

FLORIDA UTILITY SERVICES 1, LLC
3336 GRAND BLVD. SUITE 102
HOLIDAY, FL. 34690
863-904-5574

November 16, 2016

Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399

RE: Docket # 150257-WS

Dear Commission Clerk:

Enclosed please find company response to staff's third data request and supporting documentation.

On behalf of the utility,



Mike Smallridge

RECEIVED-FPSC
2016 NOV 17 PM 2:25
COMMISSION
CLERK

FLORIDA UTILITY SERVICES 1, LLC

3336 GRAND BOULEVARD • SUITE 102 • HOLIDAY, FLORIDA 34690

352-302-7406 • MIKE@FUS1LLC.COM

COMPANY RESPONSE TO STAFF'S THIRD DATA REQUEST.

1. During the test year, the utility charged some of its customers an unauthorized convenience charge of \$2.50 for using their credit card to pay their water bill.
 - a. For the test year, please provide the number of occurrences when customers were assessed a charge for using their credit card to pay their water bill.

COMPANY RESPONSE- 6 TIMES- SEE ENCLOSED EXHIBIT A.

- b. Please provide the date the utility began assessing the convenience charge.

COMPANY RESPONSE- 10/5/15

- c. Please provide the number of occurrences by month for the period of January 2016 through October 2016.

COMPANY RESPONSE- SEE ENCLOSED EXHIBIT C

2. Please explain, in detail, why the utility collected an unauthorized convenience charge of \$2.50.

THIS WAS A RESULT OF UNINTENTIONAL HUMAN ERROR IN THAT MY OTHER COMPANIES ALREADY HAVE APPROVED CREDIT CARD CONVENIENCE FEES AND THE CUSTOMER SERVICE REPRESENTATIVE JUST CARRIED THAT SERVICE TO THE CUSTOMER ON, NOT REALIZING THERE WAS NOT AN APPROVED FEE IN THE PARTICULAR TARIFF OF EAST MARION UTILITIES, LLC.

On behalf of the utility,



Mike Smallridge

East Marion Utilities, LLC

Additional Charge Summary

For the Period

1/1/2015 To 12/31/2015

<u>Charge Description</u>	<u>Amount</u>
cccf	\$15.00
Total Other Charges	\$15.00

Exhibit A = 6 times for total of \$15.00.

East Marion Utilities, LLC

Exhibit C.

Wednesday, November 16, 2016

Billing Summary
1/1/2016 to 1/31/2016

Residential

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Residential			314250		\$5.00		\$2,776.83		\$0.00		\$50.00		(\$786.72)	\$3,745.49
# of Customers Billed	96		\$755.68	\$944.70	\$0.00		\$0.00		\$0.00			\$4,532.21		

Irrigation

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Irrigation			32160		\$0.00		\$0.00		\$0.00		\$5.00		(\$173.34)	(\$87.89)
# of Customers Billed	10		(\$10.00)	\$90.45	\$0.00		\$0.00		\$0.00			\$85.45		

Unused

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Unused			0		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	\$0.00
# of Customers Billed	1		\$0.00	\$0.00	\$0.00		\$0.00		\$0.00			\$0.00		

Unused

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Unused			0		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	\$0.00
# of Customers Billed	1		\$0.00	\$0.00	\$0.00		\$0.00		\$0.00			\$0.00		

Report Totals	# of Cust Billed	106	346410		\$5.00		\$2,776.83	\$0.00		\$55.00		(\$960.06)	
			\$745.68	\$1,035.15	2	\$0.00	0	93	\$0.00	\$0.00	11	\$4,617.66	

East Marion Utilities, LLC

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Billing Summary 2/1/2016 to 2/29/2016

Residential

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Residential			318690		\$5.00		\$2,869.25		\$0.00		\$50.00		(\$213.22)	
# of Customers Billed	95		\$679.53	\$944.70		\$0.00		\$0.00		\$0.00		\$4,548.48		\$4,335.26

Irrigation

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Irrigation			9000		\$0.00		\$0.00		\$0.00		\$0.00		(\$132.86)	
# of Customers Billed	9		\$18.99	\$90.45		\$0.00		\$0.00		\$0.00		\$109.44		(\$23.42)

Unused

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Unused			0		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
# of Customers Billed	1		\$0.00	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00

Unused

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Unused			0		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
# of Customers Billed	1		\$0.00	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00

Report Totals	# of Cust Billed	104	327690		\$5.00	\$2,869.25	\$0.00	\$0.00	\$50.00		(\$346.08)	
			\$698.52	\$1,035.15	2	\$0.00	93	\$0.00	\$0.00	10	\$4,657.92	

East Marion Utilities, LLC

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Billing Summary 3/1/2016 to 3/31/2016

Residential

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Residential			335650		\$7.50		\$2,957.99		\$0.00		\$65.00		(\$64.58)	
# of Customers Billed	96		\$716.74	\$954.75		\$0.00		\$0.00		\$0.00		\$4,701.98		\$4,637.40

Irrigation

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Irrigation			8760		\$0.00		\$0.00		\$0.00		\$5.00		(\$95.50)	
# of Customers Billed	9		\$18.50	\$90.45		\$0.00		\$0.00		\$0.00		\$113.95		\$18.45

Unused

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Unused			0		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
# of Customers Billed	1		\$0.00	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00

Report Totals			344410		\$7.50		\$2,957.99		\$0.00		\$70.00		(\$160.08)	
# of Cust Billed	105		\$735.24	\$1,045.20	3	0	94	\$0.00		\$0.00		\$4,815.93		\$4,655.85

East Marion Utilities, LLC

Wednesday, November 16, 2016

Billing Summary 4/1/2016 to 4/30/2016

Residential

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Residential			372960		\$10.00		\$3,030.26		\$0.00		\$65.00		\$31.65	
# of Customers Billed	93		\$1,059.21	\$1,079.16		\$0.00		\$0.00		\$0.00		\$5,243.63		\$5,275.28

Irrigation

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Irrigation			30780		\$0.00		\$0.00		\$0.00		\$0.00		(\$112.13)	
# of Customers Billed	9		\$84.33	\$105.57		\$0.00		\$0.00		\$0.00		\$189.90		\$77.77

General

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total General			100		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
# of Customers Billed	3		\$151.81	\$23.46		\$0.00		\$0.00		\$0.00		\$175.27		\$175.27

Unused

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Unused			0		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
# of Customers Billed	1		\$0.00	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00

Report Totals			403840		\$10.00		\$3,030.26		\$0.00		\$65.00		(\$80.48)	
	# of Cust Billed	105	\$1,295.35	\$1,208.19	4	\$0.00	91	\$0.00	\$0.00	\$0.00	13	\$5,608.80		\$5,528.32

East Marion Utilities, LLC

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Billing Summary 5/1/2016 to 5/31/2016

Residential

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Residential			367980		\$10.00		\$2,866.28		\$0.00		\$60.00		\$305.99	
# of Customers Billed	92		\$972.35	\$1,079.16		\$0.00		\$0.00		\$0.00		\$4,987.79		\$5,293.78

Irrigation

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Irrigation			25410		\$0.00		\$0.00		\$0.00		\$0.00		(\$84.66)	
# of Customers Billed	10		\$69.88	\$117.30		\$0.00		\$0.00		\$0.00		\$187.18		\$102.52

General

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total General			30		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
# of Customers Billed	2		\$0.09	\$23.46		\$0.00		\$0.00		\$0.00		\$23.55		\$23.55

Unused

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Unused							\$0.00		\$0.00		\$0.00			
# of Customers Billed	1			\$107.90				\$0.00		\$0.00		\$107.90		\$107.90

Unused

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total			0		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	\$0.00
Unused			\$0.00	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
# of Customers Billed	1													
Report			393420		\$10.00		\$2,866.28		\$0.00		\$60.00		\$221.33	
Totals	# of Cust Billed	105	\$1,150.22	\$1,219.92	4	\$0.00	91	\$0.00		\$0.00	12	\$5,306.42		\$5,527.75

East Marion Utilities, LLC

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Billing Summary 6/1/2016 to 6/30/2016

Residential

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Residential			437250		\$0.00		\$3,209.68		\$0.00		\$60.00		\$417.15	
# of Customers Billed	95		\$1,137.00	\$1,102.62		\$2.50		\$0.00		\$0.00		\$5,511.80		\$5,928.95

Irrigation

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Irrigation			75250		\$0.00		\$0.00		\$0.00		\$5.00		(\$57.44)	
# of Customers Billed	9		\$238.82	\$105.57		\$0.00		\$0.00		\$0.00		\$349.39		\$291.95

General

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total General			10		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
# of Customers Billed	2		\$0.03	\$23.46		\$0.00		\$0.00		\$0.00		\$23.49		\$23.49

Report Totals			512510		\$0.00		\$3,209.68		\$0.00		\$65.00		\$359.71	
# of Cust Billed	106		\$1,375.85	\$1,231.65	0	\$2.50	92	\$0.00		\$0.00	13	\$5,884.68		\$6,244.39

East Marion Utilities, LLC

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Billing Summary 7/1/2016 to 7/31/2016

Residential

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Residential			506280		\$10.00		\$3,242.86		\$0.00	\$0.00	\$70.00		(\$148.79)	
# of Customers Billed	94		\$1,390.85	\$1,102.62		\$0.00		\$0.00		\$0.00		\$5,816.33		\$5,667.54

Irrigation

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Irrigation			56506		\$0.00		\$0.00		\$0.00	\$0.00	\$5.00		\$125.09	
# of Customers Billed	9		\$153.58	\$105.57		\$0.00		\$0.00		\$0.00		\$264.15		\$389.24

General

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total General			180		\$0.00		\$0.00		\$0.00	\$0.00	\$0.00		\$0.00	
# of Customers Billed	2		\$0.52	\$23.46		\$0.00		\$0.00		\$0.00		\$23.98		\$23.98

Unused

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Unused							\$0.00		\$0.00	\$0.00	\$0.00			
# of Customers Billed	2			\$290.00				\$0.00		\$0.00		\$290.00		\$290.00

Report Totals	# of Cust Billed	107	562966	\$10.00	\$3,242.86	\$0.00	\$0.00	\$75.00	(\$23.70)	
			\$1,834.95	\$1,231.65	4	\$0.00	0	93	\$0.00	\$0.00

East Marion Utilities, LLC

Wednesday, November 16, 2016

Billing Summary 8/1/2016 to 8/31/2016

Residential

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Residential			393980		\$12.50		\$2,999.36		\$0.00		\$60.00		(\$396.43)	
# of Customers Billed	94		\$1,045.47	\$1,102.62		\$50.00		\$0.00		\$0.00		\$5,269.95		\$4,873.52

Irrigation

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Irrigation			26744		\$0.00		\$0.00		\$0.00		\$5.00		\$185.82	
# of Customers Billed	11		(\$18.68)	\$105.57		\$0.00		\$0.00		\$0.00		\$91.89		\$277.71

General

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total General			10		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
# of Customers Billed	2		\$0.03	\$23.46		\$0.00		\$0.00		\$0.00		\$23.49		\$23.49

Report Totals			420734		\$12.50		\$2,999.36		\$0.00		\$65.00		(\$210.61)	
# of Cust Billed	107		\$1,026.82	\$1,231.65	5	1	94	\$0.00		\$0.00		\$5,385.33		\$5,174.72

East Marion Utilities, LLC

Wednesday, November 16, 2016

Billing Summary 9/1/2016 to 9/30/2016

Residential

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Residential			399440		\$10.00		\$3,042.35		\$0.00		\$60.00		\$133.00	
# of Customers Billed	94		\$1,054.34	\$1,102.62	\$0.00			\$0.00		\$0.00		\$5,269.31		\$5,402.31

Irrigation

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Irrigation			27550		\$0.00		\$0.00		\$0.00		\$5.00		\$74.98	
# of Customers Billed	9		\$70.49	\$105.57	\$0.00			\$0.00		\$0.00		\$181.06		\$256.04

General

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total General			0		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
# of Customers Billed	2		\$0.00	\$23.46	\$0.00			\$0.00		\$0.00		\$23.46		\$23.46
Report Totals			426990		\$10.00		\$3,042.35		\$0.00		\$65.00		\$207.98	
# of Cust Billed	105		\$1,124.83	\$1,231.65	4	0	94	\$0.00		\$0.00		\$5,473.83		\$5,681.81

East Marion Utilities, LLC

Wednesday, November 16, 2016

Billing Summary 10/1/2016 to 10/31/2016

Residential

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Residential			383840		\$3.00		\$3,026.47		\$0.00		\$40.00		(\$767.11)	
# of Customers Billed	94		\$989.81	\$1,102.62		\$17.50		\$0.00		\$0.00		\$5,179.40		\$4,412.29

Irrigation

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total Irrigation			18370		\$0.00		\$0.00		\$0.00		\$0.00		(\$11.06)	
# of Customers Billed	9		\$46.89	\$105.57		\$0.00		\$0.00		\$0.00		\$152.46		\$141.40

General

	Date	Beginning Ending	Usage	Water	Other Amount	Other Amount	Sewer Amount	Local Tax	County Tax	State Tax	Late Fee	Period Total	Previous Balance	Total Amount
Total General			140		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
# of Customers Billed	2		\$0.40	\$23.46		\$0.00		\$0.00		\$0.00		\$23.86		\$23.86

Report Totals			402350		\$3.00		\$3,026.47		\$0.00		\$40.00		(\$778.17)	
# of Cust Billed	105		\$1,037.10	\$1,231.65	1	\$17.50	7	\$0.00		\$0.00	8	\$5,355.72		\$4,577.55