

REQUEST TO ESTABLISH DOCKET  
(PLEASE TYPE)

Date 8/20/01

Docket No. 011125-VUS

- 1. Division Name/Staff Name Division of Legal Services-Lorena Espinoza
- 2. OPR Division of Legal Services-Lorena Espinoza
- 3. OCR Division of Consumer Affairs-Leroy Raspberry  
Division of Economic Regulation-Marshall Willis
- 4. Suggested Docket Title Complaint by Harold Shriver Against Terra Mar Village Utilities, Inc. in Volusia County

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
- B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

<u>Terra Mar Village Utilities, Inc.</u>	<u>Mr. Harold Shriver</u>
<u>Mr. Joseph J. Uddo, Director</u>	<u>11130 Baker Road</u>
<u>4383 South U.S. 1</u>	<u>Keymar, MD</u>
<u>Edgewater, FL</u>	<u>21757</u>
<u>32141-7346</u>	

2. Interested Persons and their representatives (if any)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

6. Check one:

- Documentation is attached.
- Documentation will be provided with the recommendation.

Public Service Commission  
Division of Legal Services  
2340 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

August 1, 2001

Attention: Lorena Espinoza

Having re-read the proposed resolution statement as submitted for consideration, I make the following response:

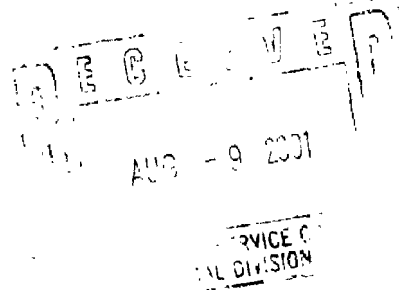
The first four statements seem to adequately summarize the parameters of the resolution. Why add the last two remarks, which simply are not true. The utility should NOT be allowed to self exonerate itself from the responsible facts in the arguments. Therefore, simply have them unreported.

I can not in good conscious accept his complete escape from reality of the cause, as we know with recorded and photographed facts that he did abuse and discriminate me in his (ie: the utility) cause of the problem. I have exhibited a paid check as proof.

Therefore, I will agree to accept the resolution as amended without the fifth and sixth statements made in your proposed resolution. The utility NO FAULT statements are untrue and can and have been proven so beyond a doubt.

Sincerely,

*Harold Shriver*  
Harold Shriver  
Customer  
*Tera Mar Utility*  
*Edgewater, FL*



STATE OF FLORIDA

Commissioners:  
E. LEON JACOBS, JR., CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI



DIVISION OF LEGAL SERVICES  
NOREEN S. DAVIS  
DIRECTOR  
(850) 413-6199

## Public Service Commission

July 11, 2001

Mr. Harold Shriver  
11130 Baker Road  
Keymar, MD 21757

Re: Customer Complaint; FPSC Inquiry #345496W

Dear Mr. Shriver:

This letter is to confirm the action taken by the Florida Public Service Commission (FPSC) with respect to the above-referenced customer complaint.

On November 6, 2000, the FPSC received a written customer complaint from Mr. Harold Shriver against Terra Mar Village Utilities, Inc. (Terra Mar or Utility). After attempts to informally resolve the complaint failed, an informal conference between the parties was scheduled for April 19, 2000.

On April 19, 2000, an informal conference was held by telephone with Mr. Shriver, the utility, and a Division of Consumer Affairs staff member. During the informal conference, each party was given the opportunity to state his position on this matter.

During the course of the informal conference, the Division of Consumer Affairs staff member expressed to the utility representative that although it was the initial finding that the utility had not disconnected Mr. Shriver's water service incorrectly, a further review of the matter had indicated that the utility was, in fact, in error. This error had resulted from the utility's improperly counting the Saturday that the utility is not open for business as a "working day" as one of the five days included in the termination notice. The utility representative was informed that according to the Administrative Rules that govern the FPSC, a "working day" for the purposes of a disconnection notice is specifically defined as "any day on which the Utility's office is open and the U.S. Mail is delivered." Rule 25-30.320(2)(g), Florida Administrative Code. Therefore, because the Terra Mar Village Utility's office is not open on Saturdays, it appeared that the utility had in fact disconnected Mr. Shriver's water service improperly.

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Shriver  
July 11, 2001  
Page 2

Unfortunately, the parties were unable to resolve this dispute, or come to an agreement that was satisfactory to both parties. According to FPSC rules, this complaint was then forwarded to the Division of Legal Services for further disposition.

Upon receipt of this complaint, legal staff verified the final determination of the Division of Consumer Affairs, and agreed that the utility was in apparent violation of the Administrative Rules.

We telephoned the utility's representative, Mr. Joe Uddo, in order to once again attempt a settlement agreement between the parties. During the course of several conversations with Mr. Uddo and Mr. Shriver separately by telephone, the parties were able to come to an agreement and forego the necessity of going before the full Commission for disposition of the dispute.

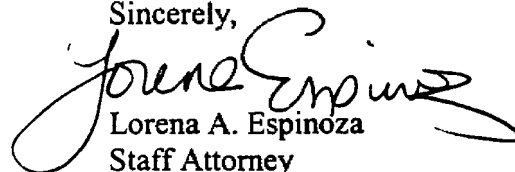
A copy of the final settlement agreement, dated June 14, 2001, and signed by Mr. Uddo of Terra Mar Village Utilities, Inc. was subsequently received by our office and by Mr. Shriver. It is our understanding of the settlement agreement that:

- Terra Mar Village Utilities, Inc. has agreed to reconnect Mr. Shriver's water service effective May 22, 2001;
- Terra Mar Village Utilities, Inc. agrees to waive the \$15 reconnect fee;
- Terra Mar Village Utilities, Inc. agrees to waive the basic water and sewer charges during the entire course of this investigation (September 2000 through May 2001);
- regular billing for the basic water and sewer charge for Mr. Shriver's property shall commence as of June 1, 2001;
- Terra Mar Village Utilities, Inc. enters into this agreement in the interest of good relations with their valued customers and the FPSC; and
- in entering into this agreement, Terra Mar Village Utilities, Inc., does not accept the positions, findings, or conclusions of Mr. Shriver, or of the FPSC and admits no wrongdoing whatsoever.

It should also be noted that in signing the above-stated agreement, the parties are agreeing that a satisfactory resolution of the complaint has been reached and understand that the settlement is binding on both parties, and that the parties waive any right to further review by the Commission.

I hope that this matter has concluded in a satisfactory matter to both parties involved. Should you have any questions or comments regarding this letter, or any other matter, please do not hesitate to contact me at (850) 413-6185.

Sincerely,



Lorena A. Espinoza  
Staff Attorney

LAE/dm

cc: Mr. Frank J. Uddo

I:\Shriver-ltr2.lae

Commissioners  
E. LEON JACOBS, JR., CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
BRAYNO L. BAEZ  
MICHAELA PALICKI



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

# Public Service Commission

## SETTLEMENT AGREEMENT

Customer: Mr. Harold Shriver

FPSC Request Number: 345496W

By signing the following statement, the parties agree that a satisfactory resolution of the complaint has been reached and understand that the settlement is binding on both parties and that the parties waive any right to further review or action by the Commission.

Terra Mar Village Utilities ("Terra Mar") agrees to reconnect Harold Shriver and waive the \$15 late fee effective May 22, 2001. In doing so, Terra Mar does not accept the positions, findings or conclusions of either Mr. Shriver or the PSC, and admits no wrongdoing whatsoever, but enters into this Agreement in the interest of good relations with its customer and the PSC.

Terra Mar Village Utility

*Frank J. Uddo*  
Frank J. Uddo 5-22-01

We agree as stated above that we waive the \$15.00 late fee, effective 6/1/01. And also the Basic Water and Sewer charges during this investigation. Billing to begin with the June Billing. As stated above we enter into this agreement in the interest of good relations with our valued customer and the PSC. We do not accept the positions, findings or conclusion of either our valued customer or the PSC as stated above. Date

Terra Mar Village Utilities, Inc  
Company Frank J. Uddo Date 6-14-01

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PSC Website: <http://www.floridapsc.com> Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

*Mailed Shriver 5-22-01*  
*Mailed Copy - 5-22-01*

STATE OF FLORIDA

Commissioners:  
E. LEON JACOBS, JR., CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI



DIVISION OF LEGAL SERVICES  
NOREEN S. DAVIS  
DIRECTOR  
(850) 413-6199

# Public Service Commission

June 21, 2001

Mr. Harold Shriver  
11130 Baker Road  
Keymar, MD 21757

Dear Mr. Shriver:

Per our conversation on Thursday, June 21, 2000, please find enclosed a copy of the settlement agreement regarding your dispute with Terra Mar Village Utilities, Inc. Should you have any questions or comments, please do not hesitate to contact me at (850) 413-6185.

Sincerely,

A handwritten signature in cursive script that reads "Lorena Espinoza".

Lorena A. Espinoza  
Staff Attorney

LAE/dm

L:\shriver-ltr.lae

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STATE OF FLORIDA

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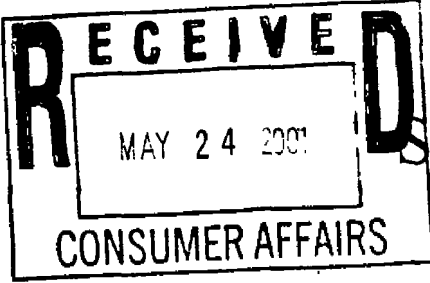
DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

ORIGINAL

ORIGINAL

SETTLEMENT AGREEMENT



Customer: Mr. Harold Shriver

FPSC Request Number: 345496W

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Terra Mar Village Utility

*Frank J. Uddo*  
Frank J. Uddo 5-22-01

Customer or Customer's Representative

Date

Terra Mar Village Utilities, Inc  
Company

Date

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Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Request No. 345496W

Name SHRIVER ,HAROLD

Business Name \_\_\_\_\_

<p align="center"><b>Consumer Information</b></p> <p>Name: HAROLD SHRIVER</p> <p>Business Name:</p> <p>Svc Address: 122 ASH STREET</p> <p>County: Volusia            Phone: (301)-845-8497</p> <p>City/Zip: Edgewater            / 32141-</p> <p>Account Number:</p> <p>Caller's Name: HAROLD    SHRIVER</p> <p>Mailing Address: 11130 BAKER ROAD</p> <p>City/Zip: KEYMAR ,MD 21757-</p> <p>Can Be Reached: (301)-845-8497</p>	<p align="center"><b>Florida Public Service</b>  <b>Commission - Consumer Request</b>  <b>2540 Shumard Oak Boulevard</b>  <b>Tallahassee, Florida 32399</b>  <b>850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: KATE SMITH</p> <p>Entered By: KSMITH</p> <p>Date: 11/13/2000</p> <p>Time: 15:49</p> <p>Via: MAIL            (PHONE/MAIL/FAX/E-MAIL)</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: KES</p> <p>Date: 12/11/2000</p> <p>Closeout Type: PR-06</p> <p>Apparent Rule Violation: N</p>
	<p align="center"><b>Utility Information</b></p> <p>Company Code: WS748</p> <p>Company: TERRA MAR VILLAGE UTILITIES,</p> <p>Attn. Frank J. Uddo345496W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/06/2000</p> <p>Fax: <span style="float: right;">R</span></p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: 12/04/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: Y</p>	

Customer said that he has been a customer for 30 years and always paid on time. It appears that his paymer was delayed in the mail and the company disconnected his service. He is very upset about this and is asking that the company reconnect his service without charge as he sent his check in on time. It appears that the check was cashed on 10-4-2000. Please investigate, follow up with the customer and send a detailed report.

11/20/2000 Acknowledgement letter returned due to unable to forward. Forward to Kate Smith. AHashisho

11/27/2000 Acknowledgement letter returned due to vacant. Forward to Kate Smith. AHashisho

11/30/2000 Customer called stating that he never received acknowledgement letter. Changed his mailing address, then he wanted to speak to a supervisor, referred him to SStokes. PDuck

Request No. 345496W

Name SHRIVER ,HAROLD

Business Name \_\_\_\_\_



11/30/2000 Since Mrs. Kate Smith was out of the office this week, Mr. Shriver's call was transferred to me. Mr. Shriver says that he has not heard from us. I explained that the file is noted that our acknowledgment letter was returned to us on November 27. I asked him to verify his mailing address. He says it is 11130 (not 1130) Baker Road, Keymar, MD 21757. I explained that I will notify Mrs. Smith to resend the letter to him. I also explained the due date for the report, and it may take from 30-45 days before the investigation is completed, sometimes longer depending upon the case. He says that after Tuesday, December 5, 2000, he will be leaving for about two-three weeks going to Virginia--no available address. After that time, he says that his wife will be at the Maryland address for approximately ten days. However, he does not have an address to give me after that time. He says that there is no Florida mailing address. I explained that our toll-free telephone number is a national telephone number, and he will need to follow up with us due to the mailing address situation. However, he says that he withheld some of his payments due to his complaint. I explained that the case is being investigated with the company, and I will note the file of his call and relay the information to Mrs. Smith. Mr. Shriver also said that the area code should be 301, instead of 304. Shirley Stokes

12/04/2000 Reply received via US MAIL. RLogan

December 11, 2000: I reviewed this file and the company's report. Because the report was somewhat short and unsigned, I called the company for clarification. I spoke with Joanne. She advised me that the customer's service was still disconnected. He has not paid a bill since August 2000. He owes \$83.86, plus \$15.00 for a reconnection fee. this amount represents BFC for September, October, November and the reconnect fee.

I called Mr. Shriver to discuss his case. He kept telling me, "Make sure you listen to this, lady." His tone was condescending and rude. He would not let me speak for over 45 minutes while he went on about the previous problems he has had with Mr. Uddo and the payment of \$2000 in recreation fees. When I would try to speak he would interrupt me and tell me, "You people are forcing me to pay for something that I do not owe." He said that he paid over \$6500 for no service from the company.

I tried 5 times to explain to Mr. Shriver that the BFC is due and payable regardless of whether or not there is any service being used. He said he understood that but didn't believe it was right. He kept saying he wasn't poor, stupid or unreasonable. He threatened several times to take the matter to court. I told him that was his right if he so chose.

It appears that the customer sent Mr. Uddo, owner, a certified letter ordering him to cease and desist in billing the customer for recreational charges. This letter was sent August 15, 2000, and included the check for the August bill. Mr. Shriver went over the issue with the recreational fees for about 20 minutes.

I explained to the customer that the records provided by the company indicated that his September check was

received on 9/29/2000. The after the 5-working day notice expired. His records show that his check cleared his bank on 10/4/2000, which supports the fact that his check did not arrive on time. Mr. Shriver believes that Mr. Uddo purposely held his check to make him late.

I asked Mr. Shriver what he wanted the Commission to do for him. He responded that he wanted his service turned back on at no cost to him. I again explained that the BFC was due and that based on the information I had, I could not ask the company to waive the reconnection fee. He again told me he was not poor, but he refused to pay the \$15 fee. I found no evidence of there being any nonregulated charges included in the customer's bill.

Mr. Shriver ended the call by telling me he would see me in court. File closed with customer by phone. Follow up letter to be sent. --Kate

12/14/00 Mr. Shriver left a voice message complaining about the company requiring that he pay a reconnection charge. Customer is adamant and feels that this is discriminatory. I passed the voice message to Kate Smith, and requested that she review the matter with her supervisor for future actions in response to this request. LRasberry

12/15/2000 Customer called to speak with Mr. Rasberry. He states that he called yesterday and left a message. He is waiting for someone to call him. Message forwarded to both him and KSMITH. tmorgan

December 15, 2000: Mr. Shriver called. I apologized for any misunderstanding we may have had. He went over the case of his claim against Mr. Uddo for the mobile home park's recreation fees. He said that Mr. Uddo deliberately held his check to make it appear that he paid late because he refuses to pay the mobile home park's recreation fees. He said that the PSC is discriminating against him by requiring him to pay the \$15 reconnection fee. He said that 20 years ago he sued the owner and Mr. Uddo was fined \$200. He claimed that he is being unfairly treated because of the PSC rules. I gave Mr. Shriver the instructions on how to file for an informal conference. I told him that it could be conducted telephonically. I gave him Ms. DeMello's name and the toll-free fax number. --Kate

December 15, 2000: Mr. Shriver called back. He said that his bank would not fax his request so I gave him Ms. DeMello's e-mail address. Mr. Shriver is going to send his "one-line" request to Ms. DeMello. --Kate  
12-15-2000 I transferred the call to Kate. VMcKay

12/15/2000 Customer called to confirm that we have received his request for an informal conference. Kate Smith confirmed that it had been received. tmorgan

12/15/2000 Mrs. Beverlee DeMello received the customer's e-mail informal conference request. I put the request and file in Ms. Eyvonne Estelle's box to process an acknowledgment letter to Mr. Shriver for Mr.

Leroy Rasberry's signature. She will also send Form X for Mr. Shriver to fill out and return within 15 days of the date of the letter. After that, she will give Mr. John Plescow a copy of the file for preconference negotiations with the parties after receipt of Form X. Shirley Stokes

12/15/2000 I entered the case in the informal conference system. Shirley Stokes

12/18/2000 Around 2:30 p.m., Mr. Shriver called and Ms. Nekey Chester transferred his call to me. Mr. Shriver says that he mailed Governor Bush a two-page letter expressing his concerns about the handling of his complaint. He says that the information in Mrs. DeMello's December 13, 2000, letter is defeating our own conclusion about his complaint. He says that there was no "diligent attempt" to contact him before the service was disconnected on September 28, 2000. Mr. Shriver says his notice arrived with his regular monthly September 27, 2000 bill, which is a violation of the PSC's rules, which requires the notice to be separate and apart from any bill. Mr. Shriver says that for 542 months (about 20 years), he says that he had paid his bills on time. He says that due to the dispute, he has not paid the October, November, and soon will be December 2000 bills. Mr. Shriver says that he does not intend to pay his regular monthly bills until the water is reconnected and no \$15 reconnection charge is billed to his account. He says that the PSC has forced him to be out of his home by agreeing with the company; he's losing the usage of his property; and it costs about \$1,000 to maintain his home. Mr. Shriver says that he will continue to fight the \$15 reconnection charge, even if he has to go to court. He feels that the PSC has discriminated against him, and probably forget about living in his home this winter. Mr. Shriver says that he mailed his payment around September 14 or 15, 2000, but he was not looking at his notes, before the company disconnected the service on September 28, 2000. He believes that the company withheld his payment or it was delayed in the mail. I explained that the PSC's rules require companies to send a separate five working days' notice. I also explained that companies can disconnect a customer's service if the payment is not received by the final notice due date. I explained that we'll in the process of sending him a letter along with Form X to fill out, which will go out in the mail today or tomorrow. I explained that although he has sent Governor Bush a two-page letter, he is still required to fill out Form X. I explained that upon receipt of Form X, the Director can decide to write a recommendation to dismiss the request if it appears that no rules or regulations were violated in this case. I emphasized that I am not saying that any rules were violated; it's subject to further review after receipt of Form X. I also explained that there are several informal conference cases ahead of his case. Shirley Stokes

12-18-00 At 3:14 p.m., Mr. Shriver called back. He says that he wanted me to note that Mrs. DeMello's letter is dated December 13, 2000 and postmarked December 14, 2000. He wants the PSC to consider this time when making our decision--implying about the five working days' notice requirement. Shirley Stokes

12/20/2000 Customer called and insisted to talk to Mrs. DeMello. I called Shirley Stokes as she was the last one to speak to Mr. Shriver, and because customer insisted to talk to Mrs. Demello, he was sent to her voicemail.

Thank you RBGillander

12-20-2000 The customer called for an update on his case. I will send Ruth an e-mail stating the customer called. VMcKay

12-21-2000 Customer called and was transferred to BDeMello. PDuck

12/22/2000 Per Mr. Rasberry's instructions Shirley Stokes or John Plescow. rmchargue

12/22/2000 Customer called today requesting to speak with someone concerning his case. I explained that his case had been assigned to Ms. Stokes and she was not here. I told him someone would call him back next week. Customer said his case with the PSC has been handled incorrectly. I told him I would inform Mrs. Stokes and Mr. Plescow of his call. Customer requested the names of the legislators in Volusia county. I looked the information up on the internet and provided the customer with the names. Sent Shirley Stokes, Leroy Rasberry, John Plescow an e-mail concerning the customer's call. rmchargue

12-26-2000 - I called the customer, and he said he received form X on Saturday December 23, 2000. He said he was typing his arguments, and we should receive the filled out form X from him this week. He understands he must fill out form X, in order for the informal conference process to continue. /JPlescow

12-29-2000 CAF received the green certification form, which indicated a delivery date of December 23, 2000. I gave the form to Ms. Eyvonne Estelle to put in the conference file. Shirley Stokes

01-03-01 CAF received Mr. Shriver's Form X with attachments. He did not fill out the blanks, but referred to his attachments. I gave it to Ms. Eyvonne Estelle to make a copy for Mr. Plescow and to put the original in the conference file. Shirley Stokes

01/04/01 - Customer called to confirm receipt of his mailed documents. janderson

01-08-2001 - Letter from customer received./JPlescow

01-08-2001 - I called the company, and I requested that Mr. Uddo return my call./JPlescow

01-09-2001 - I spoke to Mr. Uddo, and he is unwilling to credit the customer \$15.00, to resolve the matter. He wants an informal confreeres./JPlescow

01-31-2001 - Copy of letter, sent by the customer to the Governor received./JPlescow

02-05-2001 - I spoke to Ms. Pena supervisor, and she instructed me to transfer this case to Ms. Stokes, so an informal conference can be scheduled./JPlescow

Request No. 345496W

Name SHRIVER ,HAROLD

Business Name \_\_\_\_\_

02-05-2001 I explained to Mr. Plescow and Ms. Peña that I cannot handle this case since I was previously involved with this complaint. Ms. Peña says that she was going to discuss this case with Mr. Leroy Rasberry. Shirley Stokes

02/16/01 Customer called to check case status. Customer transferred to JPlescow's voice mail. Kate Smith later informed me that if the customer calls back that he should be transferred to LRasberry. NChesler

02-16-2001 - I spoke to the customer, and he wanted to know when he would have his informal conference. I told him once an analyst was assigned, the assigned analyst would contact him. The customer said he did not get to use his trailer this winter because he did not have service. When I explained that he could have paid the \$15.00, reconnect fee, and then still had an informal conference. And, if he could demonstrate at the informal conference that the company violated FAC, his \$15.00, would be returned. He said he did not believe if he paid the reconnect fee, and went to conference that his \$15.00, would be returned. He also said that he had already demonstrated that the company violated FAC. I reminded the customer that the closing analyst, and I both reviewed the information provided by him and the utility, and both of us could not find a violation of the FAC. I further explained that he would have another opportunity to present his case during the informal conference. Customer wanted to know when he needed to come to Florida, and I explained that the conference could be held as a conference call, if that would be more convenient. (Mr. Rasberry's notes)

03-02 Around 9:05 a.m., Mr. Harold Shriver called regarding the informal conference. Ms. Peña told me that Mr. Rasberry will be handling the informal conference, and to let Mr. Shriver know that paperwork needs to be done regarding the informal conference. However, Mr. Shriver wanted to know what date it will be conducted, and I explained that I did not know. I also explained that I will transfer him to Mr. Rasberry. Since I was using Ms. Pam Ducks' line, who received the call, I asked her to transfer him to Mr. Rasberry's line. Shirley Stokes

03/01/01 Spoke with Mr. Shriver in Maryland, he complains being without service at his Florida location, and mentioned the disputed "Recreation Fee". The consumer stated that the company did not send a final bill separate and apart from any other bill, but rather sent it with the regular bill. Mr. Shriver wants to expedite the conference since he will be going out of town this month and will not be available. I told this consumer that both parties would have to waive the 10 notice portion of the rule, in writing. He agreed to waive the rule and forward a letter to me tomorrow 3/02. We could not mandate that the company waive the rule but would try to arrange the conference by 3/12 if possible, however, no promise was given. LRasberry

03/12/01 I spoke with Mr. Shriver late yesterday 3/12 and explained that we were not able to arrange the conference for the time he requested. (However, I don't think we ever received his promised letter waiving the 10 day rule anyway).

Mr. Shriver still feels that we should order the company to connect his service, but also still feels that paying the \$15.00 (under protest) while this procedure continues is not an option he will consider.

Mr. Shriver will be out of town on two main dates, 3/15 (in Miami involved in a legal proceeding), and 4/5 (in Miami, legal proceeding).

We will continue our efforts to arrange a conference with the above dates in mind.

He also said that he preferred to sit face to face with a commission representative and the company rep. Mr. Uddo.

He is willing to travel anywhere in Florida for this conference, including the Tallahassee office if we can arrange for it. LRasberry

04-04-01 As instructed by my supervisor, Ms. Carmen Peña, I called the company at 11:10 a.m. to get possible dates for an informal conference for Mr. Rasberry. Ms. JoAn Layton, company, told me that Mr. Joe Uddo is in and out of the office. I will have to leave a message for him to call me. I explained why I was calling, and asked her to let me know if he's available for an informal conference regarding this case during the weeks of April 16, 23, or April 30. I also explained that I will also have to contact Mr. Shriver to see if he's available during the possible dates. I asked him to call me at my direct line 850-413-6125 . Shirley Stokes

04-04-01 At 11:15 a.m. to 11:30 a.m., I called Mr. Shriver's line and reached a busy tone. Shirley Stokes

04-04-01 Around 1:10 p.m., I reached Mr. Shriver. I asked if he could be available for an informal conference during the weeks April 16, 23, or 30. Mr. Shriver says that he's available any day of the week of April 16, but he's planning a vacation with his wife during the last two weeks into the first week of May. ~~He also agreed that he's available the rest of May except the first week.~~ Mr. Shriver also agreed to a telephone informal conference at 10 a.m. I explained that when the company returns my call, I will discuss the date and time with the company and confirm the date with him. Mr. Shriver also agreed that I can set whatever day and time the company agrees to during the week of April 16, 2001. Shirley Stokes

04-04-01 At 1:30 p.m., I called the company again for Mr. Uddo. Ms. Layton told me that he was still unavailable. I explained that Mr. Shriver agreed to have a telephone informal conference during the week of April 16, and I need to confirm a date with the company. Ms. Layton says that she will let Mr. Uddo know this afternoon. Shirley Stokes

04-04-01 At 3:41 p.m., I called the company. Ms. Layton says that Mr. Uddo was still out of the office, but

she came gave him the message. Also, she says that Mr. Frank Uddo and Mr. Joseph Uddo work together. I asked her which one will be handling the informal conference case, and Ms. Layton says she doesn't know. However, she says that it will probably be tomorrow before I receive a call from the company. Shirley Stokes

04-05-01 At 10:40 a.m., I called the company and spoke with Ms. Layton. She says that Mr. Frank Uddo is at home ill, but she told the son, Mr. Joseph Uddo. I explained that it is important that one of the Uddos give me a call today to set a date for the telephone informal conference during the week of April 16, 2001, so we can send out the notice to meet the ten-day notice requirement in the rules. I explained that if I am unavailable when he calls, to ask for Mr. Rasberry. I explained to Mr. Rasberry about Mr. Shriver being available during the week of April 16, 2001, at 10 a.m. for the telephone informal conference. I also asked Mr. Rasberry to confirm the company's contact telephone number for the informal conference call. Shirley Stokes

04-05-01 At 11:10 a.m., Mr. Joseph Uddo returned my call. We discussed the week of April 16, 2001, for an informal conference. He agreed to have the conference on Thursday, April 19, 2001, at 10:30 a.m. Shirley Stokes

04-05-01 Around 4:30 p.m., I spoke with Mr. Shriver and explained that the company agreed to the telephone informal conference on Thursday, April 19, 2001, at 10:30. I also explained that we will follow up with a letter. I also notified Mr. Rasberry about this conversation with Mr. Shriver, and told him to note the conference date of April 19, 2001, at 10:30 a.m. Shirley Stokes

04-05-01 I typed a letter (dated April 6, 2001) to Mr. Shriver with a copy to the company for Mr. Rasberry's signature concerning the informal conference. Shirley Stokes

04/10/2001 Customer called. Customer states that he received Ms. Stokes informal conference letter, and it is hard to read and that he "climbed a wall" trying to figure out what the letter said. The customer asked to leave a voicemail for Leroy Rasberry, sent to Mr. Rasberry's voicemail. RBGillander

04-11-2001 Around 10:05 a.m., Mr. Rasberry asked me to call Mr. Shriver regarding the informal conference rules. Around 10:08 a.m., I called Mr. Shriver. He says that he was trying to understand the rule (not letter as noted by Mr. Gillander) which was enclosed with Mr. Rasberry's April 6, 2001, letter. Mr. Shriver says that he is in the process of writing a response about the complaint rules, and wanted it included with his complaint. I explained to Mr. Shriver that we are at Number 8 in the rules, and the rules are part of the Florida Administrative Code. During the informal conference process, after staff's introduction, he will be given the opportunity to speak first regarding his concerns related to the complaint. Then, the company will have the opportunity to respond to his concerns and vice versa. I explained that staff will encourage the parties to reach a settlement; however, it's up to the parties to agree to a settlement.

Staff can also asked both parties questions during the informal conference. I also explained that staff will have to write a recommendation to the Commissioners if the parties do not reach a settlement. If there were any violations of rules, that information will be included in the recommendation. I also explained that if a settlement is not reached during the conference and the parties agree to a settlement after the conference, both parties can still sign the settlement agreement form and send it to the Commission. I emphasized that our goal is that all complaints get resolved satisfactorily. However, there are times when we don't achieve this goal. I encouraged him to relax and not reach a conclusion about the outcome of the informal conference before the process. Mr. Shriver also says that he will like to get a copy of the informal conference tape. I explained staff will give both parties a contact telephone number to call to request a copy of tape during the informal conference. Shirley Stokes

04-11-01 CAF received certified green card showing that its April 6, 2001, letter was delivered to the company on April 9, 2001, which indicated that Mr. Frank Uddo signed the card. Shirley Stokes

04-12-01 CAF received the certified green card, which shows that Mr. Shriver received the April 6, 2001, letter on April 9, 2001. I gave the card to Ms. Eyvonne Estelle to put in the customer's conference file. Shirley Stokes





# FLORIDA PUBLIC SERVICE COMMISSION INFORMAL CONFERENCE REQUEST FORM

FPSC Compliant Number: 345496W

Customer's Name: Shriver, Harold

Authorized Representative: None (self)

Address: 11130 Baker Rd. Keymar MD 21757 (Permanent address)

Telephone Number: (Voice) (301) 845-8497 (Fax) None

E-mail address (if any): None

*Please address the following statements using additional pages if necessary.*

Please identify the issues to be resolved. See attached copy of details & check. Thanks

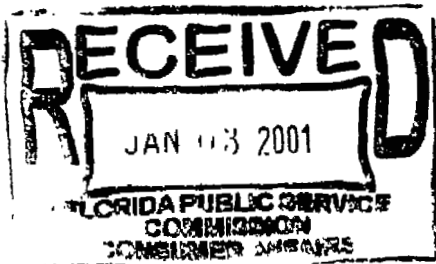
Please describe the facts that are in dispute. \_\_\_\_\_

Please identify the dollar amount in dispute. \_\_\_\_\_

Please provide a suggested resolution or the relief sought. \_\_\_\_\_

**NOTICE:** This form must be postmarked by 01/03/01. Failure to provide this information may result in denial of the informal conference request.

PSC/CAF Form X (09/99)



*ORIGINAL*

FLORIDA PUBLIC SERVICE COMMISSION  
Informal Conference Request Form

FPSC Complaint Number: 345496W  
Customer's Name: Shriver, Harold

Additional Page

Issues to be resolved – Reference – Use a September 2000 calendar.

Plaintiff proves a good check was received on time by the utility, however:

It was forced (held out) or delayed application was improperly and maliciously declared delinquent to the September 22, 2000 deadline on September 23, a three hour Saturday workday if counted a Sunday and on Monday September 24, 2000 utility mailed regular letter stating that on September 28<sup>th</sup> a.m. the service would be disconnected and \$15.00 reconnect charge. That notice (three day mail travel time to customer) arrived in the evening on September 27 mail announcing at 8 a.m. on September 28, 2000 the disconnect would happen. NOW – Study with calendar those dates and plaintiff Shriver contends it all took place too rapidly to answer the FPSC disconnect rule. One day over the September 22 delinquent date is simply intolerable after 542 previous monthly checks mailed on the same day of the month ALL arrived on time and in good faith.

NOTE: Further your disconnect (2)(a) Rule , five lines down, emphatically states ONLY AFTER a diligent (Winston's Dictionary) defines the word diligent as STRONG, CONCERTED SEPARATE attempt to resolve the complaint. AND – further states NO OTHER mail may be sent included in with this mailing. IT WAS NOT DONE.

Rather, on September 28<sup>th</sup> the cut off announcement arrived with the October 2000 billing, all in the same envelope. That invalidates the whole claim and your agent needs to have that pointed out and brought to his attention. The rule MUST be followed and therefore this would not have occurred. Four months to date and running plus a \$15.00 reconnect fee, no cause by the plaintiff for NO SERVICES AVAILABLE, comes to \$126.71 Plaintiff accepted four months and running loss of a home taxed at \$230.00 loss to the owner as a home without water is uninhabitable. Losses are nonrecoverable on the taxes and lawn care or \$230.00 loss.

Emphasize there is a detailed rule to follow which would have prevented this complaint. Repeating in 542 previous checks in good faith and on time should count for my character and integrity.

Harold Shriver

TERRA MAR VILLAGE  
UTILITIES, INC.  
4383 U. S. 1  
EDGEWATER, FL 32141

*Handwritten scribble*

DATE 10-7-00

REPORTS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL  
ENDORSE & LIST CHECKS SEPARATELY OR  
ATTACH LIST

Regions Bank  
FLORIDA

	DOLLARS	CENTS
CURRENCY		
COIN		
TOTAL CASH		
CHECKS		
1 <i>Net # 2</i>	49	46
2 <i>23</i>	44	22
3 <i>34</i>	38	61
4 <i>38</i>	27	85
5 <i>50</i>	30	00
6 <i>52</i>	38	18
7 <i>Net # 57</i>	27	85
8 <i>68</i>	27	75
9 <i>86</i>	48	38
10 <i>131</i>	47	93
11 <i>151</i>	51	78
12 <i>153</i>	61	33
13 <i>164</i>	36	17
14 <i>166</i>	27	85
15 <i>168</i>	27	75
16 <i>173</i>	52	47
17 <i>179</i>	27	75
18 <i>183</i>	27	75
19 <i>209</i>	28	86
20 <i>213</i>	60	20
21 <i>226</i>	56	47
22 <i>237</i>	36	42
23 <i>286</i>	37	92
TOTAL FROM ATTACHED LIST		
	<i>933</i>	<i>45</i>

DELINQUENCY NOTICE

DATE 9-22-00



*pd 9-29-00*

TERRA MAR VILLA  
UTILITIES

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

LOT # 57 NAME A. Shiner

This five day notice is to inform you that your utility invoice is past due and your utility service will be disconnected on 9-28-00. There will be a \$15.00 Reconnect Fee. Thank You! *SAM*

*Balance due \$ 27.85*

TOTAL ITEMS

*933.45*

CHECKS AND OTHER ITEMS ARE RECEIVED FOR DEPOSIT SUBJECT TO THE PROVISIONS OF THE UNIFORM COMMERCIAL CODE AND ANY APPLICABLE COLLECTION AGREEMENT

CAS-MCC

**RECEIVED**

DEC 27 2000

Honorable Governor Jeb Bush  
State House  
Tallahassee, FL

December 16, 2000

Office of Citizens' Services

Dear Sir:

I regret to have to ask your assistance to solve a serious matter of a particular state employee in the Public Service Commission who seems to refuse to even make an attempt to assist me. Here are the details.

I own a property (lot and home) at 122 Ash Street in Edgewater, Florida as a winter home, owning it for 21 years (since 1980). I have become a victim of abuse and discrimination at the residence even though during those 21 years I have always paid the annual property taxes and have paid 542 monthly water service charges even though I have used very little water as I am only a winter traveler to Florida.

Further, a personal vendetta against the undersigned has seriously abused me by disconnecting (cut off) my utility. The utility service, controlled by Public Service Commission, has allowed a park manager to, at his whim, penalize me for a cause of refusal to pay an illegal recreational charge for which he, the park manager, has no legitimate right to attempt to collect. He used the water (PSC) utility cut off to attempt to satisfy an illegal large bill. This is basically where the problem rests. Now for details, etc.

I sent a certified mail letter on August 15, 2000 to the Park Manager, one Frank Udo, stating the charges for recreation would not be paid until court action would determine attempted fraud in the recreation billing. My August 15, 2000 letter was received by him on August 17, 2000 and my August water utility check was cashed as per usual reference copy sent to PSC. The very next September 2000 payment for water was charged late and delinquent and a statement of cut off of services on September 28, 2000 with a reconnect charge of \$15.00, which is not PSC procedure regulation.

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faith. Here is where we locked into disagreement.

Your state employee agent representing PSC emphatically was heard by me to say that I had NO recourse but to pay the reconnect fee to receive services and that she was unable to assist me further and was busy with another case. I contend she was very impolite if not impudent and should be severely reprimanded or corrected to treat property taxpayers in this manner. Worse than the refusal to offer a procedure of resolution to the conflict, she accepted the fact that for six weeks she had allowed procedure to simply stop, mail sent to the dead address when I explicitly stated my mailing address in the matter was my permanent Maryland address below as in this letter. I cannot easily accept this as less than poor quality service to what is a very serious matter needing stat attention as my Florida home is a winter residence and is now approaching January 1, 2001 and no hopes for resolution of the abusive treatment even in sight.

#269767 Shriver, Harold  
Recd: 12/28/2000 DEO: LAB  
To: CAS-N/A-MCC  
PLEASE HANDLE  
Due: 01/11/2001

I had to make a Maryland PSC call reference to the problem and Maryland apprised me of an appeal policy, likely the same used in Florida. Only after the third call to the individual so named Kate Smith to relate my discovery did she say that yes, I may appeal and should using E-Mail request an information conference hearing via telephone.

Needless to say, I hastened that request to her early on the same day to no avail. I had to make a fourth call just to know my appeal was on file. I do not know when I have received poorer service from a state government representative. She simply lacked knowledge, concern or even desire to assist in any consideration for resolution.

After two months since the incident and since my November 4, 2000 detailed letter with proof of cashed checks, etc., I am still held out of my property, and summer is coming when I do not use the property. Yet I pay property taxes and all monthly water fees.

Summarily, for 21 years all taxes, reasonable property upkeep and required PSC water fees having been paid promptly, I do not believe I deserve this continued abuse. A solution is simply as easy as following the PSC rule governing delinquent accounts, is clearly stated that the utility is to:

1. Inform the property owner with a five-day notice, then
2. Make a diligent effort to apprise the property owner of the continued delinquent account not having been addressed, and
3. A cut off notice, etc. as final consideration.

This procedure was NOT followed. Only a forced delinquency of my regular check was mailed and I would suspect arrived on time, then held out, making me, the undersigned, appear delinquent. It is unfair, unreal and begs for correction.

The undersigned has always agreed to promptly remit the October, November and  

---

forced delinquency caused by the park agent is simply inviting the same, over and over. No water was used, only the basic meter fee was NO cause to abuse the owner/customer. And the above named lady deserves a serious consideration for her abuse to me.

Thank you kindly,

*Harold Shriver*  
Harold Shriver  
11130 Baker Road  
Keymar, MD 21757-8126  
Phone: (301) 845-8497

STATE OF FLORIDA

Commissioners:  
E. LEON JACOBS, JR., CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI



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

## Public Service Commission

April 6, 2001

### CERTIFIED AND REGULAR MAIL

Mr. Harold Shriver  
11130 Baker Road  
Keymar, MD 21757

**RE: Informal Conference**  
**FPSC Request No. 345496W**

Dear Mr. Shriver:

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

You and Terra Mar Village agreed to have the telephonic informal conference on Thursday, April 19, 2001, at 10:30 a.m. Your contact telephone number for the informal conference is 301-845-8497.

We wish to emphasize that this process is informal and that the PSC's staff will only act as a mediator of the parties' discussion. We hope that during the informal conference, both sides reach a fair settlement. If a settlement occurs, the parties avoid expenses and time of litigation before the agency. We have provided the company with a Settlement Agreement Form. We have also attached a copy of the Florida Administrative Code Rule 25-22.032, Customer Complaints, for your review.

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

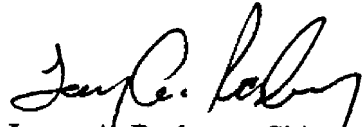
Mr. Harold Shriver

Page 2

April 6, 2001

We hope this information is helpful. If you have any questions, please contact me by telephone toll free at 1-800-342-3552, by toll-free fax at 1-800-0809, by e-mail at [lrasberr@psc.state.fl.us](mailto:lrasberr@psc.state.fl.us), or if you wish, at my direct line 1-850-413-6119.

Sincerely,



Leroy A. Rasberry, Chief  
Bureau of Complaint Resolution  
Division of Consumer Affairs

LAR:sas

Attachment

c: Mr. Frank or Joseph Uddo (**Certified and Regular Mail**)  
Terra Mar Village Utilities, Inc.  
4383 U.S. One  
Edgewater, FL 32141

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI



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

## Public Service Commission

December 19, 2000

### CERTIFIED AND REGULAR MAIL

Mr. Harold Shriver  
11130 Baker Road  
Keymar, MD 21757

**RE: Informal Conference Request  
FPSC Inquiry #345496W.**

Dear Mr. Shriver:

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

In accordance with the Florida Administrative Code (FAC) 25-22.032(8), 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 is not postmarked by January 3, 2001, which is 15 days from the date of this letter, your informal conference request will be denied.**

Upon receipt of the completed form, the Director of the Division of Consumer Affairs will review the statements to determine if an informal conference should be granted or not. If so, a staff member will follow up with you. If the informal conference request is denied based on a finding that the complaint states no basis upon which relief may be granted, a recommendation will be made to the Commission to dismiss the complaint. You will be notified in writing about this decision.

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PSC Website: [www2.scri.net/psc](http://www2.scri.net/psc)

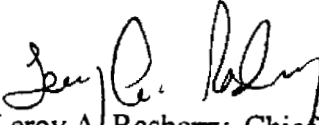
Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)



Mr. Harold Shriver  
Page 2  
December 19, 2000

We hope this information is helpful to you. If you have any questions, please contact me at our toll-free telephone number 1-800-342-3552 or at my direct line 1-850-413-6119. As I previously stated, the form must be completed and returned to us within 15 days.

Sincerely,

  
Leroy A. Rasberry, Chief  
Bureau of Complaint Resolution  
Division of Consumer Affairs

LAR:ewe

**Enclosure: PSC/CAF Form X**  
**(To be returned by January 3, 2001)**

c: Terra Mar Village Utilities, Inc.

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



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

## Public Service Commission

December 13, 2000

Mr. Harold Shriver  
11130 Baker Road  
Keymar, MD 21757

**RE: Final Report  
FPSC Inquiry #345496W**

Dear Mr. Shriver:

Thank you for contacting the Florida Public Service Commission (PSC) about Terra Mar Village Utilities (the Utility). We appreciate the opportunity to look into this matter for you.

After reviewing your case, we notified the company about your complaint. Our investigation shows that the check for your August 2000 bill arrived on September 29, 2000, and was posted at the company's bank on October 2, 2000. On September 22, 2000, Terra Mar Village sent you a disconnection notice which expired on September 28, 2000.

A utility under our regulation can disconnect service for nonpayment of any bill, including bills for the Base Facility Charges (BFC). Florida Administrative Code, 25-30.320, Refusal or Discontinuance of Service, states that the company may discontinue service ...

**(2) (a) 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.**

After speaking with you on December 11, 2000, my staff called Terra Mar Villages to obtain additional information. During your telephone conversation with Staff, you said that you sent a Cease and Desist Order to Mr. Uddo, owner of the utility, instructing him to stop billing you for the

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Harold Shriver  
Page 2  
December 13, 2000


recreational fees. You said that you included your monthly payment with this certified letter. However, it appears that the certified letter arrived, but no check was included. Mr. Shriver, the matter involving the recreational fees that you discuss with my staff falls outside our jurisdiction. You may want to discuss your options with your legal counsel.

Our investigation shows that the Utility is billing you for the Base Facility Charge (BFC). The BFC is due and payable every month regardless of whether or not there is any usage by the customer. This fee helps the company offset the costs of maintaining the connection to your meter and the recurring monthly fees involved in monitoring your account and sending out bills.

Terra Mar Village is willing to restore your service once it receives your payment of \$98.86. This amount consists of \$27.85 for September; \$27.85 for October; \$28.16 for November; and \$15.00 for a reconnection fee. Based on the information provided to us by you and the Utility, it does not appear that the Utility violated any of our rules or its tariff in the handling of your account.

We wish that every complaint filed with the Commission could be resolved to the complete satisfaction of the customer, but that is not always possible. Please understand that our inability to be of further assistance to you stems from the limitation of our rules and the company's tariffs and not from a lack of concern on our part.

Sincerely,



Beverlee S. DeMello, Director  
Division of Consumer Affairs

BSD:kes

c: J. Terry Deason, Chairman  
Terra Mar Village Utilities

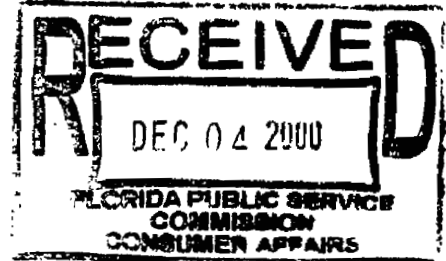


# TERRA MAR VILLAGE UTILITIES, INC.

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

~~7-24-8631~~

November 15, 2000



Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, Fl 32399

REF: Mr. Harold Shriver  
Inquiry # 345496W

TO WHOM IT MAY CONCERN:

We send our bills out by the first of every month in order to give our consumers 22 days in which to pay. The 5 day notice on the 22 of September, which is sent to everyone that has not paid.

We received Mr. Shriver's check on September 29, 2000 (Friday PM)  
and deposited the check October 2, 2000 (Monday AM).

There is no reason for Mr. Shriver to wait for an invoice, for he only pays the basic, due to the fact that he does not use water or sewer and knows it is the same amount every month.

We follow our tariff 100% and favor no one.

Terra Mar Village Utilities, Inc., had nothing to do with this utility from October 1992 thur April 1995. We were not the owners of this utility for the period mentioned.

cc: Bank deposit dated October 2  
Bank receipt dated October 2  
5 day notice

*[Handwritten signature]*

DEPOSIT TICKET

63-666/632

TERRA MAR VILLAGE  
UTILITIES, INC.  
4383 U. S. 1  
EDGEWATER, FL 32141

*ORIGINAL*

DATE 10-7-00

DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL  
ENDORSE & LIST CHECKS SEPARATELY OR  
ATTACH LIST

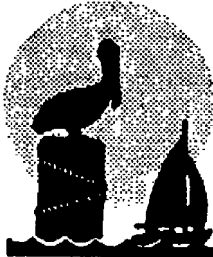
Regions Bank  
FLORIDA

	DOLLARS	CENTS
CURRENCY		
COIN		
TOTAL CASH		
CHECKS		
1 <i>Det # 2</i>	<i>49</i>	<i>66</i>
2 <i>23</i>	<i>44</i>	<i>22</i>
3 <i>34</i>	<i>38</i>	<i>61</i>
4 <i>38</i>	<i>27</i>	<i>85</i>
5 <i>30</i>	<i>30</i>	<i>00</i>
6 <i>52</i>	<i>38</i>	<i>58</i>
7 <i>Det # 37</i>	<i>27</i>	<i>85</i>
8 <i>68</i>	<i>27</i>	<i>85</i>
9 <i>86</i>	<i>48</i>	<i>38</i>
10 <i>131</i>	<i>47</i>	<i>43</i>
11 <i>151</i>	<i>51</i>	<i>78</i>
12 <i>153</i>	<i>61</i>	<i>33</i>
13 <i>164</i>	<i>36</i>	<i>17</i>
14 <i>166</i>	<i>27</i>	<i>85</i>
15 <i>168</i>	<i>27</i>	<i>85</i>
16 <i>173</i>	<i>52</i>	<i>47</i>
17 <i>179</i>	<i>27</i>	<i>85</i>
18 <i>183</i>	<i>27</i>	<i>85</i>
19 <i>209</i>	<i>28</i>	<i>86</i>
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21 <i>226</i>	<i>56</i>	<i>47</i>
22 <i>237</i>	<i>36</i>	<i>42</i>
23 <i>286</i>	<i>37</i>	<i>92</i>
TOTAL FROM ATTACHED LIST		
PLEASE REENTER TOTAL HERE		
TOTAL	<i>933</i>	<i>45</i>

DELINQUENCY NOTICE

DATE 9-22-00

*pd 9-29-00*



TERRA MAR VILLA  
UTILITIES

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

LOT # 57

NAME A. Shiner

This five day notice is to inform you that your utility invoice is past due and your utility service will be disconnected on 9-28-00. There will be a \$15.00 Reconnect Fee. Thank You! *SAM*

*Balance due \$ 27.85*

CHECKS AND OTHER ITEMS ARE RECEIVED FOR DEPOSIT SUBJECT TO THE PROVISIONS OF THE UNIFORM COMMERCIAL CODE AND ANY APPLICABLE COLLECTION AGREEMENT.

⑆8888888888⑆ 57 0100 1094⑈

TOTAL ITEMS

\$ 933.45

TEL - 101 - RG - 96

# Regions Bank

## Receipt

Subject to Conditions of this Bank's Depositors Contract.

---

Shown below are Date, Branch, Teller Number, Sequence Number, Your Account Number, Amount and Transaction Type

---

OCT02-00 11:15 00530 SES0570 1113 5701001094

933.45 CKD

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



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

## Public Service Commission

November 14, 2000

HAROLD SHRIVER

122 ASH STREET  
EDGEWATER, FL 32141  
Case #345496W

Dear MR. SHRIVER:

Thank you for contacting the Florida Public Service Commission. We will be investigating your inquiry concerning TERRA MAR VILLAGE UTILITIES, INC. KATE SMITH will be handling your case.

I appreciate your giving us this opportunity to assist you. If you have any questions, please feel free to contact KATE SMITH toll free at 1-800-342-3552 or by fax toll free at 1-800-511-0809. For more information on the Florida Public Service Commission, see our Home Page at <http://www.floridapsc.com>.

We will contact you again as soon as our investigation is completed.

Sincerely,

*Beverlee DeMello*

Beverlee S. DeMello, Director  
Division of Consumer Affairs

ORIGINAL

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



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

## Public Service Commission

November 17, 2000

Mr. Harold Shriver  
122 Ash Street  
Edgewater, FL 32141

**RE: Acknowledgment Letter  
Request #345496W**

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.

We notified the company about your complaint and asked it to have a representative contact you. In the meanwhile, staff will begin investigating your complaint. We will be back in touch with you once we have finished our investigation.

If you have any questions, please contact me toll free at 1-800-342-3552 or by toll-free fax at 1-800-511-0809.

Sincerely,

A handwritten signature in cursive script that reads "Beverlee S. DeMello".

Beverlee S. DeMello, Director  
Division of Consumer Affairs

BSD:ewe

c: Chairman J. Terry Deason

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)



Hillary Kemp/Julia Johnson  
Public Service Commission  
2540 Sharrard Oak Blvd.  
Tallahassee, FL 32399-0854

00-0077 -7 November 3, 2000

11/13/01

Ms. Kemp / Ms. Johnson:

The purpose of this letter is to apprise you of the disconnect of my PSC authorized water service at 122 Ash Street home in Terr Mar Village, Edgewater, FL 32141. Park management issued me a cut-off warning notice effective September 28, 2000 (see copy).

For 21 years, or 252 months, the monthly payments totaling approximately \$6552.00 have been paid ON TIME. All paid for less than \$700.00 worth of service over the entire 21 years. Unless U.S. Mail was slower over some occasional holidays, the payments have been made as expected by good faith business responses. Why all of a sudden my late payment, I believe forced late payment, has occurred? I believe the occasion has been a created abusive cause unnecessarily forced on me by the utility.

However, having a reconnect fee to pay for no good cause is reason to write for help. Your PSC Water Service, one which I paid every one of the 30 months when there was NO SERVICE (October 1992 through April 1995), should attest to my good faith and honest service. I take the above referenced treatment as an abrupt, abusive and intolerable act and it will be addressed accordingly.

Please be advised that upon learning of this act of disconnect, effective September 29, 2000, I have withheld the October payment of \$27.85 after learning of the disconnect by the Park Management. In all of this over the years, I have never received any paper signed by either of the owners. I take this as strange. Of course, I know the owners, Mr. Frank Uddo and Mr. Joseph Uddo.

I think this case begs for some good Human Relations in business understanding and knowledge. My appeal to you at this time is to reconnect my service. I, being age 74 and with two illnesses, wish to attempt to sell the home, especially after the treatment I have tolerated over the 21 year period.

Thanking you in advance, I am

*Harold Shriver*

Harold Shriver  
11130 Baker Road  
Keymar, MD 21757-8126  
Phone: (301) 845-8497

RECEIVED

NOV 06 2000

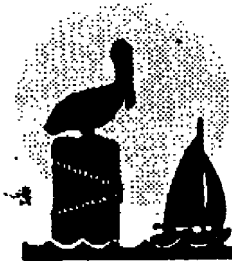
Florida Public Service Comm.  
Chairman Deason

RECEIVED

NOV 6 2000

Florida Public Service Commission  
COMMISSIONER JABER

Enclosures: Check No. 2295 dated 9/15/00  
Disconnect Notice dated 9/28/00



# TERRA MAR VILLAGE UTILITIES, INC.

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

LOT # 57 NAME H. Shriver

This five day notice is to inform you that your utility invoice is past due and your utility service will be disconnected on 9-28-00. There will be a \$15.00 Reconnect Fee. Thank You! *SAM*

*Balance due \$ 27.85*

<b>HAROLD L. SHRIVER</b> 12/59 <b>CATHERINE R. SHRIVER</b> 11130 BAKER ROAD KEYMAR, MD 21757		2295 65-215/550
Pay to the order of <u>Terra Mar Village utilities due</u>		<u>9/15/00</u> \$ <u>27.85</u>
WOODSBORO SAVINGS BANK WOODSBORO, MD		Dollars <input type="checkbox"/>
For <u>8-26-00 Reading</u>		<u>Harold Shriver</u>
⑆055002⑆50⑆229500⑆00006955⑆		⑆0000002785⑆





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280243178 10-04-00  
01781 10/04/00

065000210  
910093760  
910093760 10-04-00

02  
02  
05830

PAY TO THE ORDER OF  
REGIONS BANK  
063206663  
FOR DEPOSIT ONLY  
IRAMAR VILLAGE UTILITIES, INC  
5701001094

*Back side of 9/15/00 check*