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RECEIVED - PSC

AUG -9 AM 10:15

COMMISSION CLERK

04 AUG -9 AM 8:48
DISTRIBUTION CENTER

Mobile Manor, Inc.

150 Lantern Lane
N. Ft. Myers, FL 33917
(239) 543-1414
MobileManorInc@aol.com

August 6, 2004

Ms. Blanca S. Bayo
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Bayo:

I am enclosing six complaints filed through the Public Service Commission by customers of our water utility. As you can see, these people are complaining about late billing and inaccurate billing.

As treasurer of the Board of Directors of Mobile Manor, Inc., I am responsible for checking the monthly financial records of Mobile Manor, Inc. and I can tell you that these people are wrong. There are no "inaccuracies" in their bills. The problem is that they are not paying their bills in a timely manner and end up having a previous charge carried forward on their next bill.

Ms. Katherine Hoffman is a former president of our Board of Directors and is no longer in office due to some seriously inaccurate and malicious accusations she made concerning our manager. She and a few of her friends have made it their goal to make operations within Mobile Manor as difficult as possible.

In June 2004, our water bills were a little late in being mailed. Carol Julius, our manager, discussed with myself and Richard Griffith, a member of our Board of Directors who is year round, the idea of saving postage and mailing the water bills and the Consumer Confidence Report in the same mailing. Since we are all concerned about keeping costs

- CMP _____
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FPSC-COMMISSION CLERK

Page 2

down, we decided to do that. In July, our computer was down and it took a while to get it up and working again. Carol worked until 10:00 p.m. on Sunday night, July 25th entering payments and meter readings so that the bills could be made available as soon as possible. I will add also, if anyone called the office, Carol gave them a choice of having their bill manually calculated so that they could go ahead and pay their bill. Many of our residents took that option and paid their bills before they were actually printed.

As you are probably aware, Mobile Manor, Inc. is in the process of trying to separate our maintenance operation and our water operation by changing the name of the water company. This process is being attempted primarily because employees of the PSC suggested it would be a good idea to get the two operations separate. Telephone conversations with Lorena Holley and your legal staff made these suggestions and we are now concerned that complaints of the type received through your office could jeopardize this process.

We are currently scheduled on the PSC docket for October and November 2004. Our docket number is 040602-WU.

If you have any questions regarding these complaints or our request for name change on our water certificate (56-W) please feel free to contact me. My home phone is (239) 731-1171.

Sincerely,



Kathleen Fae Chalfin

Treasurer, Board of Directors

Mobile Manor, Inc.

Encl: Customer complaints and Manager's Responses

Mobile Manor, Inc.

150 Lantern Lane
N. Ft. Myers, FL 33917
(239) 543-1414
MobileManorInc@aol.com

August 5, 2004

Ms. Loyda Lopez
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint #611105W from Jean Sanders

Dear Ms. Lopez:

It is a little difficult to respond to the above referenced complaint since I have no way of knowing what Ms. Sanders received in the mail on July 28th. I can tell you that her June 2004 bill was mailed on June 24th along with our CCR. Her July 2004 bill was mailed on July 26th, but picked up by the post office on July 27th.

I have never discussed any of these statements with Ms. Sanders and have no control over what other people tell her. Her bill is always mailed at the same time everyone else's bill is mailed.

I am sending a copy of this letter to Ms. Sanders and hope that this takes care of the problem, but should you have additional questions, please feel free to contact me.

Sincerely,

Carol R. Julius, Manager

*Cc: Jean Sanders
133 Lantern Place
N. Ft. Myers, FL 33917*

611105W
SANDERS JEAN
MOBILE MANOR, INC.

Fort Myers
33917-
133 LANTERN PLACE
11:15
08/04/2004
(239)-543-5257
(239)-543-5257
11:20:01
08/04/2004
S
206

XMK
LOYDA LOPEZ
08/25/2004

//

\$0.00

Preclose type - Quality of Service

Customer Comments: Customer states that she is not getting her bills on time. Customer says that her June bill came on the 26th of July and to this day she hasn't got the July bill. Customer says that the company told her that the bills get mail on time, but another person told her that she had to pick up the bill personally. Customer says that she just wants her bills mailed to her on time.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by XKerr

MOBILE MANOR, INC.

150 Lantern Lane
N. Ft. Myers, FL 33917

(239) 543-1414
MobileManorInc@aol.com

August 5, 2004

Ms. Shonna McCray
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint #609497W from Katherine Hoffman

Dear Ms. McCray:

Ms. Hoffman has not contacted this office at any time regarding her complaints, but I will try to answer them.

First off, let me say that Ms. Hoffman is a former president of our Board of Directors and is well aware that at times rain causes problems making it impossible for us to read our meters at the time we would normally do so. That is the case in both our June and July billing cycles. In fact we are still trying to get our meters read for the month of August 2004.

We read meters for the month of May on June 5, 2004. Last year, 2003, we read meters on June 6, 2003, and she did not complain, but she was president of the Board at that time. Since we were required to send out a Consumer Confidence Report in the month of June, we, myself and the two Board Members here year round, decided to save postage and make one mailing serve both purposes. Therefore, even though we had read meters on June 5th, we did not mail the bills until June 24, 2004.

In July we read meters on July 5th and 6th because of rain. Our computer was not working and I was unable to process the bills until July 25th when we were able to get the computer back in operation. I used to use my home computer to do this work, but during Ms. Hoffman's term as president of the Board of Directors, she insisted that I stop doing work at home on my personal computer and that I do all of it in the office. I worked until 10:00 p.m. on Sunday, June 25th getting information entered into the computer so that I could print bills. I then came into the office at 6:00 a.m. on June 26th and began printing the bills. I tore them apart (they are tractor feed), sorted and stamped them for mailing, placed them in the mailbox and the postman did not pick them up until June 27th to take them to the post office.

Boil water notices are issued every time we have to make a repair to a mail line. We also instruct individual homeowners that they must boil water when it is a repair to their own personal line. The last boil water notice was issued on June 2, 2004, but only 4 homes were involved and I'm sure Ms. Hoffman was completely unaware that it was done. The last time Ms. Hoffman's water

Page 2

was affected was in January 2004, when Lee County Utilities made repairs at our main meter and the whole subdivision was affected.

At the time of this complaint, Ms. Hoffman had not received her July billing, therefore she could not know if she was double billed or not. When she received her bill it showed that she owed two months charges, but that was because she had not paid her June bill yet. In June 2004, her bill also reflected that she owed two months, but she had not paid her May bill at the end of the month of May. As a former president of the Board of Directors, she knows what the billing cycle is and knows that if her check is not received by the close of business on the last working day of the month, it does not credit until the following month.

I would also like the bills to be prompt and correct, and frankly we are doing the best we can with weather, computer problems, etc. It makes my job easier when things work according to plan, but frankly, that is not always possible. It would also have been simpler if Ms. Hoffman would have contacted the office for this information. I was even manually calculating bills for those people who wanted their bill right away while the computer was down.

For the record, I received Ms. Hoffman's check for June and July today and she will show that she owes for three months when she receives her August 2004 bill. I don't know how to avoid this type of situation when the money does not come by the calendar deadline.

I hope that this answers your complaint request and a copy of this letter is being sent to Ms. Hoffman as our response. I have been instructed to inform you that if you have any further question that you feel I can't answer, to contact Ms. Fae Chalfin, treasurer of the Board of Directors and she will try to help you.

Sincerely,

Carol R. Julius, Manager

Cc: Katherine Hoffman
345 Lantern Lane
N. Ft. Myers, FL 33917

609497W
HOFFMAN KATHRINE
MOBILE MANOR, INC

Fort Myers
33917
345 LANTERN LANE
13:54
07/26/2004
(239)-731-8797

14:07:30
07/26/2004
S

PW
SHONNA MCCRAY
08/16/2004

!!

\$0.00

Preclose type - Quality of Service

Customer Comments: Customer states that she is getting late bills from the company. Customer states that the meters aren't being read by the due read date. Customer states that she was also double billed for July. Customer states that boil water notices aren't given when the pipes are being worked on. Customer states that she would like the bills to be prompt and correct.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by P. Walker

Mobile Manor, Inc.

150 Lantern Lane
N. Ft. Myers, FL 33917
(239) 543-1414
MobileManorInc@aol.com

August 5, 2004

*Ms. Pamela Barnes
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850*

RE: Complaint #611062W from Roger Ebel

Dear Ms. Barnes:

It is difficult to reply to the above referenced complaint since I have no way of knowing what is delivered in Mr. Ebel's mail. I can tell you that his June 2004 bill was mailed on June 24th along with our CCR and that his July 2004 bill was placed in the mailbox on July 26th, but picked up on July 27th by the post office.

Mr. Ebel's complaint #610397W does not mention that he did not receive these bills. I am enclosing a copy of that complaint and our response.

I am sending a copy of this letter to Mr. Ebel as our direct contact with him. I hope this answers your questions, but feel free to contact me again should the need arise.

Sincerely,

Carol R. Julius, Manager

Encl: 2

*Cc: Roger Ebel
129 Torch Terrace
N. Ft. Myers, FL 33917*

611062W
EBEL ROGER
MOBILE MANOR, INC.

Fort Myers
33917
129 TORCH TERRACE
10:04
08/04/2004
(239)-731-9812

10:08:28
08/04/2004
S

DCF
PAMELA BARNES
08/25/2004

///

\$0.00

Preclose type - Quality of Service

Customer Comments: Customer states that he has not received a water bill for the past 2 months. The customer states that he was suppose to get a bill back in June 10, 2004. The customer states that he has contacted the company in various occasion but has not received assistance with his bill.

Per Consumer Complaint Rule 25-22 032, please use the following procedures when responding to PSC complaints

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e mail, fax, or physical addresses:

E-Mail - pscrepiy@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Dan Flores

MOBILE MANOR, INC.

150 Lantern Lane
N. Ft. Myers, FL 33917
(239) 543-1414
MobileManorInc@aol.com

August 5, 2004

Ms. Joy Anderson
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint #610397W from Roger Ebel

Dear Ms. Anderson:

I will try to reply to the above referenced complaint and explain that in the month of June and July, Mobile Manor's water bills were late in getting out. In June 2004 we were mailing our CCR report and decided to take advantage of that mailing and save the postage on the water bills by doing only one mailing. In July 2004 our computer was not functioning and I could not get the bills completed.

June 2004 bills were mailed on June 24, 2004 and July 2004 bills were placed in the mailbox on July 26th but did not get picked up until July 27th. Our bills are rarely inaccurate when they are mailed due to the fact that I take the time to proofread all of them before they go out. Sometimes they do show a previous charge because the customer did not pay the previous bill before the end of the month. There must be a cutoff date established and we have always used the close of business on the last working day of the month.

I'm sorry if Mr. Ebel's financial management become a problem due to these two months late bills, but frankly Mr. Ebel's bill shows a previous charge many times when the bill was mailed on time.

I am mailing a copy of this letter to Mr. Ebel as our contact regarding this matter. Should you have any additional questions, please feel free to contact me.

Sincerely,

Carol R. Julius, Manager

Cc: Roger Ebel

Subj: **FL. PSC CATS NO: 610397W ROGER EBEL**
Date: 7/30/2004 2:27:10 PM Eastern Standard Time
From: NForsman@PSC.STATE.FL.US
To: mobilemanorinc@aol.com

NAME: ROGER EBEL
CASE NO: 610397W
CALLER NAME: EBEL ROGER
COMPANY: MOBILE MANOR, INC.
BUSINESS:
CITY: Fort Myers
ZIP: 33917-
ADDRESS: 129 TORCH TER.
TIME REC'D: 14:08
DATE REC'D: 07/30/2004
CONSUMER TELEPHONE: (239)-731-9812
CAN BE REACHED: (239)-731-9812
TIME SENT TO COMPANY: 14:26:41
DATE SENT TO COMPANY: 07/30/2004
BILLING TYPE: S
ACCOUNT NO.:
CATEGORY/INFRACTION CODE:
ENTERED BY: NEF
ASSIGNED ANALYST: JOY ANDERSON
DUE DATE: 08/20/2004
CLOSEOUT ANALYST:
DATE CLOSED: / /
TIMELY/LATE:
DISPUTED AMOUNT: \$0.00
NOTES: *Preclose type - Quality of Service*

Customer Comments: The customer states that he and other customers of Mobile Manor have frequent problems with receiving water bills in a timely manner, and when they are received, they are frequently inaccurate. These billing problems have created a difficulty for the customer's financial management and he wants these matters thoroughly investigated and appropriate changes made.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Neal Forsman

Mobile Manor, Inc.

150 Lantern Lane
N. Ft. Myers, FL 33917
(239) 543-1414
MobileManorInc@aol.com

August 5, 2004

Ms. Michelle Watson-Livinston
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint #609445W from Amanda Long

Dear Ms. Watson-Livingston:

I will try to answer the above referenced complaint from Amanda Long regarding late billing for Mobile Manor's water customers.

First of all, if my memory serves me correctly, there have only been two times in this year when the bills were late getting out. In June 2004, myself and the two members of the Board of Directors who are year round residents, agreed to save money by sending out the Consumer Confidence Report and the water bills in one mailing. Therefore, June bills were mailed on June 24th with the CCR. In July our computer was not working and I was unable to process bills until July 25th. I worked that night until 10:00 p.m. getting everything entered into the computer, came into the office at 6:00 a.m. the 26th to get them printed and ready to mail, put them in the mailbox and the carrier did not pick them up until the 27th.

I'm sorry this caused Mrs. Long a problem with her budget, but we have never under any circumstance been difficult with a customer about paying a bill as long as they were trying. If she had called the office instead of filing a complaint with you, I would have manually calculated her bill as I did with the rest of our customers who called and requested it.

Page 2

I hope that this answers the questions in this complaint, but feel free to contact me again if you need more information. The treasurer of our board of Directors, Fae Chalfin, has stated that she would be happy to talk with you and answer questions, should you request it.

A copy of this letter is being sent to Ms. Long as our reply to her.

Sincerely,

Carol R. Julius, Manager

*Cc: Amanda Long
105 Firehall Circle
N. Ft. Myers, FL. 33917*

609445W
LONG AMANDA
MOBILE MANOR, INC.

Fort Myers
33917-
105 FIREBALL CIRCLE
11:18
07/26/2004
(239)-731-7426

11:24:20
07/28/2004
S
416

PW
MICHELLE WATSON-LIVINGSTO
08/16/2004

//

\$0.00

Preclose type - Quality of Service

Customer Comments: Customer states that MMW is getting bills out to customer late. Customer states that they are on a tight budget and need the bills on time. Customer states that other residence in the mobile home park are complaining also. Customer states that she would like to get her bills in a timely manor.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by P. Walker

609645W
FRUSTERIO ELMA
MOBILE MANOR, INC.

Fort Myers
33917-
119 LAMPLIGHTER LANE
10:21
07/27/2004
(239)-543-0994
(239)-543-0994
10:26:56
07/27/2004
S

NEF
KAULLIS MARSHALL
08/17/2004

/ /

\$0.00

Preclose type - Quality of Service

Customer Comments: The customer states that she and other customers of Mobile Manor have frequent problems with receiving water bills in a timely manner and when they are received, they are frequently inaccurate, not reflecting previous payments. These billing problems have created a difficulty for the customer's financial management and she wants these matters thoroughly investigated and appropriate changes made.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Neal Forsman

Mobile Manor, Inc.

150 Lantern Lane
N. Ft. Myers, FL 33917

(239) 543-1414

MobileManorInc@aol.com

August 5, 2004

Ms. Kaullis Marshall
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Complaint #609645W from Elna Frusterio

Dear Ms. Marshall:

I will try to answer the above referenced complaint and will be sending a copy of this letter to Mrs. Frusterio in spite of the fact that she has requested no correspondence from this office except her water bill.

To my knowledge there have been only two times this year when our water bills were sent late. That was in June when we elected to save postage and mail the bills with the CCR that we were required to mail. Those were mailed on June 24th. In July, we had a problem with our computer and did not get it up and running until July 25th. I worked until 10:00 p.m. on July 25th getting everything entered into the computer, came in at 6:00 a.m. on July 26th to print the actual bills, separate them and get them stamped for mailing. They were placed in the mailbox for pickup on July 26th, but were not picked up until July 27th when they actually went out.

Mrs. Frusterio called the office a couple of times asking about her bill and was given the choice of waiting until they were received in the mail or of receiving a manually calculated bill. She elected to wait for the bill.

Since we close our books at the end of each month, if payment is not received by the close of business on the last working day of the month, then the next bill often times reflects a previous charge. This is the only

Page 2

time that payments do not show and we have now started putting a message on the bill indicating that checks received after a certain date will show on the next month's bill. I, frankly, do not know how else to handle this situation.

If you have any further questions, please feel free to contact me again.

Sincerely,

Carol R. Julius, Manager

*CC: Elna Frusterio
119 Lamplighter Lane
N. Ft. Myers, FL 33917*