

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Complaint of Mad Hatter )  
Utility, Inc. and Paradise Lakes )  
Utility, LLC Against Verizon )  
Florida, LLC. )  
\_\_\_\_\_ )

Docket No.

090313-PC

COMMISSION  
CLERK

09 MAY 15 PM 2:47

RECEIVED-FPSC

COMPLAINT

COMES NOW Mad Hatter Utility, Inc. and Paradise Lakes Utility, LLC (hereinafter both "MHU and PLU" or "Customers") by and through their undersigned attorneys and pursuant to the provisions of Section 25-22.035 and 25-30.560, Florida Administrative Code, and files this Complaint against Verizon Florida, LLC (hereinafter "Utility" or "Verizon") and in support states as follows:

Conformance With the Requirements of  
Rule 25-22.036(7)(a) 1 & 2, Florida Administrative Code

1. The name of the Commission is the Florida Public Service Commission and there is no Commission docket number as of the date of filing this Complaint.

2. The name and address of the complainants are Mad Hatter Utility, Inc. and Paradise Lakes Utility, LLC, 2348 Raden Drive Land O' Lakes, FL 34639.

3. The name and address of the Registered Agent of the Utility Company is Verizon Florida, LLC, CT Corporation System, 1200 South Pine Island Road, Plantation, Florida 33324.

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DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

4. MHU and PLU own properties which are provided with telecommunication services by Verizon, and as such, are substantially affected by the regulatory requirement for provision of such services and failure to provide such services by Verizon to those properties.

Statement of Facts and Actions Which Constitute a Violation

5. The Florida Public Service Commission authorized Verizon to provide telecommunication services, including the data line services, that had been provided to MHU and PLU at four different locations for their water treatment operations in Pasco County, Florida. Specifically, Verizon has provided water treatment plant operational monitoring through data line services to both of the Complainants at four water facility locations in south central Pasco County along Highway 54 corridor near US 41.

6. The following locations for MHU's system and phone numbers which have been receiving data line services to the water treatment plant operational monitoring for approximately 15 years and have been regularly billed are as follows:

Mad Hatter Utility, Inc.

Twin Palms WTP, 1532 Twin Palms Loop	
State Road 54 W.T.P., 23731 SR-54	(813) 948-4025
Carpenter's Run W.T.P., 21514 Lagoon Dr.	(813) 948-1532
The Yard CC II W.T.P., 1501 Cypress Creek Rd.	(813) 242-7949
Paradise Lakes Utility W.T.P., 1901 Brinson Rd.	(813) 949-2657

7. The PLU system had a similar service installed in the Fall of 2007 by Verizon staff. However, the lines were never permanently placed and to our knowledge service has never been initiated, yet PLU has been billed consistently since the initial installation in the Fall of 2007. The location and number is as follows:

Paradise Lakes Utility, LLC

PLU Water Treatment Plant, 1901 Brinson Road (813) 949-2657

8. MHU and PLU discovered in the summer of 2008 that all four of the water treatment plant locations were not connected and were not sending data and/or call forwarded messages to MHU and PLU, as is intended by the service provided by Verizon. In addition, apparently such service has not been operating in conformance with the proposed service provided for several months, if not many years. MHU and PLU have attempted to contact someone at the local Verizon offices to come and repair these lines and has received no response.

9. The purpose of these data line services to the water treatment plants of the Complainants is to ensure proper notification to MHU and PLU in case of power outage or other emergency at their facilities as required by FDEP. As such, their operation is essential and the failure of such services to operate properly could be highly detrimental and in fact endanger the public, if these services are not properly provided.

10. As regards PLU's water treatment plant, the line was installed in November of 2007. Since that time, the line has never been properly secured, elevated, or buried. It is currently running along the ground of two neighbors' properties with no easements adjacent to the PLU's water treatment plant, and connected through the neighbor's outside phone jack on her carport and across her concrete slab driveway along the ground on two vacant lots.

11. The data services to the MHU properties were installed approximately 15 years ago, including an alarm monitoring service pilot project on my client's sewage lift stations located near the intersection of State Road 54 and US 41. Approximately 10 years ago, a representative of Verizon, Mr. Mark Gilbert, notified MHU that the service pilot project was being discontinued. The staff of Verizon then removed their printer from MHU's office and to MHU's knowledge that service has been discontinued since that time.

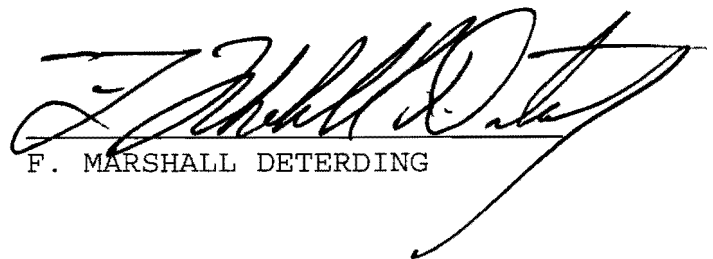
12. A recent audit of the telephone bills of MHU revealed to management that they have been incurring charges again for these continuing monitoring service to its liftstation and water treatment plant sites, but no service or equipment is currently being provided or exists. Copies of the recent bills for such service are attached.

WHEREFORE, MHU and PLU request that the Public Service Commission order Verizon to provide an accounting of all monies paid

for the provision of these services over the last 15 years, and to require a refund of all such monies paid. The Complainants believe that they are not only entitled to a refund for all of the services which have been billed but have not been provided, but also believes that Verizon should be ordered to contact the Complainant and coordinate complete installation of facilities and to begin providing the services for which it has contracted immediately in the public interest. Failure to do so has placed in jeopardy MHU's and PLU's ability to provide safe and efficient service to its customers and to provide such additional relief as the Commission sees fit.

Respectfully submitted this  
15<sup>th</sup> day of May, 2009,  
by:

ROSE, SUNDSTROM & BENTLEY, LLP  
2548 Blairstone Pines Drive  
Tallahassee, Florida 32301  
(850) 877-6555



F. MARSHALL DETERDING

**CERTIFICATE OF SERVICE**

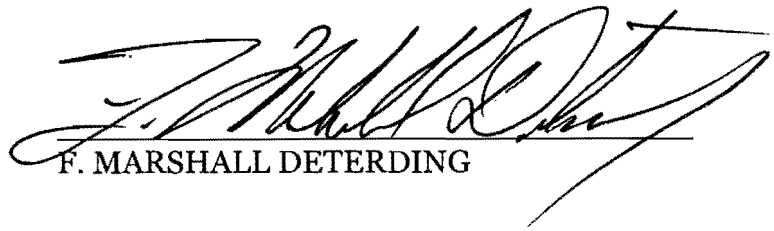
I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished  
by U.S. Mail this 15<sup>th</sup> day of May, 2009, to:

Registered Agent:

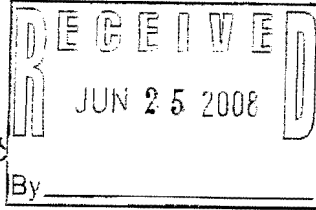
Verizon Florida, LLC  
c/o CT Corporation System  
1200 South Pine Island Road  
Plantation, FL 33324

Principal Address:

Verizon Florida, LLC  
One Tampa City Center  
201 North Franklin Street  
Tampa, FL 33602



F. MARSHALL DETERDING



Billing Date: 06/16/08 Page 1 of 4  
 Telephone Number: 813-331-5525  
 Account Number: 151213068732667204  
 How to Reach Us: See page 2

**Account Summary**

<b>Previous Charges</b>	\$ 34.13
Payment Received on Jun 07.	- 34.13
<b>Balance</b>	<b>\$ .00</b>

**New Charges**

Verizon (page 3)	\$ 34.13
<b>Total New Charges Due Jul 10</b>	<b>\$ 34.13</b>

To avoid a late payment charge, payment must be received before July 17, 2008.

**Total Due \$ 34.13**

41590  
 26758004  
 27758004

**Mail Payments To:**

Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041

**Change of billing address?**

Go to [verizon.com/billingaddress](http://verizon.com/billingaddress) or see page 2.



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▼ Detach & return payment slip with your check, payable to Verizon



**MONTHLY SERVICE - REGULATED (Jun 16 to Jul 16)**

Description	Qty	Unit Rate	
CKT# ..VM5525...			
LN#8131VM5525			
1 Alarm monitoring service	1	30.00	30.00
<b>Total</b>			<b>\$ 30.00</b>

**REGULATED SERVICE TAXES AND SURCHARGES**

2 Local communications services tax			1.38
3 State communications services tax			2.04
4 State gross receipts tax			.71
<b>Total</b>			<b>\$ 4.13</b>

*Verizon regulated charges* **\$ 34.13**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

**Total Verizon charges** **\$ 34.13**

**For Your Information**

**Important billing information**

When you provide a check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from this process, please call 1-888-500-5358. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

**Important Rate Change Information**

Effective on July 19, the late payment charge will be the greater of 2.1% of the outstanding balance or \$7.00. For more information, visit us at [www.verizon.com](http://www.verizon.com) or call the toll-free number on your bill.

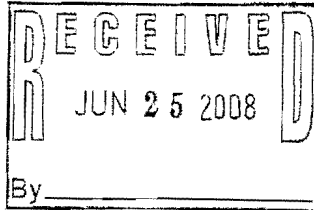




Billing Date: 06/16/08 Page 1 of 4  
 Telephone Number: [REDACTED]  
 Account Number: 15 1213 0637327551 01  
 How to Reach Us : See page 2

**Account Summary**

Previous Charges	\$ 34.13
Payment Received on Jun 07.	- 34.13
<b>Balance</b>	<b>\$ .00</b>
<b>New Charges</b>	
Verizon (page 3)	\$ 34.13
<b>Total New Charges Due Jul 10</b>	<b>\$ 34.13</b>
To avoid a late payment charge, payment must be received before July 17, 2008.	
<b>Total Due</b>	<b>\$ 34.13</b>



41590  
 26758004  
 27758004

**Mail Payments To:**  
 Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041

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**MONTHLY SERVICE - REGULATED (Jun 16 to Jul 16)**

Description	Qty	Unit Rate	
CKT# ..VM5509...			
LN#8131VM5509			
1 Alarm monitoring service	1	30.00	30.00
<b>Total</b>			<b>\$ 30.00</b>

**REGULATED SERVICE TAXES AND SURCHARGES**

2 Local communications services tax			1.38
3 State communications services tax			2.04
4 State gross receipts tax			.71
<b>Total</b>			<b>\$ 4.13</b>

*Verizon regulated charges* **\$ 34.13**

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**Total Verizon charges** **\$ 34.13**

**For Your Information**

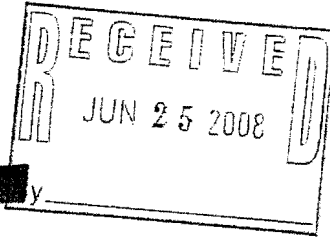
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**verizon**



Billing Date: 06/16/08 Page 1 of 4  
Telephone Nu [REDACTED] 6  
Account Number: 15 1213 0667326677 01  
How to Reach Us : See page 2

**Account Summary**

Previous Charges	\$ 33.48
Payment Received on Jun 07.	- 33.48
<b>Balance</b>	<b>\$ .00</b>

**New Charges**

Verizon ( page 3)	\$ 33.48
<b>Total New Charges Due Jul 10</b>	<b>\$ 33.48</b>

To avoid a late payment charge, payment must be received before July 17, 2008.

**Total Due \$ 33.48**

41590  
26758004  
27758004

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Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041

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**MONTHLY SERVICE - REGULATED (Jun 16 to Jul 16)**

Description	Qty	Unit Rate	
CKT# ..VM5510...			
LN#8131VM5510			
1 Alarm monitoring service	1	30.00	30.00
<b>Total</b>			<b>\$ 30.00</b>

**REGULATED SERVICE TAXES AND SURCHARGES**

2 Local communications services tax			.73
3 State communications services tax			2.04
4 State gross receipts tax			.71
<b>Total</b>			<b>\$ 3.48</b>

*Verizon regulated charges* **\$ 33.48**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

**Total Verizon charges** **\$ 33.48**

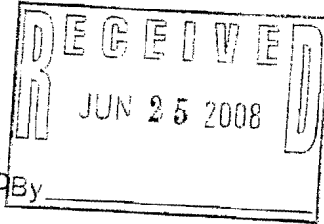
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Billing Date: 06/16/08 Page 1 of 4  
 Telephone Number: [REDACTED]  
 Account Number: 15 1213 0657326674 05  
 How to Reach Us : See page 2

**Account Summary**

<b>Previous Charges</b>	\$ 34.13
Payment Received on Jun 07.	- 34.13
<b>Balance</b>	<b>\$ .00</b>
<b>New Charges</b>	
Verizon (page 3)	\$ 34.13
<b>Total New Charges Due Jul 10</b>	<b>\$ 34.13</b>
To avoid a late payment charge, payment must be received before July 17, 2008.	
<b>Total Due</b>	<b>\$ 34.13</b>

41590  
 2675800-4  
 2775100-4

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**MONTHLY SERVICE - REGULATED (Jun 16 to Jul 16)**

Description	Qty	Unit Rate	
CKT# ..VM5508...			
LN#8131VM5508			
1 Alarm monitoring service	1	30.00	30.00
<b>Total</b>			<b>\$ 30.00</b>

**REGULATED SERVICE TAXES AND SURCHARGES**

2 Local communications services tax			1.38
3 State communications services tax			2.04
4 State gross receipts tax			.71
<b>Total</b>			<b>\$ 4.13</b>

*Verizon regulated charges* **\$ 34.13**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

**Total Verizon charges** **\$ 34.13**

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Billing Date: 06/19/08 Page 1 of 4  
 Telephone Number: [REDACTED] 071211  
 Account Number: 15 1213 0647243700 05  
 How to Reach Us : See page 2

**Account Summary**

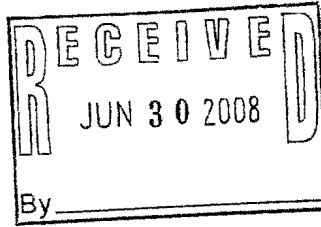
<b>Previous Charges</b>	\$ 44.24
<b>Payment Received on Jun 12.</b>	- 44.24
<b>Balance</b>	<b>\$ .00</b>

**New Charges**

Verizon (page 3)	\$ 44.24
<b>Total New Charges Due Jul 13</b>	<b>\$ 44.24</b>

To avoid a late payment charge, payment must be received before July 20, 2008.

**Total Due \$ 44.24**



**Mail Payments To:**  
 Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041

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**MONTHLY SERVICE - REGULATED (Jun 19 to Jul 19)**

Description	Qty	Unit Rate	
1 Business line - Measured, 1 Yr Term	1	30.95	30.95
2 Federal subscriber line charge	1	6.50	6.50
<b>Total Due</b>			<b>\$ 37.45</b>

**REGULATED SERVICE TAXES AND SURCHARGES**

3 Federal excise tax			1.12
4 Local communications services tax			.93
5 State communications services tax			2.60
6 State gross receipts tax			.90
7 Telecommunications Relay Service			.11
8 County 911 Funding Fee			.40
9 Federal Universal Service Fee			.73
<b>Total Due</b>			<b>\$ 6.79</b>

*Verizon regulated charges* **\$ 44.24**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

**Total Verizon charges** **\$ 44.24**

**Verizon Reads**

If you have checked the box on the first page of your phone bill or called your local business office and signed up to be a Literacy Champion, a tax deductible \$1 donation will be included monthly in the Verizon section of your bill. Contributions will benefit Verizon Reads, a non-profit effort supporting literacy programs. Even if you check the box or call the local business office to sign up, you are not required to pay the literacy donation. Phone service will not be terminated if you do not contribute. To discontinue your literacy donation, call the phone number on page two of your bill.

**For Your Information**

**Important billing information**

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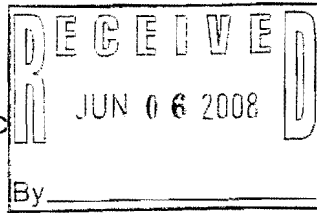
**Important Rate Change Information**

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**verizon**

██████████ TY INC



**Account Summary**

Previous Charges	\$ .07
No Payment Received	.00
<b>Balance Forward</b>	<b>\$ .07</b>

**New Charges**

Verizon (page 3)	\$ 51.79
Verizon Online (page 4)	79.95
<b>Total New Charges Due Jun 18</b>	<b>\$ 131.74</b>

To avoid a late payment charge, payment must be received before June 25, 2008.

**Total Due \$ 131.81**

41590  
2675800-4 \$65.90  
2775800-4 \$65.91

**Mail Payments To:**  
Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041

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Billing Date: 05/25/08 Page 1 of 4  
Telephone Number : ██████████ 060718  
Account Number: 15 1213 0605108413 00  
How to Reach Us : See page 2



**Grow Your Business with Us**

As a Verizon small business customer, we're committed to your success. Our products and services are designed to help your business grow, and are backed by our 24/7 tech support and the unmatched 99.9% reliability of the Verizon network. To learn what we can do for you, call us at 1-888-313-8037.



**Thinking of Switching to Cable?**

As a valued Verizon customer, you can count on us to meet all of your calling & Internet needs. We connect over 1.2 billion calls daily with 99.9% network reliability. Why bother with cable? Call 1-888-371-8033. Service not available in all areas.



**Switch to a Long Distance Plan that Adjusts to Your Needs**

With Verizon FlexDistance, you save no matter how many calls you make. Pay one flat monthly rate across the state or across the country. Add an international plan and save on calls abroad. And if your needs change, so can your plan. Call 1-888-842-8039.

▼ Detach & return payment slip with your check, payable to Verizon



**MONTHLY SERVICE - REGULATED (May 25 to Jun 25)**

Description	Qty	Unit Rate	
1 Non-published listing	1	4.75	4.75
2 Business line	1	32.79	32.79
3 Federal subscriber line charge	1	6.50	6.50
<b>Total</b>			<b>\$ 44.04</b>

**REGULATED SERVICE TAXES AND SURCHARGES**

4 Federal excise tax			1.32
5 Local communications services tax			1.09
6 State communications services tax			3.04
7 State gross receipts tax			1.06
8 Telecommunications Relay Service			.11
9 County 911 Funding Fee			.40
10 Federal Universal Service Fee			.73
<b>Total</b>			<b>\$ 7.75</b>

*Verizon regulated charges* **\$ 51.79**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

**Total Verizon charges** **\$ 51.79**

**Verizon Reads**

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**For Your Information**

**Important billing information**

When you provide a check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from this process, please call 1-888-500-5358. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

**Are you ready for Hurricane Season?**

With the 2008 Hurricane season beginning June 1, below are some ideas to help you prepare for a major storm that could strike our region. In advance of an emergency, you may wish to:

- \* Charge wireless phone batteries well before warnings are issued.
- \* Have additional fully-charged batteries or cigarette lighter adapters available for back-up power.
- \* If you are a FiOS customer, check to be sure the backup battery for the system is in full working order. FiOS telephone service will work for approximately four continuous hours on battery power and, used periodically or "as needed", could last as long as eight hours.
- \* Maintain a list of emergency numbers.
- \* Distribute wireless phone numbers to family members and friends.
- \* When dialing 9-1-1, remember to hit the "Send" key and state your location.

If you lose power your cordless phone(s) will not work. You may want to have a corded phone in your home. Stop by your nearest Verizon Plus store for a wide selection of corded phones and also stock up on extra batteries. Call toll free 1-800-483-6697 for the location nearest you.

For more information on how to prepare, check your Verizon Directory Customer Information Guide.



Billing Date: 06/04/08 Page 1 of 4  
 Telephone Number: 813 948-1532 070308  
 Account Number: 15 1213 0671172272 04  
 How to Reach Us : See page 2

**Account Summary**

Previous Charges	\$ 51.79
Payment Received on May 15.	- 51.79
<b>Balance</b>	<b>\$ .00</b>

**New Charges**

Verizon (page 3)	\$ 51.79
<b>Total New Charges Due Jun 28</b>	<b>\$ 51.79</b>

To avoid a late payment charge, payment must be received before July 05, 2008.

**Total Due \$51.79**



2675800-4 \$25.89  
 775800-4 \$25.90

**Mail Payments To:**  
 Verizon Florida LLC P.O. Box 920041, Dallas TX 75392-0041

page 2.



**Grow Your Business with Us**

As a Verizon small business customer, we're committed to your success. Our products and services are designed to help your business grow, and are backed by our 24/7 tech support and the unmatched 99.9% reliability of the Verizon network. To learn what we can do for you, call us at 1-888-293-8037.



**We're the Reliable Company**

We connect over 1.2 billion calls daily with 99.9% network reliability. As a valued Verizon customer, you can count on us to meet all of your calling and Internet needs. We've got what you need! Call 1-888-371-8033 today!

*Service not available in all areas.*

**Offer Won't Last Forever**

Right now, 0% lease rates are available on both data and voice Customer Premise Equipment (CPE). Please visit us online at [verizon.com/businesspower](http://verizon.com/businesspower) or contact a Verizon Sales Representative at 1-800-243-7977.

*Subject to change without notice.*

▼ Detach & return payment slip with your check, payable to Verizon



**MONTHLY SERVICE - REGULATED (Jun 4 to Jul 4)**

Description	Qty	Unit Rate	
1 Non-published listing	1	4.75	4.75
2 Business line	1	32.79	32.79
3 Federal subscriber line charge	1	6.50	6.50
<b>Total</b>			<b>\$ 44.04</b>

**REGULATED SERVICE TAXES AND SURCHARGES**

4 Federal excise tax			1.32
5 Local communications services tax			1.09
6 State communications services tax			3.04
7 State gross receipts tax			1.06
8 Telecommunications Relay Service			.11
9 County 911 Funding Fee			.40
10 Federal Universal Service Fee			.73
<b>Total</b>			<b>\$ 7.75</b>

*Verizon regulated charges* **\$ 51.79**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

**Total Verizon charges** **\$ 51.79**

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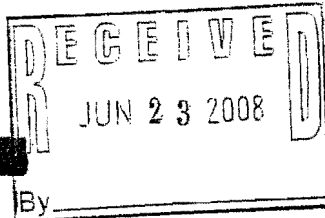
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**Important Rate Change Information**

Effective on July 19, the late payment charge will be the greater of 2.1% of the outstanding balance or \$7.00. For more information, visit us at [www.verizon.com](http://www.verizon.com) or call the toll-free number on your bill.



Billing Date: 06/13/08 Page 1 of 4  
 Telephone Number : [REDACTED] 0503  
 Account Number: 15 1213 0685072429 07  
 How to Reach Us : See page 2

**Account Summary**

<b>Previous Charges</b>	\$ 108.58
Payment(s) received. Thank you.	- 160.37
<b>Balance Forward</b>	<b>- \$ 51.79</b>
<b>New Charges</b>	
Verizon (page 3)	\$ 51.79
<b>Total New Charges Due</b>	<b>\$ 51.79</b>
<b>Total Due</b>	<b>\$ .00</b>

# 41590

2 675800-4  
 2 775800-4

**Mail Payments To:**  
 Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041



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Account: 15 1213 0685072429 07

211\*HBRDA1  
 00027275 4F0000157661  
 15-FL 1213  
 8139484025 20060503

061308

FS0613:9.242.69020 1 AV 0.324 06/22/08  
 MAD HATTER UTILITY INC  
 T-LWTP2  
 2348 RADEN DR  
 LAND O LAKES FL 34639-5136



15 1213 0685072429 07N00000005179 0000000000 04



**PAYMENTS**

1 Payment Received on May 15.	CR 51.79
2 Payment Received on Jun 07.	CR 108.58
Payment(s) applied to previous charges.	<b>Total CR \$ 160.37</b>

**MONTHLY SERVICE - REGULATED (Jun 13 to Jul 13)**

Description	Qty	Unit Rate	
3 Non-published listing	1	4.75	4.75
4 Business line	1	32.79	32.79
5 Federal subscriber line charge	1	6.50	6.50
<b>Total</b>			<b>\$ 44.04</b>

**REGULATED SERVICE TAXES AND SURCHARGES**

6 Federal excise tax	1.32
7 Local communications services tax	1.09
8 State communications services tax	3.04
9 State gross receipts tax	1.06
10 Telecommunications Relay Service	.11
11 County 911 Funding Fee	.40
12 Federal Universal Service Fee	.73
<b>Total</b>	<b>\$ 7.75</b>

*Verizon regulated charges* **\$ 51.79**

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**Total Verizon charges** **\$ 51.79**

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