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January 06, 2005 RECEIVED-PPSC

TO THE,

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Director, Division of,  
The Commission Clerk &  
Administrative Services,  
Florida Public Service Commission,  
2540 Shumard Oak Blvd,  
Tallahassee, Fla.  
32399-0850

COMMISSION  
CLERK

Gilles & Molly Campeau  
3421 Monticello St,  
Holiday FL. 34690

Utility Bill Acct.# 9134 Colonial Manor Utility Co.  
COPY TO ATT; Victoria Penick, Floralino Properties.

RE; Transfer of Water Certificate # 153W Objection;

Dear Director.

Please note the following information for your perusal.

My wife, Molly & I, are Canadian Citizens.  
We visit Florida for APP, 6 Months of every year, and have  
been doing so for many years now.  
15 years ago, we decided to purchase the home at the above  
mentioned address in Holiday Florida.  
We paid our water bill on a year long basis to the Floralino  
Properties Inc. for over 14 years, without any problems  
with them. (monthly payments.)

NOTE:

Sometime in the year 2004, we were informed that we would  
now and in the future, be paying our water bill to the att;  
of the Colonial Manor Utility Company, and we did so.

- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_
- RCA \_\_\_\_\_
- SCR \_\_\_\_\_
- SEC 1
- OTH Kim P.

In the year 2004, we did inform Colonial Manor that we were  
closing the House down for our 6 month return to our home  
in Canada, and they placed our water meter on vacation at the  
cost of \$11,02 per month which was paid every month and  
on time.

The above was the same procedure that was implementd by the  
Floralino Properties Inc, for 15 years without any problems  
whatsoever. Unfortunately, this was not the case with Colonial  
Manor.

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(2)

Please note the following problems.

(1)

In October 2004, the water was shut off without any explanation whatsoever, and they were paid.

(2)

The water was turned back on, but we did not receive any bill for the months of Nov; Dec; or January and again our water was being shut off on December 28, 2004.

We presented ourselves at their Office for an explanation in this matter and to correct any possible oversight. We spoke with a lady named Mary.

Mary's explanations are as follows;

(a)

I only do what the computer tells me to do;

(b)

Bills were sent to proper address and returned by Post Office'

(c)

Take your problems up with the Post Office.

(d)

Cant give you the returned Mail, because I tore them up and filed them under, GARBAGE CAN;

(e)

You gave us the wrong address under New Port Ritchey for last 15, years.

Please note that we still have not been sent any billing for Nov; Dec; or January and they were paid. Double paid for October 2004.

We feel that we have been overcharged without any explanation, water turned off without proper reasoning or any proper explanation, personal billing mail destroyed etc. Our neighbors informed us that they too were having a lot of problems.

THEREFORE:

We feel that an investigation of improper and unfair billing practices by Colonial Manor should be investigated prior to the transfer of the Water certificate No.153W& corrected.

If you need further information regarding my above reasons for my request, kindly write to me at my above address.

Thank you.

