in person. Attorney Jaeger told him that the recommendation would reflect our lack of authority and that a trip to Tallahassee to present his case before the Commissioners would not be in his best interests. Mr. Shriver said that he really wanted to address the Legislature on this issue. Attorney Jaeger suggested he contact his representatives. The conference ended at 10:40 a.m. KSmith

July 30, 2003: Mr. Shriver made an additional comment during the informal conference to indicate that he did receive one hundred and thirty one pages (131) of information from Regulatory Consultant Kate Smith.

A case history and information received from the company will be written. The draft will be used as a basis for a proposed recommendation to dismiss the two cases. The draft will be forwarded to Attorney Jaeger along with a copy of the informal conference cassette recording. Carmen Peña - Supervisor Bureau of Consumer Outreach

Request No. 512346W

Name HAROLD SHRIVER

August 6, 2003: Attorney Ralph Jaeger handed to staff a fax from Mr. Uddo at Terra Mar Village Utility. Mr. Uddo submitted four pages of information (fifth page is the cover sheet) to indicate that the company did not "single out" any of its utility customers while installing the new meters between February and June of 2002. The fax was placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

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August 7, 2003: A copy of the updated case file, the informal conference cassette copy and the draft information for the proposed recommendation was forwarded to Attorney Jaeger. Carmen Peña - Supervisor

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Business Name

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Request No. 512346W

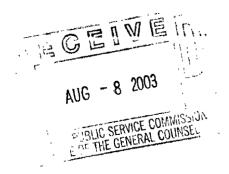


TERRA MAR VILLAGE UTILITIES, INC.

4383 U.S. 1 • Edgewater, FL 32141 • Phone/Fax (904) 345-3662

08/05/2003

Mr. Ralph Jaeger, attorney Florida Public Service Commission 2540 Shumard Oaks Blvd Tallahassee FL 32399-0862



RE: Mr. Shriver's complaint PSC Inquiry #512346W & 533120W

Dear Mr. Jaeger,

As per your request please find invoices for February, April, May, and July from Wekiva Utilities of Central FL, showing the number of meters repaired or replaced in this time period. As you can see we do not "single out" any one customer. We do multiple meter changes in any given day until all old meters have either been repaired or replaced.

Sancerely,

Joseph Uddo Terra Mar Village Utilities, Inc.

Wekiva Utility of Central Florida,

107 Line Drive Suite 103 Apopka, FL 32703 407-786-1668

• •

i Billed To

Terra Mar Village MHP 4283 U.S. Highway 1 Edgewater, FL 32141

Date	Invoice #:	
2/18/2002	6415	

Invoice

Service Site:

Terra Mar Village MHP 4283 U.S. Highway 1 Edgewater, FL 32141

;

		P.O. #	Due Date	Payment Received
			3/1/2002	
Date.	Des	cription		Amount
February 2002	Monthly Service			1,000.00
February 2002	Performed bacteriological sampli			66.00
February 2002	Lab Analysis - CBOD, TSS, feca	al, sodium, chloride,	and nitrate	150.00
1/23/02	samples taken. Replaced gate valve and installed	2 water meters		252.91
1/25/02	1) Bradley - 120 Cedar Court -		ves replacing	232.71
İ	shut off valve with 1" brass valve			
	under ground	e and e caping and	Problem and	
	2) Uddo - 4340 Whiting Way -	installed meter		
	3) Hollsworth - replaced gate va			
2/6/02	Called out to: Change meter or		sure at trailer).	303,75
1	Dug up valve box and shut off v			
	meters at various addresses.			
I	1) Demasi - replaced meter			
1	2) Bittle - replaced valves			
	3) Thomas - replaced meter			
	 McNaughton - replaced meter 	r		
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Thank you for your	business.	99 999 40 90 199 98 98 99 10 La	Total	¢1 770 44
				\$1,772.66

	of Central Florida, In	<u>IC.</u>		Invoi		
107 Line Drive Suite 103 Apopka, FL 32703			. 4/1	Date 5/2002	Invoice # 3069	
407-786-1668			-			
Billed To		Service Site				
Terra Mar Villag 4283 U.S. Highv Edgewater, FL	vay l	Terra Mar V 4283 U.S. H Edgewater,				
····		P.O. #	Due Date	Baym	ent Received	
		• • • • • • • • • • • • • • • • • • • •	5/1/2002		- -	
Date		Description		¦	Amount	
April 2002 April 2002 3/20/02 3/26/02		S and fecal samples take Readjusted & strapped sk off valve for Mr. Uddo. heters at residence. er ter	d fecal samples taken. usted & strapped skimmers down. alve for Mr. Uddo. Repaired two s at residence.			
	NOTE: Whenever Wekiv begin with a "zero" balance		r, the meter will	! }		
	!					

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Thank you for your business.

Wekiva Utility of Central Florida,

107 Line Drive Suite 103 Apopka, FL 32703 407-786-1668

Billed To

Terra Mar Village MHP 4283 U.S. Highway 1 Edgewater, FL 32141

, -	
Date	Invoice #:
5/15/2002	3198

Service Site:

Terra Mar Village MHP 4283 U.S. Highway 1 Edgewater, FL 32141

:

Due Date Payment Received P.O. # 5/31/2002 Amount Description Date. 1,000.00 Monthly Service May 2002 66.00 Performed bacteriological sampling. May 2002 Lab Analysis - CBOD, TSS, fecal, sodium, chloride and nitrate 150.00 May 2002 samples taken. 112.50 Replaced meter and ball valve with clients parts. 4/16/02 1) Haskins - 101 Ash Street Dug up meter box and changed ball valve with clients parts. 135.00 4/18/02 1) Dudgeon - 117 Indian River Dr., N. Repaired leaking female adapter and replaced fitting. 90.00 4/19/02 1) Dudley - 126 Pine Street Installed meter and shut off valve at new home at Barler - 123 Cedar, 1,001.25 4/26, 4/29 & 4/30/02 repaired meter that was leaking and dug for 2" main line at Ellis -4405 Maple 45.00 Changed out meter at 106 Cedar Street. 4/30/02 Thank you for your business. Total

Invoice

\$2,599.75

Wekiva Utility of Central Florida,

107 Line Drive Suite 103 Apopka, FL 32703 407-786-1668

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Billed To:

Terra Mar Village MHP 4283 U.S. Highway 1 Edgewater, FL 32141

r '-	1100000
Date	Invoice #:
6/15/2002	3308

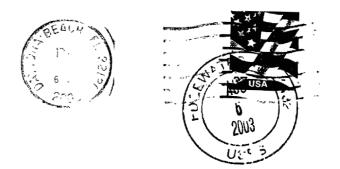
Service Site: Terra Mar Village MHP 4283 U.S. Highway 1 Edgewater, FL 32141

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		P.O. #	Due Date	Payment Received
			6/30/2002	
Date:	I		Amount	
une 2002	Monthly Service	- WE		1,000.00
lune 2002	Performed bacteriological sam	pling.		66.00
June 2002	Lab Analysis - CBOD, TSS ar	nd fecal samples take	en.	72.00
June 2002	Sampled wastewater for Nitrat	e as required.		15.00
5/24/02	Installed meters and repaired le	aks at 4 sites:		101.25
	1) Dudley - repaired leaks			
	2) Whitaker - repaired leaks			
	3) Fleming - replaced meter			
	4) Harrison-repaired leaks			
5/27/02	Holiday Visit as per contract			35.00
6/15/02	Emergency Call Out - Meter r	2). Upon	270.00	
	inspection found that the water	r line behind the met	er was broke.	
	Repaired.			
			1	
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	i i			
			1	
Thank you for your	pusiness.		Total	\$1,559.2

Invoice





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Mr. Ralph Jaeger, attorney Florida Public Service Commission 2540 Shumard Oaks Blvd Tallahassee FL 32399-0862

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. To: Attorney Q. Jæger From: C. Pena Name HAROLD SHRIVER Business Name Request No. 533120W **Florida Public Service** Sent to Agenda: Consumer Information **Commission - Consumer Request** Conf. Agenda Date: / / Name: HAROLD SHRIVER 2540 Shumard Oak Boulevard Form X Date Sent: / Form X Date Due: Tallahassee, Florida 32399 Business Name: Form X Received Late: N 850-413-6100 Syc Address: 122 ASH STREET Phone: (301)-845-8497 Mediation Settlement Deadline: 08/05/2003 Can Be Reached: (301)-845-8497 Mediation Analyst: JOHN PLESCOW City/Zip: Edgewater / 32141-Pre. Conf. Sett. Amount: 0.00 07/24/2003 Date Transferred to BCO: Pre. Conf. Settement: N Date Received by BCO: 07/24/2003 Informal Conference Deadline: 09/19/2003 Informal Conf. Sch.: Conference Analyst: KATE SMITH Suspense Date: 07/06/2003 Date of Informal Conference: 1 1 Utility Information Informal Conf. Sett. Amount: 0.00 Informal Conf. Settement: Company Code: WS748 Informal Conf. Resolve: Y Conf. Closed Date: 07/25/2003 Company: TERRA MAR VILLAGE UTILITIES. 0.00 Post Conf. Sett. Amount: Attn. Frank J. Uddo533120W Post Conf. Settement:

Preclose type - High Bill

What is the amount of the bill in dispute? \$99.67

What time period is the bill for? April 2003

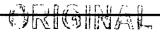
Did the company offer a reason for the high bill? No

Other Comments: Customer states that he was not at home during this time and the bill should not be this high.

Request No. 533120W

Name HAROLD SHRIVER

Business Name



Please investigate this matter, contact the customer, and provide a detailed written report to the Florida Public Service Commission by the due date.

Case taken by _____ Send Response to Fax number 850-413-7168 E-mail : PSCREPLY@PSC.STATE.FL.US

05-28-03 I gave this file to Mrs. Jessica Cornell. She says that Mrs. Ruth McHargue requested this file. Shirley Stokes May 27, 2003 Report received via U.S. mail. EEstelle

05-30-03 Mr. Randy Roland returned the file to me to follow up with the customer. Shirley Stokes

05-30-03 Closed by letter as follows:

Dear Mr. Shriver:

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Thank you for contacting the Florida Public Service Commission (PSC) about Terra Mar Village Utilities, Inc.

Our file notes show that you disputed your April 2003 bill for \$99.67. You believed that the bill was too high.

We reviewed your previous file notes, Request No. 512346W. That case shows that a meter test was performed on January 20, 2003, and the results indicated that the meter was registering within the accuracy limits. It also shows that you have requested an informal conference regarding your high bill concerns in that case. However, we are responding to your new case.

The PSC received a letter from the Florida Rural Water Association (FRWA). It stated that Terra Mar Village Utilities asked it to check your service. FRWA noticed that the ground from the meter to your house had been recently disturbed, which indicated that the line was recently replaced or repaired.

Neither the PSC nor the company can tell customers exactly how the water was used, only that it registered on an accurately working meter. To require a utility to adjust a bill, we must have conclusive proof that the meter malfunctioned or that the company applied improper rates. To do otherwise, it would give one customer an unfair advantage over all the other customers of the utility. It does not appear that any rules or regulations were violated in this case.

Request No. 533120W

We wish that every complaint filed with the PSC could be resolved to the complete satisfaction of the customer, but that is not always possible. Sometimes all we can do is ensure that the utility is not in violation of any rule or tariff, has applied proper rates, and has not made any errors in metering or billing.

If you have any questions, please contact us before July 3, 2003, at our toll-free telephone number 1-800-342-3552, by toll-free fax at 1-800-511-0809, by e-mail at contact@psc.state.fl.us, or visit our web site at www.floridapsc.com.

Sincerely,

•

Shirley Ann Stokes Regulatory Consultant Bureau of Complaint Resolution SAS:sas

c: Terra Mar Village Utilities, Inc.

7/24/03 - Customer called @ 8:15 AM to speak with SStokes who was not available. Customer was very upset about the letter he received from Ms. Stokes and believes she has missed the main point of his complaint which he previously clarified in complaint # 512346W, which is an informal conference case. In Ms. Stokes absence, the customer requested to speak with LRasberry who was unavailable and then RRoland who was unavailable. The customer request that RRoland return his call as soon as possible to discuss this matter as he believes the PSC has not been forthcoming with information he is attempting to receive. RRoland notified via email. NForsman

07/24/03: I called Mr. Shriver. He wanted me to review his informal conference (512346W) case file and call him back. I advised Mr. Shriver that I do not have access to the file, nor do I have authority to get involved with the informal conference process. He asked me to provide him with the name of Kate Smith's supervisor. I advised him that Carmen Pena is her supervisor. RRoland

07/24 Transferring to BCO to be included with the informal conference scheduled for July 30, 2003. LRasberry

* * * * * * * INFORMAL CONFERENCE PROCESS - BUREAU OF CONSUMER OUTREACH * * * * * * * *

July 24, 2003: This case is to be cross-referenced with case number 512346W. It appears that the concerns of the customer cover this case also.

Both the company and the customer have agreed to address the issues in this case along with the ones of case number

Request No. 533120W

Business Name

DRIGINA

512346W.

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A letter was forwarded to the customer informing him of the above. A copy of said letter was faxed to the company. For more information, please see case 512346W. Carmen Peña - Supervisor Bureau of Consumer Outreach July 25, 2003: This case is closed. Carmen Peña - Supervisor Bureau of Consumer Outreach

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STATE OF FLORIDA

COMMISSIONERS: LILA A. JABER, CHAIRMAN J. TERRY DEASON BRAULIO L. BAEZ RUDOLPH "RUDY" BRADLEY CHARLES M. DAVIDSON

DIVISION OF CONSUMER AFFAIRS BEVERLEE DEMELLO DIRECTOR (850) 413-6100 TOLL FREE 1-800-342-3552

Hublic Service Commission

July 16, 2003

Certified & Regular Mail

Mr. Harold Shriver 11130 Baker Road Keymar, MD 21757

Re: Informal Conference Request PSC Inquiry No. 512346W Mr. Harold Shriver vs Terra Mar Village Utilities

Dear Mr. Shriver:

Thank you for contacting the Florida Public Service Commission (PSC) about Terra Mar Village Utilities. It appears that we have been unable to resolve this case through the mediation process. Therefore, we are moving to the next step in the informal conference process. Your informal conference will be held by telephone on Wednesday, July 30, 2003, at 9:30 a.m.

On the day of the conference, we will set up a conference call between you and the utility. You will be provided with an 800, toll-free number to call at a later date. Once we are connected. I will then add the company representatives onto the conference call.

We wish to emphasize that this process is informal and the PSC's staff will only act as a mediator to the discussion. We hope that both sides will participate fully and reach a fair settlement. Both parties have a chance to participate in the decision and outcome of the complaint. We have provided a Settlement Agreement form to the company.

Mr. Harold Shriver Page 2 July 16, 2003

If, however, a settlement is not reached, our staff will prepare a recommendation to the Commissioners on how the matter should be resolved. Please remember that the PSC must base its decision in this matter on Florida's rules and statutes. Also, the parties may incur additional expenses in attending an agenda conference to defend their side of the case.

Sincerely,

Hate Amith

Katherine E. Smith Regulatory Consultant Bureau of Consumer Outreach

c: Terra Mar Village Utilities

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TERRA MAR VILLAGE

A Waterfront Community

4383 U.S. 1 • Edgewater, FL 32141 • Phone/Fax () 345-3662

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DATE: 7/15/03

F A X COVER SHEET

TO: John Prescow - PSC FROM: Joe Uddo # OF SHEETS INCLUDING COVER SHEET REMARKS: Here is the record of Mr. Shainers utility bills from for 2000 to present. Clase 5123466 200

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Keyner MD 21757		<u></u>	
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PE 25	18617	4602	49.56	20.89	29.22	99	67	-request # 533120W
N/ 28	18617				29.22	24	22	At the time of meter readings I noticed a high usage and called David Hanna @ Fioreda Rural
n 25	18617				29.22	29	ړد	usage and called Lauro Manna @ Houde Ridal
								Water Association. Apparently Mr Skriver did N use a licensed plumber and the repairs he mad in November did not told. Mr. Hanno's reprice is attacked.
								use a licensed plember and the repairs he mad
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FLORIDA PUBLIC SERVICE COMMISSION INFORMAL CONFERENCE REQUEST FORM

COD WE TRUST		ORIGINAL
FPSC Complaint Number:	512346W	
Customer's Name:	Mr. Harold Shriver	JUN 1 3 2003
Authorized Representative:		
Address:	11130 Baker Road	
Address:	Keymar, MD 21757	
Telephone Number (voice):	1-301-845-8497	(Fax):
E-mail address (if any):		

Please address the following statements using additional pages if necessary.

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== MENTS Please identify the issues to be resolved._____

Please describe the facts that are in dispute.

Please identify the dollar amount in dispute.

Please provide a suggested resolution or the relief sought.

NOTICE: This form must be postmarked by June 13, 2003. Failure to provide this information may result in denial of the informal conference request.

PSC/CAF Form X (09/2001)

FPSC Case No. 512346W

ORIGINAL

Please identify the issues to be resolved, Facts that are in dispute: JUN 1 3 2003

Owner Shriver was billed for 10,744 gallons of water not received. The utility installed a meter that showed the above gallonage on the meter all charged after April 16, 2002 when the resident owner was not at the home until or between March 20, 2002 and until November 09, 2002 when the 10,744 gallon was registered by owner Shriver for the first time at the residence. Since NO one was in the home for months April, May, June, July, August, September, October and until November 09, 2002, these were false charges water usage and should NOT have been charged. Four (4) witnesses can attest to the fact that 10,744 gallons of water simply did not ever show around, above or near the said home at 122 Ash Street, Terra Mar Village Park as the utility did so charge and was paid for \$167.69 (117.96w + 49.73s) for November 2002 billing.

In addition, another bill for 4062 gallons of water/sewer service was charged for April 2003 and I left my home locked up and shut off and left for Maryland (my permanent residence) on March 25, 2003 so how I could possibly be charged for the 4062 gallons (\$70.45), I do not know. I do believe there has been a definite contriving to make an attempt to make up for an eight month (no charge) for basic fees carried over from a previous FPSC Case No. 345496W in which the utility agreed to wave those charges. Later, and now, they are falsely making up for these losses by each of the above two false charges. I very much believe I am being used, abused and over charged and will take any oath that any of those huge number gallons of water ever ran through my pipes in my home lot. There had to be something to have assisted in such great loss of water each time in the absences of my having the home in use. It just has to be a case heard in its entirety to be understood. the fire department, water department of Edgewater and neighbors don't believe it is true. Four (4) witnesses and I have all the records, daily use, monthly use, etc. to support my claims and I should NOT be charged for fraudulent numbers when I was not using the service.

Had tat occurred to any good business, they would have come looking for a cause. However, whan it was contested, Joseph Uddo merely stated, "Well, I saw you digging in your lot." Nothing more. Makes it very suspicious. Further, check the monthly paid bills for May, June. July, August, September and October; where each payment showed NO loss of water then all of a sudden a huge loss. Seems very suspicious. Further, when a \$200.00 certified check was rendered for payment, Joseph Uddo made sure (came to my home) and required Shriver to so state it was for utility payment. Seems suspicious. It simply was a falsely arranged water loss or appeared so maneuvered by the utility to recover from the earlier contested Case No. 345496W above referenced. See all bills previous, and immediately after for conclusive proof.

-7 Larold Shriver

Please identify the issues to be resolved:

ORIGINAL

The utility did without notice to the customer replace a good meter in the customer's lot. The utility did this change giving NO reason for the change just 2 days after the April 2002 informal conference phone date without previous notice to customer. Customer believes the motive was to recover approximately \$150.00, the lost utility revenue from eight months basic fees while previous case came to hearing and was resolved. Customer seriously believes the timing of the meter change, the suddenness , the secrecy of the change and most importantly, was the replacement new or was it a meter that was manipulated to read the 10,744 gallons registered and then planted in the customers lot making one believe that water was run through the meter but really, truly was not the case. All very suspicious.

Past experiences involving the Uddos over four other instances during 20 years ownership by this customer leaves only a belief that this was a deliberate attempt to deceptively cheat the customer. A thorough evaluation of these peoples file and customer problems leave strong opinion that this is the fraudulent concept of why and without cause 10,744 gallons of water disappeared for no reason and so little concern when it came to light. Also, the handling of the check payment bears consideration.

Add to that just four months later, April 2003, when again the house was locked an used another 4062 gallons, just went somewhere and the charge of \$70.45 occurred. This \$70.45 plus \$150.00 equals almost exactly the total loss by the utility during the eight months basic fees they allowed in the April 2002 hearing case in favor of the customer. Simply appears so sneaking a way to recover the eight months revenue. All done while the customer was absent from the home. I have witnesses (neighbors) who as myself swear the water never showed a trace of where it went. I will only believe the loss should be borne by the customer after a careful examination of the history of this utility. And I intend to pursue this investigation to the end. Customer honesty and integrity over 21 years ownership speaks for itself.

Harold Shriver

1992

June 9, 2003

Facts For The Record

ORIGINAL

- April 1981 Frank Uddo accosted homeowner, Harold Shriver, for parking on the Ash Street in front of his home. Argument ensued over personal issues. As a result the former owners (Harris) cancelled a good check (stopped payment for utility services) and Uddo attempted to hold Shriver liable. Uddo tore the pipes out of Shriver's lot and was not discovered until August 1981 over summer months. States Attorney gave Uddo 48 hours to replace and reconstruct the service to Shriver's property. FPSC took Uddo to court, fined him \$5000.00 all but \$200.00 suspended. Read your reports for further and full details. However, this has left a lasting animosity between the two parties.
- 1987 Argument between these two parties over early cutoff water, later proven in favor of homeowner Shriver.

1993 General entire Park unrest over handling of the Covington bankruptcy followup
1194 by the same owner resulting in a 4-year approximate of residents getting non1995 potable water, all the while being taxed monthly for basic fees for nothing useable.

- 1997 Owner personal harassment over Frank Uddo fraudulently attempting to levy charges and collect amenities fees without legal right to do so. Was explicitly informed by mail no amenities were allowed and would not be paid.
- 2001 Another attempted to do an early cutoff of service without due and proper notice. A phone conference was reached, settlement in favor of the homeowner, Mr. Shriver, with eight months basic fees lost (by both parties during the contested time). Mr. Shriver prevailed in that contest. However, it was then stated Mr. Uddo would soon again attempt to collect the last eight months basic fees, which he has already currently attempted.

And with that history of the utility operator, it makes it demanding that this present case be handled in an informal conference to attempt to understand the fraudulent practice and will stay contested until resolved.

Harold Shriver

Harold Shriver Homeowner 122 ASH ST,

(21)

Please provide a suggested resolution or the relief sought:

1. Since the home owner in each charge was not himself using the residence or no one else was in the house, the home was unoccupied (locked doors) in a secured park, no one benefited from whatever may or may not have happened.

- a. Return the \$169.69 December 2002 overpayment, and also
- b. Return the \$70.45 April 2003 overpayment as neither in any way benefited the owner, and the utility has to prove, because it cannot prove the water EVER RAN through the lines.

OR'GINAL

<u>}</u>•

\$169.69 70.45 (this amount has not been paid by homeowner) Harold Shriver \$240.14

Reference FPSC Case No. 345496W for full understanding of that resolution which reflects on this complaint. Specifically, in FPSC Docket No. 011125-WS, Order No. PSC 01-1888-FOF-WS issued September 24, 2001 Page 4.

You completely allowed the utility to be exonerated of the proven charges despite and explicitly by the customer and opened the door to THIS further abuse. The customer warned you (FPSC) this would happen soon, and it has.

I have 22 years of receipts for promptly rendered bills covering over \$8000.00 of payments mostly for basic W/S with a minimum of water and think this is appauling abuse.

Harold Shrwer

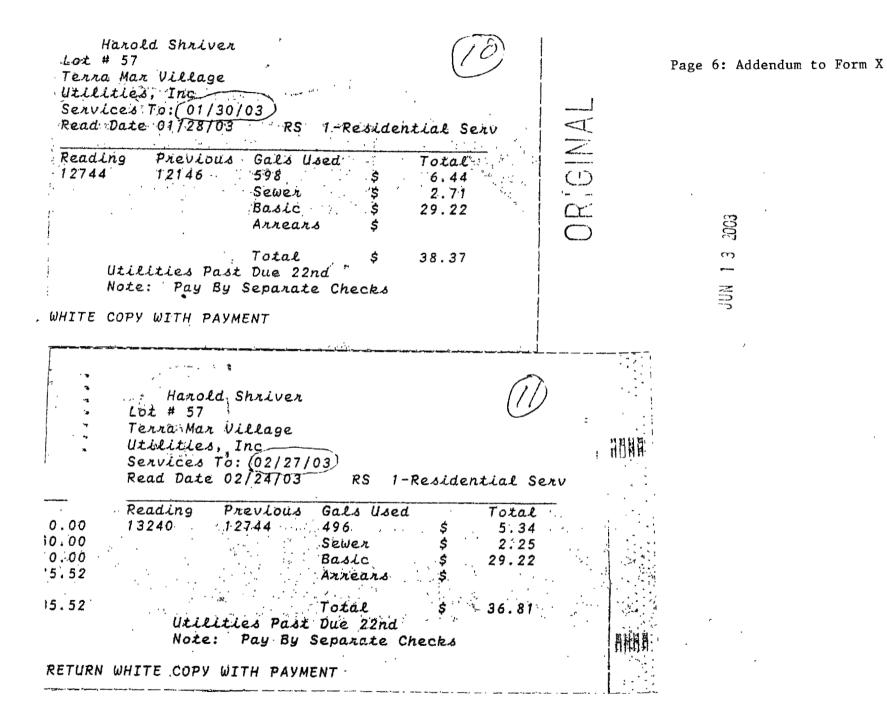
Harold Shriver

Harold Shriver Lot # 57 2386 Terra Mar Village 5/14/02 Utilities, Inc Services To: (05/31/02 RS 1-Residential Serv Read Date 04/25/02 Reading, H.S. Shoreld show action Gals Used' Total Previous Reading 0.43 \$ 41 41 0 0.22 \$ Sewer 28.70 \$ Basic \$ Arrears 29.35 Ŝ Total Utilities Past Due 22nd Note: Pay By Separate Checks .cu, 4 4 Pa & 13.02 1 Harold Shriver Lot # 57 Terra Mar Village Utilities, Inc-Services To: 07/26/02 Read Date 07/26/02 RS 1-Residential Serv Previous Te. 41 water Talen water Reading Gals Used Total 46 5 0.05 \$ \$ Sewer 0.03 Basic \$ 28.70 Ħ \$__ Arrears 58 dr. Total \$ 28.78Utilities Past Due 22nd Note: Pay By Separate Checks WHITE COPY WITH PAYMENT Harold Shriver Lot # 57 Terra Mar Village Utilities, Inc. Services To: (10/30/02 n Read Date 10/28/02 RS L-Residential Serv Reading Previous Gals Used 46 Total 0 念 0.00 Sewer 宝 0.00 Casic \$ 22.22 Anrears 8 Utilities Past Due Time Tolal 5 20,00 Note- Pay By Senarato Checks WHITE COPY WITH PAYMENT The state and the state and the state of the

Ch 2386 = 28.70 + ch . 2388 = 29.35 fatal remeted 29. \$58.05 total due. 6-19-02 Harold Shriver Lot # 57 Terra Mar Village - :`. --1 Utilities, Inc Services To: 06/30/02 Read Date 05/26/02 RS 1-Residential Serv 61 Total Reading Previous Gals Used \$ \$ \$ 0.00 41 0. 41 0.00 Sewer 28.70 Basic 29.35 \$ Arrears 58.05 \$ Total Utilities Past Due 22nd Note: Pay By Separate Checks WHITE COPY WITH PAYMENT 1411 Harold Shriver Lot # 57 Terra Mar Village Utilities, Inc Services To:(08/26/02) Read Date 08/26/02 RS 1-Residential Serv Reading Previous Gals Used Total 46 . 46 0 0.00 \$ Sewer \$ 0.00 Basic \$ 28.70 Arrears \$ Total \$ 28.70 Utilities Past Due 22nd Note: Pay By Separate Checks WHITE COPY WITH PAYMENT 3 Harold Shriver Lot # 57 Terra Mar Village Utilities, Inc. Services To: (11/30/02 RS 1-Residential Serv Read Date 11/22/02 問 Total Gals Used Reading Previous 10953 \$ 117.96 Sewer \$ 49.73 10999 46 \$ 29.22 Basic \$ Arrears \$ 196.91 Total Utilities Past Due 22nd Note: Pay By Separate Checks

WHITE COPY WITH PAYMENT

Pd.ch 2395 7/12/02 Harold Shriver . Lot # 57 Terra Mar Village LIDEEXOUD Utilities, Inc-Services To: (06/27/02) Read Date 06/26/02 RS 1-Residential Serv Reading Previous Gals Used Total 41 . 41 0 0.00 \$ Sewer \$ 0.00 Basic \$ 28.70 No mention of meter reacting (actual) until the NoV, amount. Arrears \$ Total **\$** 28.70 Utilities Past Due 22nd Note: Pay By Separate Checks WHITE COPY WITH PAYMENT .eh 2416 10-1202 (6)11 Harold Shriver Lot # 57 Terra Mar Village Utilities, Inc. Services To: (09/22/02) RS 1-Residential Serv Read Date 09/22/02 Total Gals Used Reading Previous 0.00 \$ 0 46 46 0.00 \$ Sewer 28.70 \$ Basic Niversi \$ Arrears 28.70 Total Utilities Past Due 22nd Note: Pay By Separate Checks WHITE COPY WITH PAYMENT 323 (9 × Form Harold Shriver Lot # 57 Addendum to Terra Mar Village Utilities, Inc Services To: (12/30/02 Read Date 12/30/02 RS 1-Residential Serv Total Gals Used Previous Reading 12.35 \$ 1147 10999 12146 5.21 \$ Sewer EV 39.22 NUTE: \$ Basic \$ Arrears 46.78 \$ Total Utilities Past Due 22nd Note: Pay By Separate Checks WHITE COPY WITH PAYMENT



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t # 57 rra Mar Village ilities, Inc rvices To:(04/28 ad Date 04/25/03 ding Previous	Gals Used Gals Used 4602 Sewer Basic Arrears	\$ \$ \$	Tota 49.50 20.89	270.45	

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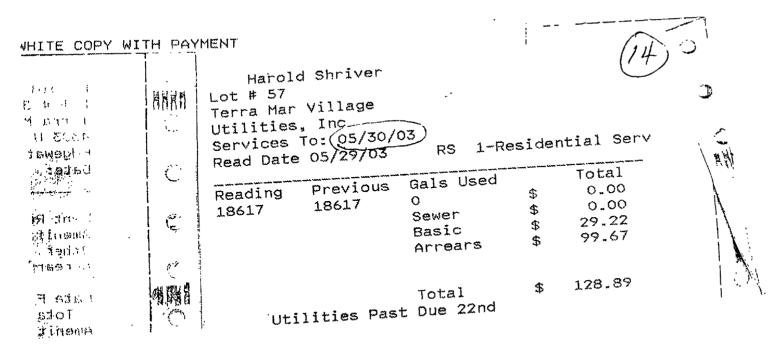
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Why could this happen? Instomer had house locked.

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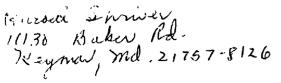
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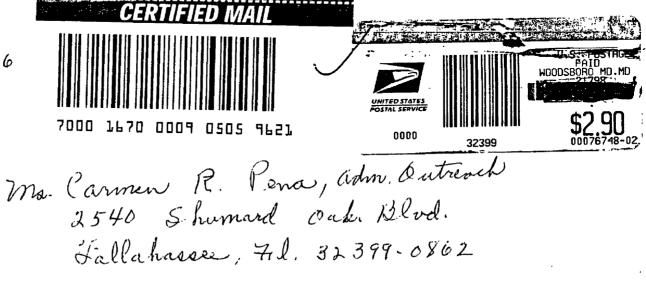


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Lase. 51234624 Harold Shriver No. Derra mar Attilities, Inc.





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Envelope containing the completed form X_

COMMISSIONERS: LILA A. JABER, CHAIRMAN J. TERRY DEASON BRAULIO L. BAEZ RUDOLPH "RUDY" BRADLEY CHARLES M. DAVIDSON

STATE OF FLORIDA



DIVISION OF CONSUMER AFFAIRS BEVERLEE DEMELLO DIRECTOR (850) 413-6100 TOLL FREE 1-800-342-3552

Hublic Service Commission

May 30, 2003

Mr. Harold Shriver 11130 Baker Road Keymar, MD 21757

RE: FPSC Request No. 533120W

Dear Mr. Shriver:

Thank you for contacting the Florida Public Service Commission (PSC) about Terra Mar Village Utilities, Inc.

Our file notes show that you disputed your April 2003 bill for \$99.67. You believed that the bill was too high.

We reviewed your previous file notes, Request No. 512346W. That case shows that a meter test was performed on January 20, 2003, and the results indicated that the meter was registering within the accuracy limits. It also shows that you have requested an informal conference regarding your high bill concerns in that case. However, we are responding to your new case.

The PSC received a letter from the Florida Rural Water Association (FRWA). It stated that Terra Mar Village Utilities asked it to check your service. FRWA noticed that the ground from the meter to your house had been recently disturbed, which indicated that the line was recently replaced or repaired.

Neither the PSC nor the company can tell customers exactly how the water was used, only that it registered on an accurately working meter. To require a utility to adjust a bill, we must have conclusive proof that the meter malfunctioned or that the company applied improper rates. To do otherwise, it would give one customer an unfair advantage over all the other customers of the utility. It does not appear that any rules or regulations were violated in this case.

We wish that every complaint filed with the PSC could be resolved to the complete satisfaction of the customer, but that is not always possible. Sometimes all we can do is ensure that the utility is not in violation of any rule or tariff, has applied proper rates, and has not made any errors in metering or billing.

Mr. Harold Shriver Page 2 May 30, 2003

If you have any questions, please contact us before July 3, 2003, at our toll-free telephone number 1-800-342-3552, by toll-free fax at 1-800-511-0809, by e-mail at <u>contact@psc.state.fl.us</u>, or visit our web site at <u>www.floridapsc.com</u>.

Sincerely,

2) Shirley Ann Stokes

Regulatory Consultant Bureau of Complaint Resolution

ORIGINAL

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SAS:sas

c: Terra Mar Village Utilities, Inc.

STATE OF FLORIDA

Commissioners: Lila A. Jaber, Chairman J. Terry Deason Braulio L. Baez Rudolph "Rudy" Bradley Charles M. Davidson

DIVISION OF CONSUMER AFFAIRS BEVERLEE DEMELLO DIRECTOR (850) 413-6100 TOLL FREE 1-800-342-3552

Hublic Service Commission

May 29, 2003

Certified and Regular Mail

C. C. C. MAL

Mr. Harold Shriver 11130 Baker Road Keymar, MD 21757

Re: Informal Conference Request PSC Inquiry No. 512346W

Dear Mr. Shriver:

Thank you for contacting the Florida Public Service Commission (PSC) about Terra Mar Village Utilities, Inc. We appreciate the opportunity to help you.

In accordance with Commission Rule 25-22.032(8), Florida Administrative Code, you must complete the attached PSC/CAF Form X, and return it to the Commission within 15 days from the date of this letter. If the completed Form X is not postmarked by June 13, 2003, which is 15 days from the date of this letter, your informal conference request will be denied.

The Director of the Division of Consumer Affairs (the Director) will review your Form X and recommend if an informal conference should be granted. In the event that the conference is granted, a staff member will be assigned to your case, and he/she will contact you.

If the Director finds that your case has no basis upon which relief may be granted, a recommendation will be made to the Commissioners to dismiss the complaint. You will be notified in writing about this decision.

Mr. Harold Shriver Page 2 May 29, 2003

I hope this information is helpful. If you have any questions, please contact me at 1-800-342-3552, by toll-free fax at 1-800-511-0809, or by e-mail at <u>cpena@psc.state.fl.us.</u>

Sincerely,

Q. R. Peña

Carmen R. Peña Regulatory Program Administrator Bureau of Consumer Outreach

CRP:kes

Attachment

c: Terra Mar Village Utilities, Inc.

ORIGINAL

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Commissioners: Lila A. Jaber, Chairman J. Terry Deason Braulio L. Baez Rudolph "Rudy" Bradley Charles M. Davidson





DIVISION OF CONSUMER AFFAIRS BEVERLEE DEMELLO DIRECTOR (850) 413-6100 TOLL FREE 1-800-342-3552

Hublic Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

	RE: Inquiry	No. 5123	346 W		
DATE:	May.	28, 20	63		
то:	Frank				
UTILITY/BUSINESS	: Terra	Mar Vi	llage	Utilit	ies
FAX NUMBER:		345-			
	DIVISION OF BUREAU OF C	RMEN PEÑA CONSUMER CONSUMER OI ABER: 850-413	UTREACH		
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CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0862 An Affirmative Action/Equal Opportunity Employer PSC Website: http://www.floridapsc.com Internet E-mail: contact@psc.state.fl.us

NUMBER OF PAGES, INCLUDING THIS COVER SHEET:

COMPANY IDENTIFICATION

Printed on 05/28/2003 at 14:34:25 by CRP

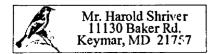
Complete Name: Terra Mar Village Utilities, Inc.

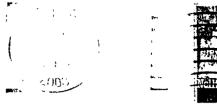
Mailing Name: Terra Mar Village Utilities, Inc. Company Code: WS748 FEID Number: 59-3326847

MAILING INFORMATION

Attention: Address Line 1: 4383 South U.S. 1 Address Line 2: City: State: FL Zip Code: 32141-7346 Edgewater E-mail Address: Web Address: Liaison 1: Frank J. Uddo Liaison 2: Joseph J. Uddo Title: Director Title: Director Phone: (386) 345-3662 Phone: E-mail: E-mail: Fax 1: (386) 345-3662 Fax 2: County: 64 - Volusia

lase 512346W Harold Shriver Derra Mar Village Utilities







PRAMA

Public Service Commission Capitol Circle Office Center 2540 Showmard Joak Blind. Zallahassee, Filorida 32399-0862

attu: Kavelis Marshall

35399+3013

Envelope containing a letter Adted May 19, 2003 and on addendeen requesting the informal conference. O. Veña

Public Service Commission Capital Circle Office Center 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0862

ATTN: Kaullis Marshall Regulatory Specialist II Division of Consumer Affairs May 19, 2003

Dear Ms. Marshall:

DRIGMAL

On May 18, 2003 I received your response to my excessive and high water bill on the December 23, 2002 payment.

Unfortunately, you did not address all the concerns for the overcharges. You addressed only one (that of meter testing) which was of little or no reason why the customer was overcharged. And,

Whereas you failed to consider ALL the possible failures (1) a faulty already measured reading when installed, (2) NO occupancy of said property for months at time of meter replacement, (3) no possible leakage of service immediately following the excessive registered meter use, (4) strong reasons why the problem was forgery, (5) daily consumption of the home as of the November 11, 2002 date registering the per day usage times 30 days in each and every month after the charges, (6) owner's statements were completely disallowed and several other faults with the owner's charges I must demand a hearing for the overpayment of the rates charged.

Please read the addendum letter of request for an informal conference on the matter.

Respectfully,

Tarold Samer Harold Shriver 11110 Baker Road) Keymar, MD 21757 J none 301-845-8497 MAY 2.7 2003

<u>ADDENDUM</u>

Original Date of theis Case No. 512346W: January 14, 2003

The undersigned, having been overcharged for 10,953 gallons of water/sewer services on November 2002 bill by the Terra Mar Village Utilities and paid by the undersigned, did issue cause and concern for the above impossible use of water charges made to the utilities management. No consideration resulted and no adjustment was granted.

Therefore, the undersigned here and now does issue a demand request for conference resolution in and of the matter of correction and resolution.

Please acknowledge receipt of this request.

Harold Shriver Thome 301-845-8497

FLORIDA RURAL WATER ASSOCIATION

2970 WELLINGTON CIRCLE, WEST • SUITE 101 • TALLAHASSEE, FL 32308 (850) 668-2746

BOARD of DIRECTORS

ED HOBIN, Brooksville President

BRUCE MORRISON Destin Vice-President

DAVID HANNA Umatilla Secretary/Treasurer

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EXECUTIVE DIRECTOR

GARY WILLIAMS Tallahassee



05/22/2003

Ms. Shirley Stokes Florida Public Service Commission 2540 Shumard Oak Blvd Tallahassee FL 32399

Re: Request #533120W

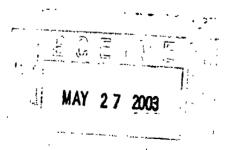
Dear Ms. Stokes,

At the request of the management of Terra Mar Village Utilities, I performed a visual inspection of the service of Mr. Harold Shriver. Upon arrival, I immediately noticed the service line from the meter to the house had been repaired or replaced and that the ground had been disturbed recently and new plumbing had been installed. The service line was shutoff when I arrived so I opened the valve and noticed an obvious leak in the new plumbing installed and turned the service valve off immediately. No further investigations were possible due to this leak.

Any further questions regarding this matter, please contact me.

Sincerely

Mr. David Hanna State Circuit Rider District 3



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Case 5123462V Harold Shriver No. Derra Mar Nillage Utilities, enc.

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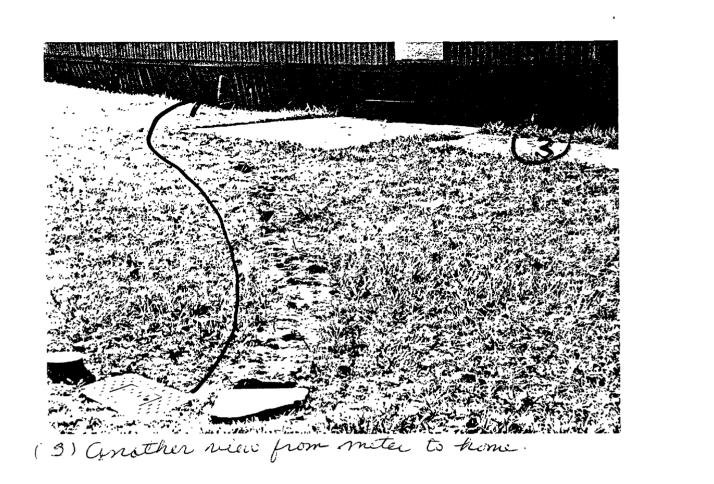
Contents of this envelope: 1) How meter accuracy record (Horida Rural Water Association) 2) Jen (10) photographe of Mr. Harold Shrever's house & lown + meter -

Harold Shriver N.S. Derra Mar Village Utelilies, inc.

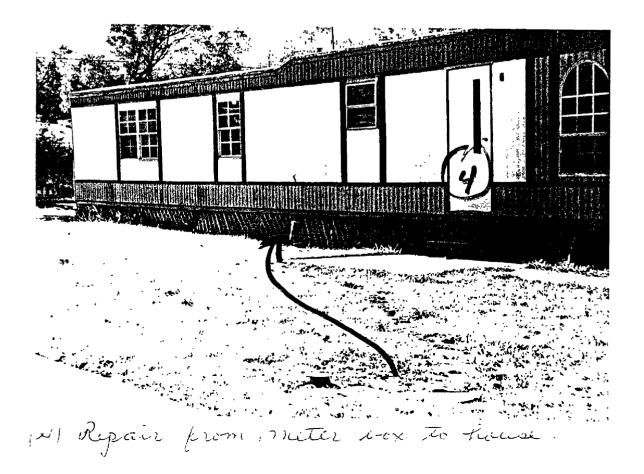
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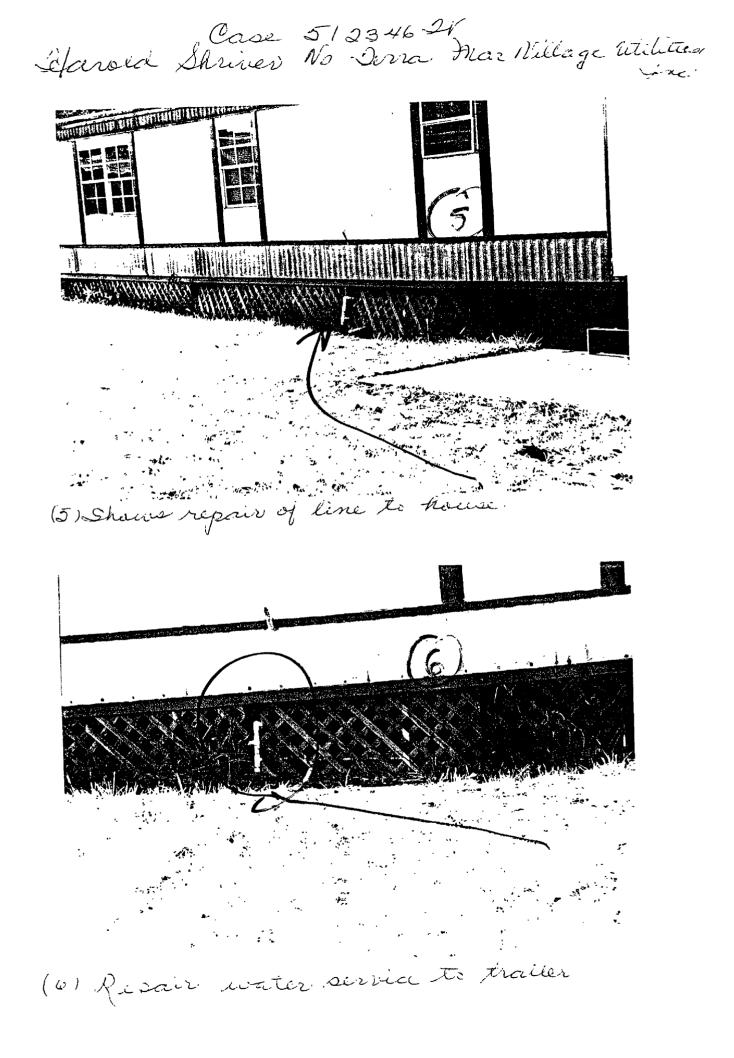


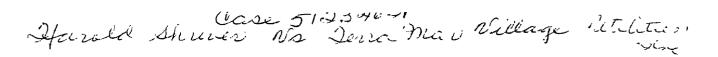
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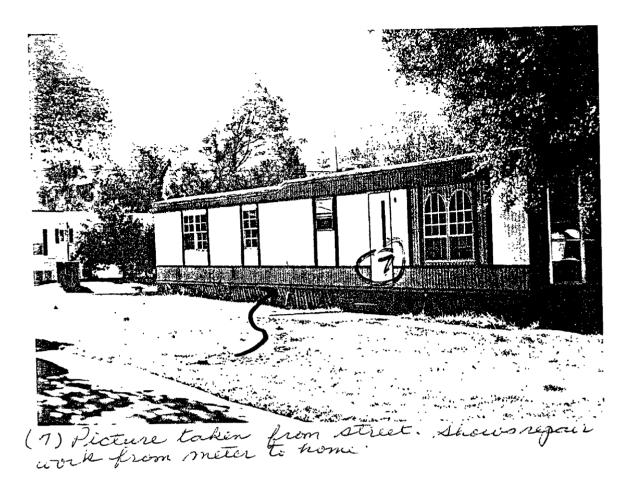


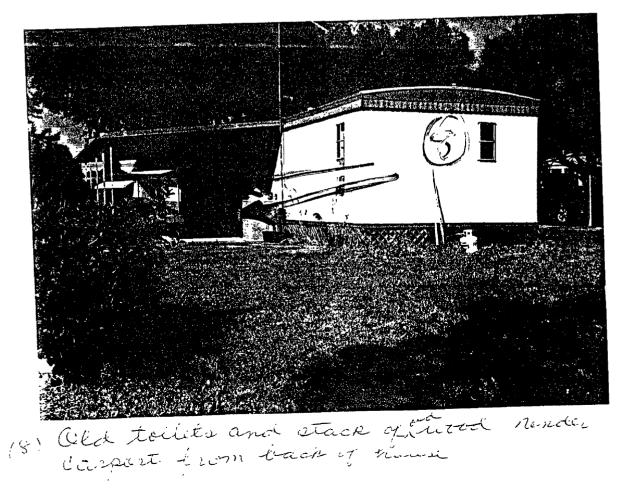
Harold Shriver No. Derra Mar Village Utilities In



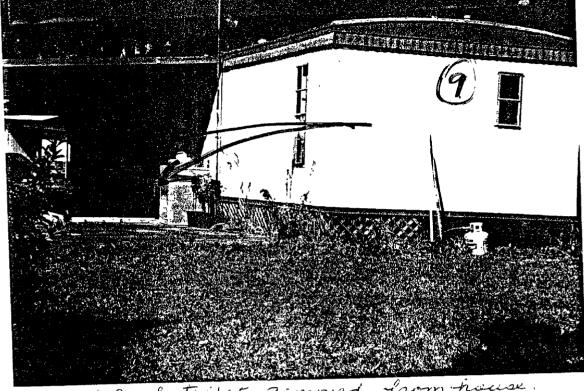




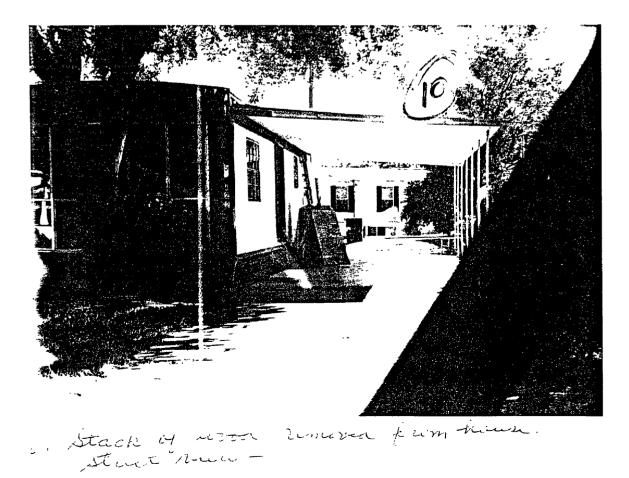




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19) Drood and teilet removed from house. Diction to han from back of the hause



FLOW METER ACCURACY RECORD

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FLORIDA RURAL WATEK ASSOCIATION 2970 Wellington Circle West, Suite 101 Tallabassee, Florida 32308

ORIGINAL

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FEB - 7 2003
CUSTOMER NAME: HAROLD SCHRIVER
ADDRESS: 122 ASH ST.
METER MODEL: KENT
METER SERIAL NUMBER: 11007948 DISCHARGE PIPE DIAMETER: 3/4 "
DISCHARGE PIPE DIAMETER: 3/4 "
DATE OF THIS TEST: 1/20/03
NAME OF PERSON PERFORMING TEST: <u>DAVID HANNA</u>
METHOD OR EQUIPMENT USED FOR TEST: MARS / Transit Time Flow Tester
INITIAL METER READINGS AT START OF TEST: 12,606.6
FINAL METER READING AT END OF TEST: $12, 211, 5$
READINGS ON EQUIPTMENT USED FOR TEST:
START END: (ATTACH FORMULAS USED TO MAKE CALCULATIONS)
PERCENT OF ERROR BETWEEN METER AND TEST EQUIPTMENT READING ≤ 4
NAME OF PERSON COMPLETING THIS FORM (PLEASE PRINT) : David Hanna
COMPANY NAME:FLORIDA RURAL WATER ASSOCIATION ADDRESS2970 Wellington Circle West Suite 101 CITY, STATE, ZIP:Tallahassee, Florida 32308
DAYTIME TELEPHONE: (805) <u>668 - 2746</u>
DATE: 1 120/03 SIGNATURE: Duichtminne

COMMISSIONERS: LILA A. JABER, CHAIRMAN J. TERRY DEASON BRAULIO L. BAEZ RUDOLPH "RUDY" BRADLEY CHARLES M. DAVIDSON

STATE OF FLORIDA



DIVISION OF CONSUMER AFFAIRS BEVERLEE DEMELLO DIRECTOR (850) 413-6100 TOLL FREE 1-800-342-3552

Hublic Service Commission

May 13, 2003

Mr. Harold Shriver 11130 Baker Road Keymar, MD 21757

Re: FPSC Inquiry# 512346W

Dear Mr. Shriver:

This is a follow-up to your recent inquiry regarding the high water bill you received from Terra Mar Village Utilities.

Florida Public Service Commission (PSC) rules require companies to test water meters on minimum, intermediate and maximum flows. The meters must register a weighted average accuracy rating of between 95% and 101.5%. If a meter is found to register more than the maximum allowed, the PSC requires the utility to credit the customer's bill.

In this case, the water utility tested your meter and found it to be registering within the limits required by this Commission.

The Commission can not tell you exactly how the water was used, only that it registered on an accurately working meter. In order for me to require a utility to adjust a bill, I must have conclusive proof that the meter malfunctioned or that the company applied improper rates. To do otherwise would give one customer an unfair advantage over all the other customers of the utility.

My initial determination, based on the information provided by you and the utility, is that the company has not violated its tariffs or this Commission's rules and regulations in the handling of your concerns. If you wish to pursue this matter further, you may request an informal conference. To request such a conference, please provide your request in writing by June 13, 2003, and direct that correspondence to:

> Ms. Beverlee DeMello, Director Division of Consumer Affairs Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399

Page 2 May 13, 2003

Thank you for the opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809.

Sincerely,

Kaulis Marshall

Kaullis Marshall Regulatory Specialist II Division of Consumer Affairs

cc: Terra Mar Village Utilities

	<u>of Central Florida, Inc.</u>			1	Invoice
07 Line Drive Suite 103	·			Date	Invoice #:
Apopka, FL 32703 107-786-1668		4/15/2			3069
Billed To:	,	Service Site	······································		
Terra Mar Village MHP 4283 U.S. Highway 1 Edgewater, FL 32141		Terra Mar 4283 U.S. H Edgewater,			• •
, , ,		P.O. #	Due Date	Paym	ent Received
			5/1/2002		
Date:	D	oscription			mount
April 2002 April 2002 3/20/02 3/26/02	Monthly Service Performed bacteriological samp Lab Analysis - CBOD, TSS and Replaced skimmer weir. Readj Dug up meter to find shut off v meters and replaced two meters 1) Cassino - Meter dug up 2) Maxum - Repaired meter 3) Dugen Repaired meter 4) Schriver - Replaced meter 5) Weldterman - Replaced meter 5) Weldterman - Replaced meter	d fecal samples take justed & strapped sk alve for Mr. Uddo. s at residence. er	immers down. Repaired two		1,000.00 66.00 56.60 350.00
Thank you for you	business.		Total		\$1,622.6

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TERRA MAR VILLAGE

A Waterfront Community

02/04/03

4383 U.S. 1 • Edgewater, FL 32141 • Phone/Fax (904) 345-3608 INAL

To: Ms. Kaullis Marshall Florida Public Service Commission 2540 Shumard Oak Blvd Tallahassee FL 32399

FEB - 7 2003

RE: Consumer request by Mr. H. Shriver

Ms. Marshall:

On November 20, 2002, Terra Mar Village Utilities conducted their monthly meter readings. We read meters early this month due to the upcoming Thanksgiving holiday.

When we read Mr. Shriver's meter, we did notice a high water usage. Upon investigation, we found evidence of repair work that had been done prior to the meter reading and extended from the meter box to his house. (Please see the enclosed pictures.)

We called David Hanna from Florida Rural Water Association to schedule an appointment for him to come out and test Mr. Shriver's meter. On 1/20/03, David performed a Flow Meter Accuracy Test on the meter and found the meter to be accurate. (Please see the enclosed copy of the test results.) If you have any questions call Mr. Hanna at 1-850-668-2746. He will be glad to meet you if necessary.

Mr. Shriver came in to the office to pay his bill and agreed to pay the amount charged and admitted that he had had a leak, and very low water pressure in the shower and had made repairs. He then paid his bill with a cashier's check on 12/26/2002. Why would Mr. Shriver make those repairs if he didn't have a problem?!

We have approximately 257 connections in our community and Mr. Shriver, for the past 23 years has been the most troublesome of our utility customers. We are sure that the many complaints by Mr. Shriver are all recorded in your files and also believe that you will not find any other complaints from our other customers for the past 23 years.

ido

Frank Uddo Terra Mar Village Utilities Enclosure: 9 pictures with explanations on back, and copy of test results

utter Mr. Marshal: 78. Hig: Reference L'informul Conference Nate april, 2001 Case no. 512346 W aise dug 23, 2001 Call no. 1-800-342-3552 7 11 unovendem and aug 30, 2001 L læ Cove Do-chet 011125 WS ··· -1 cina Harold Shower Letter, citta: Forena Espinoza - <u>.</u>00 and Several Copies attached to signed my Cause below. Irian Staff: after 22 years homed lat ownership the inviersigned Harada Shriver received at my permanent address in Maryland (see Cory fatter dated 711ay 20, 2002 re: meter replacement for NO Mason given only days after the informal Conference ruling in frever 8 Shriver in previous Case 345496 W held apr. 19, 2001. The undersigned charges there and then a seam was in Despetration to run a meter (perry mandesed) up in the absence of Shriver who was physically Natth and away from the Change to accertain a occordor rading. I was charged 41 gul loss at the accertain a occordor rading. I was charged 41 gul loss at the new meter insertion. I (Ehriver) paid it and accepted. Howeve between the apr 16,2002 date and untel 7200. 4, 2002 when I again Eame te my 122 ash St. Edgewater, 72 undress al Delieve the meter was run up. not (me) might or num caretaker, state they at no Time saw any above ground massive loss of water. So, no we did all of a rudden a massive amount see copy (10, 9.5.3 quelions of water appear as a loss on one months report. The local fire diffet. stated for that to have happened my home would have to sit on a flaat partoon, Eggewater water intelities apon interview stated that i mature can be foreably the changed especially voor zero's. Somehour That 10953 and raid as redden akneary, and No water som on The streets

concerne any mignon how my absence over the april may, comething diliterate took place in my absence over the april may, neve, Creby, ingust, September, October and until movember 9th date when I first noticed the reading of 10, 784 reading myself. . inhen my regular Two 30, 02 hill arrived in Waryland on Dec 4th my unfe paid ONLY a \$29.22 basic (non resident) bill as presented. Then, when Shriver on Dec 23, 2002 checked at the Ferr Mar utilities office To make sure the bill had been paid (and max) it was surprised at the statiment by couph uddo "I have you had done some digging in your yurd and you likely lost the water. nonsense, that water did. NoT and could NOT have manpened the cl-have 3 mitnesses that was NOT the Case. I was diliberately set up over the summer months with malace by The above named uilds in my months absence from the home. Howesier, the utility has by admission taken 2 (two) monthly payment for now 30, 2002 services as you seaple FPSC Florida Public Service commission instructed me to pay a hill and take the problem up to have errors conected, and Shriver presented a Cashiers Check in the 200. amount and sand the 2 chick (see copies) for the same service sume nov 30, 2002 date. I had to some this out days later to have the basic monthly ant. returned. This is totally irrational, and faulty management hythe building. and <u>in marmed</u> you (7, PSC) this would happen as this building in a Vendette against m. Shriver as owner now resident in the park Enclosed shase closely review ALL copies of records to see that I il name her abused to the extent of a quote from Coseph uddo that "The dumb ald son of a bitch monit believe the meter reading" This statement made standing leside m David Harma-State Water tester an in my presence. "the (several) cases of abuse happen over a der by these neoples buckered refuse to do or allow anything ather then the these neoples buckered refuse to do or allow anything ather then the law, is intend to pursue these charges to a reasonable resolution in the Fuince Service Commission and/or the Civil Courts. Wrong 2an and win Le proven beyond a doubt. In afore: Hire and now al make a demand request to have the FiPsc imally repare a hearing at the earliest convenient time and pace at which a resolution he determined to correct this fault my the perpetration of an atomatic invitil ge (scan) for acter NEVER lamished to Surver. tool ninde relations would some the matter instanting but, xide not

bul. due 16-961

Reconnect Fee. Thank You!

This five day notice is to inform you that your utility invoice is past due and your utility service will be a \$15.00 service will be disconnected on $\frac{14}{2002} \frac{2^{10}}{300} \frac{3}{2000} \frac{3}{200$

NAME 14. Shriver

L.S #107

4383 U.S. 1 • Edgewater, FL 32141 • Phone/Fax (904) 345-3662

TERRA MAR VILLITES, INC.

I urgently believe FPSC could and should make a demand request of the Tern Mar Park Complete (all) purk Eustomers monthly water useages and payments over the part year and study the reco for authenticy and not "cooked results" of the park records. I sugge this as if found more than a few hade commented to me in the part that they too have found difficulty of useage and avercharges in the bills. This argestion would reveal such that I feel as the custom tharges and treatments and the part records leave several discrepen Discovery is something we need to rely upon PSC to be our advocate. Timely, any agency that has received PSC (itale assistance) to return that parts to potable water in the face of all my records, history of abuse etc by this park management could easily recorded as a mat of respectful public relations find a resolution. The above are sincere attiludes and NOT public confidentially made.

> NOW ow the next page it shall list many duily water usages to further prove the user Mr. Shriner did NOT possibly use the nearly 11,000 gal water used as charged. I simply was bramed, and this fraud has to stop. The park is using the F.P.SC water service in a deliberate way to manifectate these Customers.

2/24/02	0012082	
	12110	
	12195	the problem
	12228	one can see that once the problem
	12255	was made aware (sometime after nov 9, 02 was made aware (sometime after nov 9, 02
	12280	was much
	122 85	was made aware (sometime up the gan use if when the resident arrived and he gan use if
	12320	the many man my server (SEE Copies)
	12 3 45	amouncement of the sugar
	12 380	There has been a concrous the land and
	12401	There has been a concrous effort and not every day as I drive over the large and
	12417	mot every day as I drive over mot when study show an not chere the results do upon study show
	12432	and the average useage. I person use only
	12455	my daily average useage. I person use only.
	12480	also the purported 1 , have
	12500	my daily average useage. I person weet of allow the purported 10,953 gal and the present time schowing Fich 3-03 al have used approp. 12,857 10953
	12511	used approp. 12857
	12515 12527	10953
	12531	17 GUND ANEN approv
	12-548	3) 10 rogul per month and this 633 gal per month and this
* 11	12582	633 gal per monult of
17-03	12589	633 gal per main result of O lourse as a result of
		my daily conscious
		to pervice plus
26-03	12734	up of energy days.
	1276.5	ny daily the service plus some away days.
	12778	
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1-0.3	12834	
2-3-03	12 8-51	
-5-05		

P.S. Express my permanship and errors, I am away from home, typewinter etc. note: I have included 3 letters attesting to the problem that really emotionally stirs me. I am age 76 Hears of inc. years of age. Please study the many copies of bills, checks. etc., they tell the story. Thanks Hurold Shriner

Lot # Terra 4383 U Edgewa	Shriver 57 Mar Vill . S. 1 ter, FL 01/30,	2age 3214		Lot # 57 Terna Man Utilities Services	ı Village		Reside	ntial S.
Rent R	eminder	<u>.</u>	0 00		Previous 12146			Total 6.44
	ies	¢	50 00			Sewer	Ş	2.71
Other		Ś	10.00			Basic	\$	2.71 29.22
Arrear		\$ 3	3115.52			Arrears		
	l ies due			(1+2)	lities Past	Total Due 22nd	\$	38.37
	ee \$10.				2: Pay By		hecks	
<u>.</u>								
			Hi Lot #	ancld Shriv 57	er			
Harold Shriver Lot # 57 Terra Mar Vill 4383 U. S. 1 Edgewater. FL	lage		Lot # Terra Utili	57 Mar Villag ties, Inc	e			
Lot # 57 Terra Mar Vils 4383 U. S. 1 Edgewater, FL	2age 32141		Lot # Terra Utili Servi	57 Mar Villag	e 30/02	I-Resident	tial Se	22.7.7
Lot # 57 Terra Mar Vill 4383 U. S. 1 Edgewater, FL Date: 12/30,	2age 32141 102		Lot # Terra Utili Servio Read i Readi	57 Mar Villag ties, Inc ces To: 12/ Date 12/30/ ng Previo	e 30/02 02 RS US Gals U	sed	Total	22.17
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PLEASE RETURN WHITE COPY WITH PAYMENT

Harold Shriver	•	Нагов	ld Shriver						
Lot # 57 Terra Mar Village 4383 U. S. 1		Lot # 57							
		Terra Mar Village Utilities, Inc							
Date: 11/22/02			2 11/22/02		esid	ential Serv			
		Reading	Previous	Gals Used		Total			
Rent Reminder \$	0.,00	10999	46	10953	\$	117.96			
Amenities \$	50.00			Sewer	\$	49.73			
Other \$	10.00	-		Basic	\$	29.22			
Arrears \$	2995.52			Arrears	\$				
مر.ه									
Total \$	3,055.52			Total	\$	196.91			
Amenities due 10	th	Uti	lities Past						
Late Fee \$10.00		Note	e: Pay By	Separate Ch	ecks				
			· · · · · · · · · · · · · · · · · · · · ·						