

Regulated Plant Accounting

2307 Amherst Ave. Orlando, Florida 32804-5401
Phone 407-843-9060 Cell 321-217-6407 FAX 407-843-0990

November 17, 2008

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSC
08 NOV 18 PM 3:14
COMMISSION
CLERK

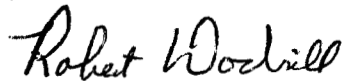
Re: Docket No. 080268-WS Application for transfer of the Springside
Water and Wastewater System to Hideaway etc.

Dear Ms. Cole

Enclosed are the responses to items 12a – 15 of Patti Daniels deficiency letter dated
Sept. 9, 2008.

Through miscommunications, these were not sent to you in the requested time
frame. Mr. McBride has approved these items and I was charged with sending them
to you with exhibits.

Thank you



Robert F. Dodrill Sr.

DOCUMENT NUMBER-DATE
10744 NOV 18 08
FPSC-COMMISSION CLERK

Regulated Plant Accounting

2307 Amherst Ave. Orlando, Florida 32804-5401
Phone 407-843-9060 Cell 321-217-6407 FAX 407-843-0990

September 26, 2008

Ms. Ann Cole, Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 080268-WS, Joint application etc. Response to FPSC Letter dated September 9, 2008 from Patti Daniel, Numbered items 12a to 12d, 13, 14 and 15.

Dear Ms. Cole,

I am responding on behalf of Robert McBride to noted sections of the above referenced letter.

12 Customer Billing 12a A copy of two customers bills using the new billing format is Exhibit 1 following this letter.

12b The format is different than that included in FIMC Hideaway Inc's existing tariff. This is because FIMC Hideaway is in the process of providing better customer service by upgrading the customer billing and information system to a computer based billing program. This system has online customer history files as opposed to the manual system which was used in the recent past.

12c Concerning the applicable billing rates, the Redline Technical staff is working on this issue. Until this is resolved, Hideaway is going to present the rates to the customers with a rubber stamp on the face of the bill. See Exhibit No. 2

The changes needed to convert Redline's Alabama based Rural Billing program to a Florida Public Service Commission compliant system are being addressed as the issues are recognized. See Exhibit No. 3 (www.redlinedata.com)

12d The zero day window for payment prior to being classed as late was obviously overlooked and as the billing format was not proofread. The 21 day late designation will be included on bills hereafter, and will be submitted to the FPSC prior to the next billing.

13 Late Payment Charge 13a Hideaway Utility management recognizes that no late fee is authorized and states that no late fee has ever been collected.

13b N/A

DOCUMENT NUMBER-DATE
10744 NOV 18 08
FPSC-COMMISSION CLERK

Re: Docket No. 080268-WS, Joint application etc. Response to FPSC Letter dated September 9, 2008 from Patti Daniel, Numbered items 12a to 12d, 13, 14 and 15. (continued)

14 Service Response Times Hideaway is a very informal community and Bob McBride has a resident manager, Mr. Bill Campbell who takes care of Customer Service. If problems come to his attention, Mr. Campbell either contacts the water operator, Lonnie Parnell or if the issue is wastewater, contacts the wastewater operator. In either case, Mr. Campbell calls Mr. McBride to keep him informed. Mr McBride states that very few complaints are communicated to him directly. No log of complaints or situations has been maintained, although this has been corrected. (see below)

Recently, since the Florida DEP has been involved in Hideaway's business, a DEP official handed out cards and some problems are being communicated directly to DEP. Mr. McBride has been informed that each and every problem should be brought to his attention and beginning with September 2008, he is maintaining a log of complaints and situations along with the time and type of responses and final resolutions. This log will be available for FPSC inspection upon notice.

15 Additional Information No additional information deemed to be relevant to staff's analysis of this transfer is known at this time. If any such information comes to light, it will be forwarded to the commission at that time.

Thank you very much,

Robert F. Dodrill Sr.

Hideaway Utility's Inc.

FIMC HIDEAWAY
P.O.BOX 357246
GAINESVILLE, FL 32635

352-375-3935

FIMC HIDEAWAY
P.O.BOX 357246
GAINESVILLE, FL 32635

352-375-3935

Redline Data Systems (888) 534-0216 Form - CORINTH-GENL

ACCOUNT	SERVICE			
	FROM	TO		
01-00102-00	07/27/08	08/27/08		
PREV	CURR	USAGE	ITEM	AMOUNT
0167850	0167850	0000000	WTR	13.02
			SEWER (11.11 MIN)	11.11
			FAC MAINT SC	8.00
PREV	0.00	BILLED ON		08/27/08
CURR	32.13	DUE ON		09/11/08
NET	32.13	LATE ON		09/11/08
LATE	37.13			

RETURN THIS STUB WITH PAYMENT

MAKE CHECKS PAYABLE TO: FIMC HIDEAWAY INC.
A LATE PENALTY MAY BE ADDED IF NOT PAID BY DUE DATE. IF PREVIOUS BALANCE IS NOT PAID BY DATE DUE, SERVICE MAY BE DISCONNECTED WHICH WILL RESULT IN A RECONNECT FEE.

ACCOUNT	01-00102-00
DUE DATE	09/11/08
AMOUNT	32.13

JOE & RUTH WALL
P.O. BOX 308
CLINTON OH 44216



Redline Data Systems (888) 534-0216 Form - CORINTH-GENL

ACCOUNT	SERVICE			
	FROM	TO		
02-00001-00	07/27/08	08/27/08		
PREV	CURR	USAGE	ITEM	AMOUNT
0760720	0760720	0000000	WTR	8.07
	695750	695750	0 GAS	
			SEWER (16.56 MIN)	16.56
PREV	24.63	BILLED ON		08/27/08
CURR	24.63	DUE ON		09/11/08
NET	49.26	LATE ON		09/11/08
LATE	54.26			

RETURN THIS STUB WITH PAYMENT

MAKE CHECKS PAYABLE TO: FIMC HIDEAWAY INC.
A LATE PENALTY MAY BE ADDED IF NOT PAID BY DUE DATE. IF PREVIOUS BALANCE IS NOT PAID BY DATE DUE, SERVICE MAY BE DISCONNECTED WHICH WILL RESULT IN A RECONNECT FEE.

ACCOUNT	02-00001-00
DUE DATE	09/11/08
AMOUNT	49.26

MARY ANN TEMPLE
800 KENYON RD
WHITESVILLE NY 14897



Redline Data Systems (888) 534-0216 Form - CORINTH-GENL

ACCOUNT	SERVICE			
	FROM	TO		
PREV	CURR	USAGE	ITEM	AMOUNT
PREV		BILLED ON		
CURR		DUE ON		
NET		LATE ON		
LATE				

RETURN THIS STUB WITH PAYMENT

ACCOUNT	
DUE DATE	
AMOUNT	

Redline Data Systems (888) 534-0216 Form - CORINTH-GENL

ACCOUNT	SERVICE			
	FROM	TO		
PREV	CURR	USAGE	ITEM	AMOUNT
PREV		BILLED ON		
CURR		DUE ON		
NET		LATE ON		
LATE				

RETURN THIS STUB WITH PAYMENT

ACCOUNT	
DUE DATE	
AMOUNT	

EXHIBIT I

EXHIBIT II

FIMC HIDEAWAY
P.O. BOX 357246
GAINESVILLE, FL 32635

352-375-3935

Redline Data Systems (888) 534-0216 Form - CORINTH-GENL

ACCOUNT	SERVICE			
	FROM	TO		
01-00102-00	07/27/08	08/27/08		
PREV	CURR	USAGE	ITEM	AMOUNT
0167850	0167850	0000000	WTR	13.02
			SEWER (11.11 MIN) SWR	11.11
			FAC MAINT SC	8.00
PREV	0.00			
CURR	32.13	BILLED ON	08/27/08	
NET	32.13	DUE ON	09/11/08	
LATE	37.13	LATE ON	09/11/08	

RETURN THIS STUB WITH PAYMENT

MAKE CHECKS PAYABLE TO: FIMC HIDEAWAY INC.
A LATE PENALTY MAY BE ADDED IF NOT PAID BY DUE DATE. IF PREVIOUS BALANCE IS NOT PAID BY DATE DUE, SERVICE MAY BE DISCONNECTED WHICH WILL RESULT IN A RECONNECT FEE.

ACCOUNT	01-00102-00
DUE DATE	09/11/08
AMOUNT	32.13

JOE & RUTH WALL
P.O. BOX 308
CLINTON OH 44216

Water Base 13.02
Water Usage 2.89/1000 Gal
Sewer Usage 2.52/1000 Gal



FIMC HIDEAWAY
P.O. BOX 357246
GAINESVILLE, FL 32635

352-375-3935

Redline Data Systems (888) 534-0216 Form - CORINTH-GENL

ACCOUNT	SERVICE			
	FROM	TO		
02-01177-00	07/27/08	08/27/08		
PREV	CURR	USAGE	ITEM	AMOUNT
0601830	0603150	0001320	WTR	11.79
	841720	841720	0 GAS	
			SEWER (16.56 MIN) SWR	23.60
PREV	0.00			
CURR	35.39	BILLED ON	08/27/08	
NET	35.39	DUE ON	09/11/08	
LATE	40.39	LATE ON	09/11/08	

RETURN THIS STUB WITH PAYMENT

MAKE CHECKS PAYABLE TO: FIMC HIDEAWAY INC.
A LATE PENALTY MAY BE ADDED IF NOT PAID BY DUE DATE. IF PREVIOUS BALANCE IS NOT PAID BY DATE DUE, SERVICE MAY BE DISCONNECTED WHICH WILL RESULT IN A RECONNECT FEE.

ACCOUNT	02-01177-00
DUE DATE	09/11/08
AMOUNT	35.39

JOE THOMPSON
11049 NW 112TH PL
CHIEFLAND FL 32626

Water Base 8.07
Water Usage 2.82/1000 Gal
Sewer Usage 5.33/1000 Gal
Lawn Usage 1.61/1000 Gal





REDLINE DATA SYSTEMS

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EXHIBIT III
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Overview

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Rural Billing

The Simple Solution for Utility Billing

In the utility billing arena simplicity is priority one and Redline Data Systems' Rural Billing® utility billing package meets this challenge and remains one of the most simple-to-use, expandable and affordable applications available today.

When researching market needs, utility company complaints revolved around billing systems that were either too complex, too limited or too expensive for the smaller utility company (3,000 customers or less). These complaints were kept in mind, and addressed, during the development of Rural Billing® to ensure that the needs of the small utility company were met.



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REDLINE DATA SYSTEMS

EXHIBIT III
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Latest News

Rural Billing 5.0 Released

With the release of 5.0 of the Rural Billing utility application, clients are provided with yet more features that allow maximum productivity while remaining simple to use.

» [More Info](#)

Welcome

Simple Solutions

Since 1996, Redline Data Systems has focused on providing simple solutions in the form of exceptional software products and consulting services.

Our experience in a variety of technological areas coupled with our willingness to "listen" has allowed us to provide straightforward, simple solutions to meet our clients productivity needs.

