

State of Florida



ORIGINAL Public Service Commission

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

RECEIVED-FPSC
DEC 23 AM 10:43

-M-E-M-O-R-A-N-D-U-M-

COMMISSION
CLERK

DATE: December 22, 2005

TO: Division of the Commission Clerk and Administrative Services

FROM: Ralph R. Jaeger, Senior Attorney, Office of the General Counsel

RE: Re: Docket No. 050898-WS – Complaint No. 649594 by Carla and William Bullock against Sebring Ridge Utilities, Inc., for improper billing practices.

Please place the attached documents in the above-referenced docket file.

RRJ/jb

cc: Division of the Commission Clerk and Administrative Services (Plescow)
Division of Economic Regulation (Hudson)

- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- RCA _____
- SCR _____
- SGA _____
- SEC 1
- OTH _____

DOCUMENT NUMBER-DATE

11846 DEC 23 08

FPSC-COMMISSION CLERK

Attorney: *Ralph Jaeger*

Request No. 649594W

Name WILLIAM BULLOCK

Business Name _____

Consumer Information	
Name:	WILLIAM BULLOCK
Business Name:	
Svc Address:	4801 MACKEREL DRIVE
Phone:	(863)-382-9910
Can Be Reached:	
City/Zip:	Sebring / 33870-
Date Transferred to BCO:	07/22/2005
Date Received by BCO:	07/22/2005
Suspense Date:	08/28/2005

Sent to Agenda:	
Conf. Agenda Date:	/ /
Form X Date Sent:	08/01/2005
Form X Date Due:	08/22/2005
Form X Received Late:	
Review Settlement Deadline:	/ /
Review Analyst:	MARGARITA VALDEZ
Pre. Conf. Sett. Amount:	0.00
Pre. Conf. Settement:	
Informal Conference Deadline:	/ /
Informal Conf. Sch.:	Y Conference Analyst: JOHN PLESCOW
Date of Informal Conference:	09/07/2005
Informal Conf. Sett. Amount:	0.00 Informal Conf. Settement:
Informal Conf. Resolve:	Conf. Closed Date: / /
Post Conf. Sett. Amount:	0.00
Post Conf. Settement:	

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

ORIGINAL

Utility Information	
Company Code:	WS345
Company:	SEBRING RIDGE UTILITIES, INC.
Attn.	Roger E. Miller649594W

Please review the attached correspondence in which the customer reports the following:

Customer indicates that she has been improperly billed and wants an explanation of how the billing is calculated.

Please advise why the Water and Sewer base facilities charge increased to \$11.88 water and \$15.48 sewer, on the Monday January 31, 2005 statement. The tariff on file with the PSC indicates the base facility charge for water is \$9.76 and \$13.06 for wastewater. The February and April statements also are higher than the tariffed rate.

Please advise why the customer's water charges were not included on the February or April statements. Usage appears to have been found on the customer's water meter since it is recorded on each of these statements.

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

Request No. 649594W

Name WILLIAM BULLOCK

Business Name _____

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 day 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 that 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 Angela Calhoun

04/20/05 Mailed copy of complaint and correspondence to company as requested. DHood

04/28/05: Company rep Pat Miller called to provide resolution via telephone. I advised Ms. Miller that we will need a written response to the complaint. RRoland

04/28/2005 Report received via fax. EEstelle

06/09/05 - FAX TO CO. It appears that there is not sufficient information to give closure to this inquiry.

- 1) Please be advised that report submitted on 04/28/05 does not meet the requirements for complaint response.
- 2) Please provide a detailed written response which includes 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

ORIGINAL

Request No. 649594W

Name WILLIAM BULLOCK

Business Name

e) confirmation that the company has made direct contact with the customer

3) Please appropriately respond by June 20, 2005. janderson

06/09/05 Mailing copy of complaint to company as requested by analyst. DHood

06/17/05: Company rep Pat Miller called. She indicated that the information submitted to the PSC was also provided to the customer. Ms. Miller indicated that she also personally provided an explanation of the billing to the customer. RRoland

06/17/05: I reviewed the company's response and tariff. The tariff reflects a base facility charge of \$13.06. The company prorated the base facility charge for January, February, and March/April 2005. The prorated charge for these months exceeded the \$13.06 charge allowed in tariff. RRoland

06/17/05: Forwarding case file to R. Hicks for transfer to ECR. RRoland

6/21/05: Forwarded to Connie Kummer in ECR.

6/22/05: Case reassigned from Connie to Marshall. (sa)

6/28/05: Letter addressed to Pat Miller, Sebring Ridge Utilities advising that the utility should refund \$5.34 to Mr. Bullock due to overcharge in base facility charges. The letter also advised the utility that if the remaining customers were billed the same amount of base facility charge during the months of February, March and April as Mr. Bullock, that those customers were also due a refund of \$5.34. The utility was instructed to "indicate if these amounts were billed to all customers during the months of February, March and April, 2005. If so, provide the total amount of refund due to all customers, the total amount of refunds made to all customers, and the date the refunds were complete to all customers." This information is due to the Commission no later than July 22, 2005. (sa)

07/22/05: Delivered case file to Process Review. RRoland

* * * * * PROCESS REVIEW TEAM STATUS * * * * *

CLARIFICATION NOTES:

July 22, 2005: An e-mail was forwarded to Bureau Chief Rhonda Hicks informing her that R. Roland from the call center had transferred this case to the PRT. Because a docketed case has been found in MCD in regards to the sale of the company to the City of Avon Park since January 2005, the matter at hand may be best addressed by our legal division. I have requested how we should proceed with the handling of this case. Copy of the e-mail has been placed in the case file.

ORIGINAL

Request No. 649594W Name WILLIAM BULLOCK Business Name _____

Carmen Peña - Supervisor Process Review Group (BCR/RCA)

July 22, 2005: Bureau Chief R. Hicks has forwarded an e-mail to Bureau Chief Mary Ann Helton indicating that she needs to inquire about the matter at hand. Mary Ann Helton, Supervising Attorney, has forwarded the e-mail to Jennifer Rodan, Eileen Hallorah, Richard Redemann, and Kathy Kaproth as an FYI. Copy of the e-mail has been placed in the case file.
Carmen Peña - Supervisor Process Review Group (BCR/RCA)

July 26, 2005: I met with Bureau Chief R. Hicks in regards to this case. The company Sebring Ridge Utilities, Inc. is protesting the closure letter Troy Rendell forwarded it. The company is disputing the calculations of the credit due to the consumer filing this case and all of the other consumers which appeared to be improperly billed for services.

An informal conference will be granted to the company and the consumer Mr. Bullock. Additional information will be obtained as soon as we contact the consumer to clarify all the concerns he has about the service being provided to his home by Sebring Ridge Utilities. Should he raise a different concern about his service that has not been addressed in this complaint, an additional complaint will be filed against Sebring Ridge Utilities. The case will be handled as usual.

John Plescow will contact the customer in regards to all the services that are being provided to him. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

July 27, 2005: An e-mail has been forwarded to John Plescow to contact Mr. Bullock at (863) 382-9910. John will e-mail me the concerns of the consumer. Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

July 27, 2005: At approximately 1:54 p.m. John e-mailed informing that he tried contacting the consumer. He was not available, but he left the message with his daughter Brittney, requesting a call back. John explained to the consumer's daughter that he was calling from the PSC to obtain clarification on the issue at hand. Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

ORIGINAL

July 22, 2005: We received an e-mail at approximately 9:24 a.m. indicating that this case had been assigned to the Process Review Team. The case is open. Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

July 27, 2005: FAXED TO THE COMPANY: THE CUSTOMER'S CASE HAS BEEN REASSIGNED TO THE PROCESS REVIEW TEAM. PLEASE DO NOT TAKE COLLECTION ACTION ON THE CUSTOMER'S ACCOUNT FOR ANY DISPUTED AMOUNT, IF APPLICABLE, REGARDING THE CASE,

Request No. 649594W Name WILLIAM BULLOCK Business Name _____

PENDING THE OUTCOME OF THE PROCESS REVIEW. A member of the PSC's Process Review Group will be following up with the company regarding this case. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

The above message was faxed to the company at approximately 2:57 p.m. Copy of the fax log report has been placed in the case file.

The RCA staff in charge of reviewing this case is Margarita Valdez. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

An acknowledgment letter has been forwarded to the customer indicating that the assigned RCCA staff to review his case is Margarita Valdez. Copy of the letter has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

July 27, 2005: The company is disputing the resolution of the water division. The case will be forwarded to Supervisor Peña for the approval of the dispute resolution forms to hold an informal conference. MValdez

July 27, 2005: The consumer was contacted. Mr. & Mrs. Bullock want the credit due to them. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 1, 2005: A cover letter with a "dispute resolution form" has been forwarded to the consumers and to the company. The completed dispute resolution forms are to be postmarked no later than August 22, 2005. Copy of the cover letters and dispute resolution forms have been faxed to the company. The fax log report and the dispute resolution forms have been placed in the case file. *Note* The RCA staff in charge of the informal conference will be John Plescow. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 3, 2005: The company contacted PSC staff late in the afternoon. The consumer has not been paying her bill since the complaint was filed. I requested a billing and payment history and the amount due to the company. The documentation will be faxed. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 4, 2005: The documentation has been received. A billing and payment history along with the present sewer bill due to the company.

The consumers owe the following:

Previous Balance due as of July 30, 2005 . . . \$41.57 (This is a past-due amount. Consumer is scheduled for cut on August 10, 2005.) *Note: This amount includes the \$5.34 being disputed in this complaint. This amount is protected. The customer is to pay \$36.23 to prevent her service from being disconnected.

Current Charges \$41.36.

ORIGINAL

Request No. 649594W Name WILLIAM BULLOCK Business Name _____

Total amount due to the company \$82.93 (-\$5.34 protected amount disputed).

The documentation has been placed in the case file.

John Plescow has been forwarded an e-mail informing him that the consumer is to be contacted in regards to the amount due to the company. The current charges are due to the company and must be paid. The only amount that is protected during the investigation is \$5.34. On going billed amounts for services rendered by the company are not part of the disputed amount in the case. If the need arises that an adjustment is applicable because of the results of our investigation, the PSC will then order the company to make the adjustment. Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

08-04-2005 - I received the following via e-mail from my supervisor;

John:

Please contact the consumer Mr. William Bullock at (863) 382-9910.

Explain to him (or his wife) that ongoing billed amounts for services rendered by the company are not protected by the case filed on their behalf. Those bills need to be paid in a timely manner.

The amount that is protected by this case is only \$5.34.

The consumer has a past-due amount of \$41.57. This amount was due as of July 30, 2005.

His account has been scheduled for disconnection on August 10, 2005, because the payment has not been received.

In addition to the past due amount, he has current charges of \$41.36.

The consumer needs to pay \$36.23 right away. (This is the past due bill of \$41.57 deducting the protected amount \$5.34.)

Annotate the case file after you contact with the consumer.

Note There is an agreement between the new company owners and Sebring, therefore her total service will be disconnected. The consumers cannot chose to pay one part of the billed service and not the other. The above charges are for sewer services.

Thank you for your cooperation. Carmencita /JPlescow

08-04-2005 - At approximately 10:50 a.m., I called the customer. I was told she was busy and could not come to the phone. I was told to call back around 1:00 p.m./JPlescow

ORIGINAL

Request No. 649594W Name WILLIAM BULLOCK Business Name _____

08-04-2005 - I called the customer at 1:00 p.m. as requested, but again the customer was not available. I was told she was sleeping. I left my name and number, and I requested my call be returned./JPlescow

08-04-2005 - I again called the customer at approximately 2:30 p.m. I reached an answering machine. I explained that the customer had to pay for current consumption. I further explained that the account was only protected for the over charge, of approximately \$5:34. I explained that the customer would need to pay the company \$36.23, to avoid interruption.

I requested the customers call me, if they had any questions./JPlescow

08-04-2005 - The customer returned my call. She stated that an entire months bill was in dispute, not just the over charge. When I explained that the case notes did not indicate an entire months billing was in dispute, the customer responded "that is your opinion". I further explained that my management agreed that only the over charged amount of approximately \$5.00, was in dispute, and the customer requested my supervisor's direct dial phone number, which I provided./JPlescow

August 4, 2005: The documentation forwarded by the company needs clarification. I am unable to determine by the information on the submitted billing and payment history if the amount that the company is stating is past due is really money due from prior bills or just the months of May, June and July 2005.

If the amount is due from May, June and July of 2005 exclusively, these would be considered current charges and the company can disconnect the consumer's service for non-payment. On the other hand if the amount that is due belongs to unpaid amounts from the bills in dispute, the company should not disconnect the consumer's service because the case before us is still in dispute.

The person in charge is out of the office and will not return until Tuesday, August 9, 2005. I will contact her to clarify the amounts billed to the customer for May, June and July 2005. The amount belonging to these months are not part of the case in dispute.

The invoices presented to the water division to review were November and December of 2004, January, February, March and April of 2005. The investigation revealed that the bills from November to January were correct, but that the bills for February, March and April of 2005 needed a \$5.34 adjustment. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 4, 2005: The consumer Mrs. Bullock has left a voice-mail message for us to contact her. Copy of the e-mail forwarded from the call center has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 5, 2005: The green card belonging to the certified correspondence (dispute resolution form) forwarded to the company Sebring Utilities has been received. The card has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

ORIGINAL

Request No. 649594W

Name WILLIAM BULLOCK

Business Name _____

August 8, 2005: The billing and payment history received from the company is not "legible." I met with Bureau Chief Rhonda Hicks in regards to the aforementioned. A decision was taken NOT TO DISCONNECT the consumer's services scheduled for Wednesday, August 10, 2005. A fax will be forwarded to Mr. Chris Miller, relating the PSC decision not to disconnect. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 9, 2005: At approximately 7:33 a.m. today, a fax was forwarded to Mr. Chris Miller at the company. We have informed him not to disconnect the consumer's services. If he should need additional information he is to contact Bureau Chief Rhonda Hicks at (850) 413-6449. Copy of the fax log report has been placed in the case file.

An e-mail has been forwarded to John Plescow in regards to the consumer's pending disconnection. The e-mail was forwarded at approximately 7:51 a.m.

John is to contact the company at (863) 385-8542 and speak to Pat Miller who is the person who is been speaking with me.

He is to request a legible billing and payment history of the consumer's account and is to notify the company that the consumer's service is not to be disconnected.

Pat Miller had indicated that she would be out of the office, but would be returning today Tuesday.

Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 9, 2005: Pat Miller from the company contacted me. She will forward a clear copy of the billing and payment history of the consumer's account. I requested the consumer's service not be disconnected until further notice. She agreed to the PSC's request and will not disconnect the consumer's service.

We have received the completed dispute resolution form from the company with an addendum attached (a two page letter dated July 18, 2005, addressed to Troy Rendell at the PSC). The form has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 15, 2005: The green card of the certified correspondence forwarded to the consumer has been received. The post office delivered the letter on August 13, 2005. The green card has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 16, 2005: Both the consumer and the utility have been forwarded the date of the informal conference scheduled for September 7, 2005, via certified and regular mail. On the day of the conference both parties are to call in to 1-800-416-4132. Copies of the letters have been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 17, 2005: An e-mail has been forwarded to Bureau Chief Rhonda Hicks requesting that an attorney from general

ORIGINAL

Request No. 649594W

Name WILLIAM BULLOCK

Business Name _____

counsel's office and a technical staff from water be assigned to this informal conference. John Plescow will be representing RCCA. Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 17, 2005: At approximately 2:12 p.m. Troy Rendell from the Division of Economic Regulation (water & wastewater) forwarded an e-mail indicating that technical staff assigned to the informal conference is Shannon Hudson (850) 413-7021. A copy of the case file will be forwarded tomorrow to S. Hudson. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 18, 2005: At approximately 10:37 a.m. attorney Mary Anne Helton from General Counsel's office forwarded an e-mail indicating that attorney Ralph Jaeger (850) 413-6234, was assigned to this informal conference. A copy of the case file will be forwarded today to attorney Jaeger. Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 23, 2005: A clear and legible copy of the consumer's billing and payment history have been received from the company. Copies of the documents will be forwarded to the members of the informal conference team. The documents have been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 24, 2005: At approximately 4:23 p.m. the copy of the billing and payment history for the consumer were e-mailed to the informal conference team members. Copy of the e-mail was placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 25, 2004: The completed dispute resolution form from the consumer has been received. A copy has been faxed to the company. Copy of the completed dispute resolution form and an updated case sheet have been forwarded to the informal conference team. The fax log report and the form have been placed in the case file.

The green card belonging to the certified correspondence scheduling the informal conference for the company has been received. The post office delivered the letter on August 23, 2005. The green card has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

ORIGINAL

Request No. 649594W Name WILLIAM BULLOCK Business Name _____

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Mr. Chris Miller
Sebring Ridge Utilities, Inc.
3625 Valerie Boulevard
Sebring, Florida 33870

2. Article Number

(Transfer from service label)

7002 0860 0001 1754 1343

PS Form 3811, March 2001

Domestic Return Receipt

102595-01-M-1424

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly)

B. Date of Delivery

8-23-05

C. Signature

Julia Miller

Agent

Addressee

D. Is delivery address different from item 1? Yes

No

If YES, enter delivery address below: No

3. Service Type

Certified Mail

Express Mail

Registered

Return Receipt for Merchandise

Insured Mail

C.O.D.

4. Restricted Delivery? (Extra Fee)

Yes

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
618633855330	OK	04	Sent	Aug-25	10:59A	00:02:01	002580030022

1.3.0 2.8

*Faxed to company
Completed Dispute
Resolution of the
Consumer, W. Bullock -
Case 649594W -*

Peña

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FLORIDA PUBLIC SERVICE COMMISSION
DISPUTE RESOLUTION FORM

FPSC Complaint Number: 649594W

Utility: Sebring Ridge Utilities, Inc.

RECEIVED

AUG 24 2005

Florida Public Service Commission
Division of FCA

Consumer to provide the following information:

Consumer's Name: William Bullock

Address/Apartment: 4801 Mackerel Drive

City/State/Zip: Sebring, Florida 33870-8467

Daytime Telephone Number: (863) 382-9910 Home: _____

FAX: _____

E-mail address: _____

Authorized Representative (if applicable): _____

Utility to provide the following information:

Account Holder: _____

Utility Contact Person: _____

Telephone Number: _____ FAX: _____

E-mail address: _____

Please address the following statements using additional pages if necessary.

Describe the facts that gave rise to the complaint and the reason why it appears to be a violation of applicable statutes, rules, company tariffs, and/or orders of the Commission. Statements should not raise any new issues not addressed in the initial complaint. Any new issues will be considered as a separate complaint.

WE ARE disputing that we are delinquent
on our bill with Sebring Ridge Utilities.
According to our records we
are current and are currently
due for August 30th payment.
Sebring Ridge has indicated several
different delinquent amounts and
has changed on several occasions
which makes those delinquencies
reflect.

ORIGINAL

Identify the issue(s) to be resolved. F.Y.I. - we met back
in April with City Manager to
go over bill to Mr. Shirey at that
time came up with the same owed
as we did. We paid that amount
on that very day & paid again
that months payment, making
sure we were brought current.
We also went into Sebring Ridge
as Mr. Shirey told us to do to
make resolution with Sebring Ridge
in which PAT refused to try &
listen to our complaint & try to
Resolve.

Identify any specific dollar amount in dispute, if applicable. UNSURE; Amount changes.

Provide a suggested resolution or the relief sought. WE WOULD LIKE
COPIES OF EACH monthly bill that
was printed by Sebring Ridge from Jan. 05
thru present & indicating actual amount
owed & paid. ~~we~~ we would like Sebring
Ridge to stop sending us different
threatening false - past due bills.
WE ARE current on our bill &
we are sure of that. An immediate
Resolution ~~to~~ is sought.

Paul S. Bullock
William A. Bullock Jr.

NOTICE: This form must be postmarked by Monday, August 22, 2005.

B
Cinda Bullock
4801 Mackend Dr
Sebring, FL 33870-9467

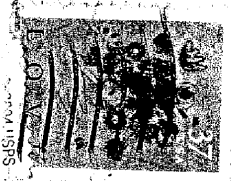
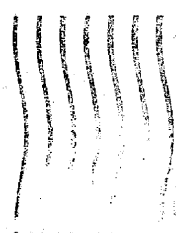
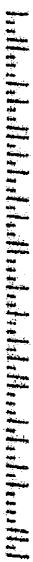
ORIGINAL

Case: 64959410

Florida Public Service
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

ATTN: Carmen R. Penco

32399+0850



Mr. Sebring Ridge Utilities

(Envelope with consumer's completed dispute Resolution
received in a timely manner)



FLORIDA PUBLIC SERVICE COMMISSION
DISPUTE RESOLUTION FORM

AUG 08 2005

Florida Public Service Commission
Division of RCA

FPSC Complaint Number: 649594W

Consumer's Name: William Bullock

Utility to provide the following information:

Utility's Name: Sebring Ridge Utilities, Inc.

Address/Apartment: 3625 Valerie Boulevard

City/State/Zip: Sebring, Florida 33870-7814

Daytime Telephone Number: (863) 385-8542 Home: _____

FAX: (863) 385-5330

E-mail address: _____

Authorized Representative (if applicable): _____

Utility to provide the following information:

ORIGINAL

Account Holder: _____

Utility Contact Person: Steve Present

Telephone Number: 813-990-7712

FAX: 813-990-7711

E-mail address: _____

Please address the following statements using additional pages if necessary.

Describe the facts that gave rise to the complaint and the reason why it appears to be a violation of applicable statutes, rules, company tariffs, and/or orders of the Commission. **Statements should not raise any new issues not addressed in the initial complaint. Any new issues will be considered as a separate complaint.**

(See Attached
Letter)

Consumer has also had a Balance Carried
Over since January that she refuses to
Catch up. (Faxed her info. to you)

Identify the issue(s) to be resolved. _____

Dollar Amount owed
to the consumer.

ORIGINAL

Identify any specific dollar amount in dispute, if applicable. \$.12

Provide a suggested resolution or the relief sought. _____

Consumer will be issued
A credit on a subsequent Billing
of \$.12.

NOTICE: This form must be postmarked by Monday, August 22, 2005.

Sebring Ridge Utilities

3625 Valerie Blvd.
Sebring, Florida 33870
(863) 385-8542

COPY

*MAIL
OVER
NIGHT
TO
TROY R.
7-20-05*

July 18, 2005

Troy Rendell
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Re: Customer Complaint – Case No. 649594W – William and Carla Bullock

Dear Mr. Rendell:

We are in receipt of your letter dated June 28, 2005 addressed to Pat Miller. In January 2005 the City of Avon Park purchased the water utility system and related assets of Sebring Ridge Utilities. The billing cycle which Avon Park later established did not coincide with the billing cycle that Sebring Ridge Utilities used prior to the purchase. Consequently, since Sebring Ridge Utilities now uses Avon Park's water meter readings to bill wastewater customers, the change in the water billing cycle necessitated Sebring Ridge to change the wastewater billing cycle to coincide with that of the water billing cycle. Our billing cycle prior to the sale of the water utility system ended on the 20th of each month. We are now having to use Avon Park's billing cycle which ends on the 2nd of each month.

The period of time between the 20th of the month and the 2nd of the next month represents approximately 12 days which our wastewater customers should be billed a one-time prorated base facility charge.

The one-time prorated base facility charge for the 12 days should be \$5.22 (i.e., 12 days ÷ 30 days X \$13.06 = \$5.22). As you pointed out in your aforementioned letter, we have, instead, billed Mr. and Mrs. Bullock \$5.34 for this prorated charge. The difference is an overcharge of \$.12 (twelve cents).

All current wastewater customers who were overcharged this \$.12 will be given a credit of \$.12 on their August billing.

Please feel free to call me if you would like to discuss this further. I would be more than happy to discuss the prorated base facility charge and, especially, Mr. and Mrs. Bullock's situation further, if you wish.

RIGINA

Troy Rendell
July 18, 2005
Page 2 of 2

Sincerely,
SEBRING RIDGE UTILITIES

Chris Miller
President

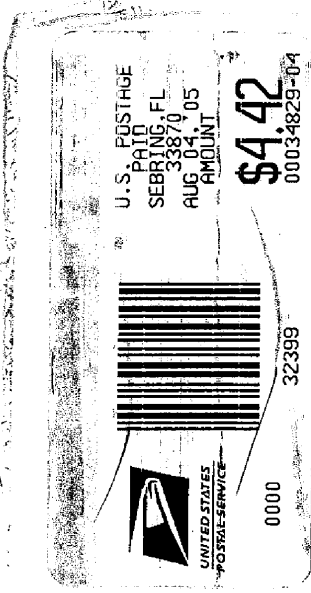
c: Bullock, W. & C.
Hicks, R.
Sapp, M.

Case:
649594W

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE
CERTIFIED MAIL™



7005 0390 0006 6006 270J



ORIGINAL

The completed dispute
resolution form from
Sebring Ridge Altitier
enclosed in the envelope - 32399-0850

Florida Public Service Comm.
ATT: Carmen R. Fona
2540 Shumaker Oak Blvd,
Tallahassee, Fla. 32399-0850

<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
618633855330	OK	01	Sent	Aug-09	07:32A	00:00:38	002580030022

1.3.0 2.8

Case 6495940

William Bullock

vs.

Sebring Ridge Utilities, Inc.

Fax to notify company

NOT TO DISCONNECT

the consumer's services.

@. Peña

ORIGINAL

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
RUDOLPH "RUDY" BRADLEY
LISA POLAK EDGAR

STATE OF FLORIDA



DIVISION OF REGULATORY
COMPLIANCE AND
CONSUMER ASSISTANCE
DANIEL HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission
FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry No. 6495940

DATE: August 9, 2005

TO: Chris Miller

UTILITY/BUSINESS: Sebring Ridge Utilities, Inc.

FAX NUMBER: (863) 385-5330

CARMEN PEÑA
DIVISION OF REGULATORY COMPLIANCE
AND CONSUMER ASSISTANCE
BUREAU OF COMPLAINT RESOLUTION
FAX NUMBER (850) 413-6110

ORIGINAL

COMMENTS: Customer: William Bullock

*Note: DO NOT disconnect the
services of the customer until
further notice. Call Bureau Chief
Rhonda Hicks if you need more info (850) 413-6449.
The information submitted in regards
to the consumer's account needs clarification.
An informal conference will be scheduled
as soon as the dispute resolutions are
submitted and reviewed.

*I will be out of the office and return
on Monday, August 15, 2005. C. Peña
NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 1

=== COVER PAGE ===

TO:

FAX: 18504136116

FROM: SEBRING RIDGE UTIL

FAX: 385-5330

TEL: 385-8542

COMMENT:

Sebring Ridge Utilities, Inc.
Sewer Department
3625 Valerie Boulevard
Sebring, Florida 33870

Address Correction Requested

William Bullock
4801 Mackerel Dr
Sebring FL 33870

SEWER BILL

Customer Acct# 4801MAC

Wednesday, August 31, 2005

 • For billing inquiries call Monday - Thursday 8:30am until 4:00pm 863-385-8542 *
 • Emergency Only call 863-219-0266 *

Flat Rate	\$13.06		-----Readings-----		
		Per /Gal	Previous	Present	Usage (x1000)
Cust Chg(s)					
Usage Charge	\$28.30	\$2.83	2,422	2,432	10
Current \$	\$41.36				
Previous Bal.	\$41.57				
Payment	\$41.57				

TOTAL AMT DUE BY 9/30

\$41.36

*This Bal. was due on 8-30
 Bill went out on 8-7 I Believe*

Please pay by check or money order on or before date indicated above.
For your convenience, please use the drop box on Valerie Blvd. or pay by mail.

Prepared 9/1/2005

*this days 9-30 because
 the new month Flipped
 over today.*

*she paid previous Balance of \$41.57 on
 8-31*

=== COVER PAGE ===

TO: _____

FAX: 18504136110

FROM: SEBRING RIDGE UTIL

FAX: 385-5330

TEL: 385-8542

COMMENT:

8/23/20010: 5:26AM

Page: 3,347

SEBRING RIDGE UTILITIES, INC.

Water and Sewer History by Customer

William Bullock

4801MAC

	Date Posted	***** Base Fee ***** First	***** Second	***** First	Current Charges	***** Second	Set-Up Or Other	Usage:	Payments
	02AUG	7/31/2002	\$14.41		\$27.80				11.00
	8/5/2002								\$109.00
	ck1432	\$39.77							
	8/15/2002								\$109.00
	mo7627529159								
	8/20/2002						\$134.00		
02SEP	8/31/2002				\$9.60	\$12.83			
	8/31/2002	\$28.82		\$27.80				22.00	
	9/17/2002								\$89.88
	cash	\$40.63							
02OCT	9/30/2002				\$9.60	\$12.83			
	9/30/2002	\$15.72		\$27.80				12.00	
	10/2/2002								\$70.00
	mo11949297	\$40.63							
02NOV	10/31/2002				\$9.60	\$12.83			
	10/31/2002	\$14.41		\$27.80				11.00	
	11/13/2002						\$10.00		
	PVCHG	\$10							
	11/13/2002								\$85.00
	ck1470	\$40.63							
02DEC	11/30/2002				\$9.60	\$12.83			
	11/30/2002	\$13.10		\$27.80				10.00	
	12/6/2002								\$65.00
	mo525009064	\$40.63							
03JAN	12/31/2002				\$9.60	\$12.83			
	12/31/2002	\$23.58		\$27.80				18.00	
	1/1/2003						\$5.00		
	ChgFORReturnedCk	\$							
	1/16/2003								\$130.00
	ck1510	\$81.26							
03FEB	1/31/2003				\$9.60	\$12.83			
	1/31/2003	\$11.79		\$25.02				9.00	

8/23/20010:5:26AM

Page: 3,349

SEBRING RIDGE UTILITIES, INC.

Water and Sewer History by Customer

William Bullock

4801MAC

	Date Posted	***** Base Fee *****		***** Current Charges *****		Set-Up Or Other	Usage:	Payments
		First	Second	First	Second			
03OCT	9/30/2003	\$13.10	\$27.80				10.00	
	9/30/2003 mo0864s40.63							\$75.00
03NOV	10/30/2003			\$9.60	\$12.83			
	10/30/2003	\$11.79	\$25.02				9.00	
	11/20/2003 ck1083s81.26							\$125.00
03DEC	11/30/2003			\$9.60	\$12.83			
	11/30/2003	\$10.48	\$22.24				8.00	
04JAN	12/30/2003			\$9.60	\$12.83			
	12/30/2003	\$19.65	\$27.80				15.00	
	1/6/2004 mo3851s35.07							\$55.00
04FEB	1/30/2004			\$9.60	\$12.83			
	1/30/2004	\$19.65	\$27.80				15.00	
04MAR	3/1/2004			\$9.60	\$12.83			
		\$34.06	\$27.80				26.00	
	3/9/2004 cash							\$90.00
	3/15/2004 ck1042s81.26							\$133.78
04APR	3/30/2004			\$9.60	\$12.83			
	3/30/2004	\$24.89	\$27.80				19.00	
04MAY	4/30/2004			\$9.60	\$12.83			
	4/30/2004	\$14.41	\$27.80				11.00	
	5/4/2004 ck1058s61.80							\$100.00
04JUN	6/30/2004			\$9.60	\$12.83			
	5/30/2004	\$24.89	\$27.80				19.00	

8/23/20010:5:26AM

Page: 3,348

SEBRING RIDGE UTILITIES, INC.

Water and Sewer History by Customer

William Bullock

4801MAC

	Date Posted	***** Base Fee *****		***** Current Charges *****		Set-Up Or Other	Usage: Payments
		First	Second	First	Second		
03MAR	2/28/2003			\$9.60	\$12.83		
	2/28/2003						\$75.00
		ck001 \$40.63					
	2/28/2003	\$10.48	\$22.24				8.00
	3/19/2003					\$100.00	
		RTCK#001\$75.00+25					
	3/20/2003						\$75.00
		2ndTimeBank#001\$75.					
03APR	3/31/2003			\$9.60	\$12.83		
	3/31/2003	\$15.72	\$27.80				12.00
	4/3/2003						\$71.00
		ck1602 \$40.63					
03MAY	4/30/2003			\$9.60	\$12.83		
	4/30/2003	\$13.10	\$27.80				10.00
	5/27/2003						\$150.00
		ck1652s81.26					
03JUN	5/31/2003			\$9.60	\$12.83		
	6/1/2003	\$66.81	\$27.80				51.00
03JUL	6/30/2003			\$9.60	\$12.83		
	6/30/2003	\$66.81	\$27.80				51.00
	7/23/2003						\$200.00
		ck1677s-128.00					
03AUG	7/31/2003			\$9.60	\$12.83		
	7/31/2003	\$10.48	\$22.24				8.00
	7/31/2003					\$225.00	
		\$200bdck+\$25chg.ck#1					
	8/18/2003						\$285.00
		mo1904s192.03					
03SEP	8/30/2003			\$9.60	\$12.83		
	8/30/2003	\$13.10	\$27.80				10.00
03OCT	9/30/2003			\$9.60	\$12.83		

8/23/20010: 5:26AM

Page: 3,350

SEBRING RIDGE UTILITIES, INC.

Water and Sewer History by Customer

William Bullock

4801MAC

	Date Posted	***** Base Fee *****		***** Current Charges *****		Set-Up Or Other	Usage: Payments
		First	Second	First	Second		
04JUN	6/10/2004 ck1102pvchg						\$54.76
	6/10/2004 \$10 is pvchg!					\$10.00	
	6/21/2004 ck1747s/pvchg						\$70.12
04JUL	6/30/2004			\$9.60	\$12.83		
	6/30/2004	\$30.13	\$27.80				23.00
04AUG	7/30/2004			\$9.60	\$12.83		
	7/30/2004	\$23.58	\$27.80				18.00
04SEP	8/30/2004			\$9.60	\$12.83		
	8/30/2004	\$19.65	\$27.80				15.00
	9/13/2004 ck098s121.89						\$200.00
04OCT	9/30/2004			\$9.76	\$13.06		
	9/30/2004	\$6.65	\$14.15				5.00
04NOV	10/30/2004			\$9.76	\$13.06		
	10/30/2004	\$9.31	\$19.81				7.00
	11/16/2004 cash s77.06						\$120.00
04DEC	11/30/2004			\$9.76	\$13.06		
	11/30/2004	\$11.97	\$25.47				9.00
05JAN	12/31/2004			\$9.76	\$13.06		
	12/31/2004	\$27.93	\$28.30				21.00
	1/5/2005 ck1023 s35.70						\$59.87
05FEB	1/31/2005			\$11.88	\$15.48		
	1/31/2005	\$26.60	\$28.30				20.00
	2/21/2005 ck1092 s41.36						\$79.05

\$160.26

\$79.05

\$82.26 - Not Paid

8/23/2005 10:55:26AM

Page: 3,351

SEBRING RIDGE UTILITIES, INC.

Water and Sewer History by Customer

William Fullock

4801MAC

Date Posted	***** Base Fee *****		***** Current Charges *****		Set-Up Or Other	Usage: Payments
	First	Second	First	Second		
05MAR 2/28/2005				\$14.96		
2/28/2005		\$28.30		43.26		13.00
3/30/2005 ck1031						\$43.26
05APR 4/7/2005				\$14.08		
4/7/2005		\$28.30		42.38		10.00
4/19/2005 ck1104						\$39.05 Apply Toward \$32.26 for balance past due of \$42.38 of \$43.21
5/2/2005 ck1108						
05MAY 5/3/2005				\$13.06		
5/3/2005		\$28.30		41.36		21.00
6/6/2005 1061						\$41.36
05JUN 5/31/2005				\$13.06		
6/1/2005		\$28.30		41.36 Due End of June		16.00
05JUL 7/3/2005				\$13.06		
7/7/2005 7/18/2005		\$28.30		41.36 Due End of July		10.00
8/1/05						43.00 Pa 8/1/05 Apply Extra \$13.06 to past due amount of \$43.21 for remain- ing past due amount of \$41.57
8/1/05		28.30		41.36 Due End of August		

8/31/05

Paid \$41.57
Cleared Out Past
Due Amount But
Did Not Pay the
current Billed
Amount of \$41.36