

090424-WS

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STATE OF FLORIDA



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Public Service Commission

December 7, 2010

Mr. David Meadows
Four Points Utility Corporation
Bimini Bay Utilities Corporation
101 Golden Malay Palm Way
Davenport, Florida 33897

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COMMISSION
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NOTICE OF APPARENT RULE VIOLATIONS

**Re: Four Points Utility Corporation (Certificate Nos. 634-W and 544-S)
Bimini Bay Utilities Corporation (Docket No. 090424-WS)**

Dear Mr. Meadows:

On November 18 and 19, 2010, Public Service Commission staff conducted two noticed customer meetings regarding Four Points Utility Corporation (Four Points) and Bimini Bay Utilities Corporation (Bimini Bay), which were attended by customers and members of Four Points' and Bimini Bay's (jointly referred to as Utilities) management, as well as a representatives of the Office of the Florida Attorney General and Office of Public Counsel. During the meetings, customers were given the opportunity to discuss their concerns over the quality of service offered by the two Utilities. Customers expressed a number of concerns regarding the Utilities' billing practices and customer service. The information provided to staff, as described in greater detail below, appears to constitute a number of violations of Commission rules. Your Utilities' management personnel attended both meetings and took notes, so they should be aware of the numerous complaints.

Many of the complaints appear to describe violations of Commission rules or Florida Statutes. Among other powers granted to the Commission, Section 367.161(2), Florida Statutes (F.S.), provides that:

The Commission has the power to impose upon any entity that is subject to its jurisdiction under this chapter and that is found to have refused to comply with, or to have willfully violated, any lawful rule or order of the Commission or any provision of this chapter a penalty for each offense of not more than \$5,000, which penalty shall be fixed, imposed, and collected by the Commission; or the Commission may, for any such violation, amend, suspend, or revoke any certificate of authorization issued by it. Each day that such refusal or violation continues constitutes a separate offense. Each

DOCUMENT NUMBER 090424-WS
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FPSC-COMMISSIONER CLERK

penalty shall be a lien upon the real and personal property of the entity, enforceable by the Commission as a statutory lien under chapter 85.

In addition, Section 367.121, F.S., provides that the Commission is authorized to seek relief in circuit court including temporary and permanent injunctions, restraining orders, or any other appropriate orders in addition to and supplementary to any other remedies available for enforcement of agency action under Section 120.69 or Chapter 367, F.S.

The apparent violations listed below capture broad categories of customer complaints the Commission has received. The Commission management audit staff has begun investigating the complaints and will be requesting information from the Utilities to determine if there have indeed been violations of the Commission's rules, statutes, or orders. Commission staff will also be requesting more information by separate letters to address specific complaints that we have received.

We have categorized the complaints received into several types of rule violations. The purpose of this letter is to make the Utilities aware of the alleged violations, and the Commission staff's intent to investigate. You are hereby notified of the following apparent violations.

1. **Rule 25-30.261, Florida Administrative Code (F.A.C.), Meter Readings; Rule 25-30.265, F.A.C., Periodic Meter Tests.** These rules address the accuracy of meter readings for billing purposes and the frequency of meter testing required.

Alleged Rule Violation: Several customers have received bills with significant disparities from month to month, despite their inability to find leaks in their homes. Other customers questioned whether meters were read monthly or if their bills were estimated. Some have stated that their displays were covered with dirt and debris and could not be read. In addition, several customers complained that their meters register usage when their homes are unoccupied. Still others have stated that they have never seen meter readers in the time they have resided in their units. As a result, these customers have alleged that their meters are not being accurately read.

2. **Rule 25-30.335, F.A.C., Customer Billing.** This rule addresses customer billing procedures and delinquencies. The rule provides that the Utility must render bills to customers at regular intervals, and each bill must indicate: the billing period covered; the applicable rate schedule; beginning and ending meter reading; the amount of the bill; the delinquent date or the date after which the bill becomes past due; and any authorized late payment charge. Additionally, the Utility may not consider a customer delinquent in paying his or her bill until the 21st day after the Utility has mailed or presented the bill for payment.

Alleged Rule Violation: We have received copies of several customers' recent monthly bills, and they do not specify a delinquent date. Several customers have complained that their water and wastewater was disconnected without notice.

3. **Rule 25-30.250, F.A.C., Continuity of Service, Rule 25-30.320, F.A.C. Refusal or Discontinuance of Service.** These rules address the requirement that the Utility provide continuous service to customers, reestablish service with the shortest delay consistent with the safety of its customers, and schedule necessary interruptions in service at a time causing the least convenience to customers. In addition, Rule 25-30.320(2)(g), F.A.C., provides that a customer must be given at least 5 working days' written notice, separate and apart from any bill for service, before disconnection for nonpayment of bills.

Alleged Rule Violation: We have received numerous complaints alleging that customers have regularly experienced disconnections without prior notice, for alleged nonpayment of service. Others have complained that service was disconnected after hours. Several customers who complained about improper cut-off also stated that they have experienced difficulty in reaching a Utility representative in order to promptly reestablish service.

4. **Section 367.111(2), F.S., Service.** This subsection addresses the Utility's obligation to provide safe, efficient, and sufficient service to customers.

Alleged Rule Violation: We received customer allegations with respect to low water pressure, sand in the water, and positive tests for coliforms.

5. **Rule 25-30.355, F.A.C., Complaints.** This rule states that the Utility must make a full and prompt acknowledgment and investigation of all customer complaints and shall respond fully and promptly to all customer requests.

Alleged Rule Violation: The Commission's Consumer Affairs Tracking System shows 12 customer complaints, as of the date of this writing, to which the Utility has failed to provide a timely response (see attachment). There are 20 additional complaints for which the Consumer Affairs Division received late responses from the Utility. The Consumer Affairs Division receives complaints from Utility customers and forwards these complaints to the Utility, requiring a response within 15 days.

6. **Rule 25-30.311, F.A.C., Customer Deposits.** This rule addresses the Utility's collection, record, and refund of customer deposits. Section (3) states that 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. Transactions include annual interest payments and refunds.

Alleged Rule Violation: Several customers have indicated that the Utility has collected more than one deposit from that customer. Several customers have also stated that the amount of deposit collected has varied for that customer. Customers have also alleged that Utility employees have, in some instances, stated that certain of the collection of deposits were in error.


7. **Rule 25-30.330, F.A.C., Information to Customers.** This rule requires that the Utility provide its customers, on at least an annual basis, with the Utility's regular and after hour's telephone number, as well as other information and assistance, when requested by the

customer, as reasonably may be necessary to ensure that the customer receives safe, efficient service.

Alleged Rule Violation: Many customers have indicated that they regularly experience difficulty in getting in touch with Utility representatives, whether by phone, mail, or e-mail. Customers have stated that oftentimes there is no answer at the office when they call, they do not receive responses when they send e-mails, and the mail that they send to the Utility (namely, payments) is routinely returned to them. Commission staff has also experienced difficulty with contacting Utility representatives on numerous occasions.

As Commission staff continues to investigate the alleged violations, you will be asked to provide information. For each violation identified, you will be given an opportunity to comply or explain your position. As stated above, the penalties available to the Commission for noncompliance with Commission rules, statutes, or orders include fines of up to a \$5,000 for each violation, with each day that such refusal or violation continues constituting a separate offense; or amendment, suspension, or revocation of the Utility's certificate of authorization. If necessary, staff may also seek injunctive or other appropriate relief in circuit court pursuant to Section 367.121, F.S.

Please contact Lisa Bennett at 850-413-6230 or Patti Daniel at 850-413-6808 immediately if you have any questions regarding this matter.

Sincerely,

Lisa Bennett
Senior Attorney
Office of the General Counsel

LCB/sh

cc: Ms. Denna Meixner, Manager, Four Points Utility Corporation
Office of Commission Clerk (Cole)
Division of Economic Regulation (Daniel, Golden, Jones-Alexis, Roberts, Walden)
Division of Regulatory Analysis (Harvey)
Office of Public Counsel (Kelly)
Office of Attorney General (Sirkle)

Attachments: CATS Report, Florida Administrative Code Rules referenced in letter.

25-30.261 Meter Readings.

(1) The utility shall read its service meters at regular intervals and, insofar as practicable within regularly scheduled work days, on the corresponding day of each meter reading period.

(2) The utility shall read the register of each meter in the same units that the utility uses for billing purposes, except that a water meter may register in gallons or in cubic feet.

(3) The service meters shall be marked to indicate the units measured by that meter.

(4) The meter shall be marked with any constant or multiplier that the utility uses to determine the amount of service used by a customer.

Specific Authority 350.127(2), 367.121 FS. Law Implemented 367.111, 367.121 FS. History—Amended 9-12-74, Formerly 25-10.95, 25-10.095. Amended 11-10-86.

25-30.265 Periodic Meter Tests.

Each utility shall inspect and test a representative sample of its meters in service at least once during the intervals set out in this rule.

	Maximum Interval
Size of Meter	Between Tests
5/8"	10 years
3/4"	8 years
1"	6 years
1 1/2"	4 years
2"	4 years
3"	3 years
4"	2 years
6"	1 year

Specific Authority 350.127(2), 367.121 FS. Law Implemented 367.121(1)(a), 367.122 FS. History—Amended 9-12-74, Formerly 25-10.93, 25-10.093, Amended 11-10-86.

25-30.335 Customer Billing.

(1) Except as provided in this rule, a utility shall render bills to customers at regular intervals, and each bill shall indicate: the billing period covered; the applicable rate schedule; beginning and ending meter reading; the amount of the bill; the delinquent date or the date after which the bill becomes past due; and any authorized late payment charge.

(2) If the utility estimates the bill, the utility shall indicate on the bill that the amount owed is an estimated amount.

(3) When service is rendered for less than 50 percent of the normal billing cycle, the utility shall prorate the base facility charges as though the normal billing cycle were 30 days, except that the utility may elect not to issue an initial bill for service if the service is rendered during a time period which is less than 50 percent of the normal billing cycle. Instead, the utility may elect to combine the amount owed for the service rendered during the initial time period with the amount owed for the next billing cycle, and issue a single bill for the combined time period. For service taken under flat rate schedules, 50 percent of the normal charges may be applied.

(4) A utility may not consider a customer delinquent in paying his or her bill until the 21st day after the utility has mailed or presented the bill for payment.

(5) Each utility shall establish each point of delivery as an independent customer and shall calculate the amount of the bill accordingly, except where physical conditions make it necessary to use additional meters or points of delivery for one class of service to a single customer on the same premises, or where such multiple meters or delivery points are used for the convenience of the utility.

(6) A utility may not incorporate municipal or county franchise fees into the amount indicated as the cost for service on the customer's bill. Rather, the utility shall show any such franchise fee as a separate item.

(7) The utility shall maintain a record of each customer's account for the most current 2 years so as to permit reproduction of the customer's bills during the time that the utility provided service to that customer.

(8) In the event of unauthorized use of service by a customer, a utility may bill the customer on a reasonable estimate of the service taken. In addition, the utility may assess a fee to defray the cost of restoring service to such a customer provided that the fee is specified in the utility's tariff.

(9) If a utility utilizes the base facility and usage charge rate structure and does not have a Commission authorized vacation rate, the utility shall bill the customer the base facility charge regardless of whether there is any usage.

Specific Authority 350.127(2), 367.121 FS. Law Implemented 367.121 FS. History—Amended 9-14-74, 6-21-79, Formerly 25-10.97, 25-10.097, Amended 11-10-86, 11-30-93.

25-30.250 Continuity of Service.

(1) Each utility shall make all reasonable efforts to provide continuous service. Should interruption in service occur, however, each utility shall reestablish service with the shortest delay consistent with the safety of its customers and the general public.

(2) Each utility shall schedule any necessary interruptions in service at a time anticipated to cause the least inconvenience to its customers. Each utility shall notify its customers prior to scheduled interruptions.

(3) Where public fire protection is provided by the mains affected by the interruption, the utility shall notify the Fire Chief or any other public official responsible for fire protection, that an interruption has occurred or will occur. Additionally, the utility shall notify that person when service is or is anticipated to be restored.

(4) Where a customer's water or wastewater service is interrupted and remains out of service in excess of forty-eight (48) hours after the customer has notified the utility of the interruption, the utility shall refund to that customer the pro-rata portion of the month's charges for the period of days during which service was not provided. This paragraph applies only to utilities which have service tariffs that provide for charges on a non-metered rate. The utility may refund the amount owed as credit toward the customer's subsequent bill for service.

Specific Authority 350.127(2), 367.121 FS. Law Implemented 367.081, 367.111 FS. History—Amended 9-12-74, Formerly 25-10.56, 25-10.056, Amended 11-10-86.

25-30.320 Refusal or Discontinuance of Service.

(1) Until adequate facilities can be provided, a utility may refuse to serve an applicant if, in the best judgment of the utility, it does not have adequate facilities, or supply to render the service applied for, or if the service is of character that is likely to affect unfavorably service to other customers.

(2) As applicable, the utility may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the customer shall be given written notice and allowed a reasonable time to comply with any rule or remedy any deficiency:

(a) For noncompliance with or violation of any state or municipal law or regulation governing such utility service.

(b) For failure or refusal of the customer to correct any deficiencies or defects in his piping or equipment which are reported to him by the utility.

(c) For the use of utility service for any other property or purpose than that described in the application.

(d) For failure or refusal to provide adequate space for the meter or service equipment of the utility.

(e) For failure or refusal to provide the utility with a deposit to insure payment of bills in accordance with the utility's regulation.

(f) For neglect or refusal to provide reasonable access to the utility for the purpose of reading meters or inspection and maintenance of equipment owned by the utility.

(g) For nonpayment of bills, including nonpayment of municipal sewer service under circumstances specifically provided in Section 159.18(2), F.S., or noncompliance with the utility's rules and regulations in connection with the same or a different type or a different class of utility service furnished to the same customer at the same premises by the same or affiliated utility only after there has been a diligent attempt to have the customer comply, including at least 5 working days' written notice to the customers. Such notice shall be separate and apart from any bill for service. For purposes of this subsection, "working day" means any day on which the utility's office is open and the U.S. Mail is delivered. A utility shall not, however, refuse or discontinue service for nonpayment of a dishonored check service charge imposed by the utility.

(h) Without notice in the event of a condition known to the utility to be hazardous.

(i) Without notice in the event of tampering with regulators, valves, piping, meter or other facilities furnished and owned by the utility.

(j) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of such service, the utility, before restoring service, may require the customer to make at his own expense all changes in piping or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the deficiency in revenue resulting from such fraudulent use. Service shall not be discontinued if, prior to the arrival of the utility to discontinue service, the customer has:

1. Paid for all fraudulent use of service;

2. Demonstrated the fraudulent use has ceased;

3. Paid all other applicable fees and charges; and

4. The service condition allowing fraudulent use of service has been corrected.

(3) Service shall be restored when cause for discontinuance has been satisfactorily adjusted.

(4) In case of refusal to establish service, or whenever service is discontinued, the utility shall notify the applicant or customer in writing of the reason for such refusal or discontinuance. In all instances involving refusal or discontinuance of service the utility shall advise in its notice that persons dissatisfied with the utility's decision to refuse or discontinue service may register their complaint with the utility's Customer Relations Personnel and to the Florida Public Service Commission at 1(800)342-3552, which is a toll free number.

(5) The following shall not constitute sufficient cause for refusal or discontinuance of service to an applicant or customer:

(a) Delinquency in payment for service by a previous occupant of the premises unless the current applicant or customer occupied the premises at the time the delinquency occurred and the previous customer continues to occupy the premises and such previous customer will receive benefit from such service.

(b) Failure to pay for appliances or equipment purchased from the utility.

(c) Failure to pay for a different class of service, except where two or more classes of service are rendered to the same customer at the same premises.

(d) Failure to pay the bill of another customer as guarantor thereof.

(e) Failure to pay a dishonored check service charge imposed by the utility.

(6) No utility shall discontinue service to any customer, between 12:00 noon on a Friday and 8:00 a.m. the following Monday or

between 12:00 noon on the day preceding a public holiday and 8:00 a.m. the next working day; provided, however, that this prohibition shall not apply when:

- (a) Discontinuance is requested by or agreed to by the customer; or
- (b) A hazardous condition exists; or
- (c) Meters or other utility-owned facilities have been tampered with; or
- (d) Service is being obtained fraudulently or is being used for unlawful purposes.

Specific Authority 350.127(2), 367.121 FS. Law Implemented 367.081, 367.111, 367.121 FS. History--Amended 9-12-74, 4-3-80, 10-25-84, Formerly 25-10.74, 25-10.074, Amended 11-10-86, 1-1-91, 1-7-93, 11-30-93, 10-28-98.

Select Year:

The 2010 Florida Statutes

Title XXVII
RAILROADS AND OTHER REGULATED
UTILITIES

Chapter 367
WATER AND WASTEWATER
SYSTEMS

[View Entire
Chapter](#)

367.111 Service.—

(1) Each utility shall provide service to the area described in its certificate of authorization within a reasonable time. If the commission finds that any utility has failed to provide service to any person reasonably entitled thereto, or finds that extension of service to any such person could be accomplished only at an unreasonable cost and that addition of the deleted area to that of another utility company is economical and feasible, it may amend the certificate of authorization to delete the area not served or not properly served by the utility, or it may rescind the certificate of authorization. If utility service has not been provided to any part of the area which a utility is authorized to serve, whether or not there has been a demand for such service, within 5 years after the date of authorization for service to such part, such authorization may be reviewed and amended or revoked by the commission.

(2) Each utility shall provide to each person reasonably entitled thereto such safe, efficient, and sufficient service as is prescribed by part VI of chapter 403 and parts I and II of chapter 373, or rules adopted pursuant thereto; but such service shall not be less safe, less efficient, or less sufficient than is consistent with the approved engineering design of the system and the reasonable and proper operation of the utility in the public interest. If the commission finds that a utility has failed to provide its customers with water or wastewater service that meets the standards promulgated by the Department of Environmental Protection or the water management districts, the commission may reduce the utility's return on equity until the standards are met.

History.—s. 1, ch. 71-278; s. 3, ch. 76-168; s. 1, ch. 77-457; s. 53, ch. 78-95; ss. 1, 2, ch. 79-49; ss. 14, 25, 26, ch. 80-99; ss. 2, 3, ch. 81-318; ss. 15, 26, 27, ch. 89-353; s. 4, ch. 91-429; s. 10, ch. 93-35; s. 185, ch. 94-356.

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25-30.355 Complaints.

(1) A utility shall make a full and prompt acknowledgement and investigation of all customer complaints and shall respond fully and promptly to all customer requests.

(2) For the purpose of this rule the word "complaint" used in this rule shall mean an objection made to the utility by the customer as to the utility's charges, facilities or service, where the disposal of the complaint requires action on the part of the utility.

(3) Replies to inquiries by the Commission's staff shall be furnished within fifteen (15) days from the date of the inquiry and shall be in writing, if requested.

Specific Authority 350.127(2), 367.121 FS. Law Implemented 367.121 FS. History—Amended 9-12-74, Formerly 25-10.70, 25-10.070, Amended 11-10-86.

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) FS. Law Implemented 367.081, 367.111, 367.121 FS. 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.

25-30.330 Information to Customers.

(1) Each utility shall provide its customers with the following information on at least an annual basis:

- (a) Telephone numbers regular and after hours;
- (b) Office address.

(2) Each utility shall provide its customers, upon request, with such other information and assistance as reasonably may be necessary to ensure that the customer receives safe, efficient service.

(3) Upon request of a customer, each utility shall provide information as to the method of reading meters and the computation of billing which results from reading meters.

(4) When a customer requests a bench test of his or her meter, the utility shall inform that customer of the provisions of Rule 25-30.266, F.A.C., and shall advise that the customer may request the test be made or supervised by a Commission representative.

(5) Upon request of a customer, the utility is to provide a copy or explanation of the utility's rates applicable to the customer's classification for service and to assist the customer in obtaining the rate which is most advantageous for the customer's service requirements.

Specific Authority 367.121 FS. Law Implemented 367.121 FS. History—Amended 9-12-74, Formerly 25-10.69, 25-10.069, Amended 11-10-86.

FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT



Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ECR							
	MARGOT GALENSKI	0916819W	FOUR POINTS UTILITY CORPORATION	WS898	01/12/2010		
Date Closed:	/ /	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(407)-334-5240	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JANET ORTIZ	0926058W	FOUR POINTS UTILITY CORPORATION	WS898	02/19/2010		
Date Closed:	/ /	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JASON SMITH	0926738W	FOUR POINTS UTILITY CORPORATION	WS898	02/23/2010		
Date Closed:	/ /	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DEPOSIT
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ELIOT RAMOS	0927647W	FOUR POINTS UTILITY CORPORATION	WS898	02/26/2010		
Date Closed:	/ /	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	DEPOSIT
County:	Polk	Customer Phone:	(863)-703-0735	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JAMES A ROBERTS	0975567W	FOUR POINTS UTILITY CORPORATION	WS898	10/21/2010		
Date Closed:	/ /	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER DISCONNECTS
County:	Polk	Customer Phone:	(919)-859-4343	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ECR	Total Cases: 5			ECR		Total Savings: 0.00	
GCL							
	JASON T SMITH	0964144W	FOUR POINTS UTILITY CORPORATION	WS898	08/27/2010		
Date Closed:	/ /	Assigned Analyst:	GCL	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(850)-766-0048	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GCL	Total Cases: 1			GCL		Total Savings: 0.00	
SSC							
	FREDERICK MARTINEZ	0978380W	FOUR POINTS UTILITY CORPORATION	WS898	11/04/2010		
Date Closed:	/ /	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
SSC	Total Cases: 1			SSC		Total Savings: 0.00	
	Total Cases: 7					Total Savings: 0.00	

FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT



Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ECR							
	JEFF DEYO	0933190W	BIMINI BAY UTILITIES CORPORATION	WS932	03/24/2010		
Date Closed:	//	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:IMPROPER BILLS	
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MELISSA NOIL	0933208W	BIMINI BAY UTILITIES CORPORATION	WS932	03/24/2010		
Date Closed:	//	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:IMPROPER BILLS	
County:	Polk	Customer Phone:	(518)-348-1307	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	NICHOLAS HORTON	0954473W	BIMINI BAY UTILITIES CORPORATION	WS932	07/13/2010		
Date Closed:	//	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:IMPROPER BILLS	
County:	Polk	Customer Phone:	(407)-574-5741	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JEANETTE ORTIZ	0975089W	BIMINI BAY UTILITIES CORPORATION	WS932	10/20/2010		
Date Closed:	//	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:IMPROPER DISCONNECTS	
County:	Polk	Customer Phone:	(407)-536-7798	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ECR	Total Cases: 4			ECR	Total Savings: 0.00		

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SSC							
	MATTHEW HOLLINGHURST	0975087W	BIMINI BAY UTILITIES CORPORATION	WS932	10/20/2010		
Date Closed: / /		Assigned Analyst: SHONNA MCCRAY		Closed Analyst:			
Service/Billing: B		Savings: 0.00		How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Polk		Customer Phone: (603)-477-6128		Sent To Company: Y		Apparent Rule Violation: N PSA:	
SSC	Total Cases: 1			SSC	Total Savings: 0.00		
	Total Cases: 5				Total Savings: 0.00		