

CLASS A

WATER AND/OR WASTEWATER UTILITIES

**FINANCIAL, RATE
AND ENGINEERING
MINIMUM FILING
REQUIREMENTS**

OF

NI FLORIDA, LLC

Exact Legal Name of Utility

VOLUME III



FOR THE

Test Year Ended: December 31, 2008

DOCUMENT NUMBER - DATE

07361 JUL 21 8

FPSC - COMMISSION OF PUP

CLASS A AND B WATER AND /OR SEWER UTILITIES
FINANCIAL, RATE AND ENGINEERING
MINIMUM FILING REQUIREMENTS
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VOLUME III

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DOCUMENT NUMBER-DATE

07361 JUL 21 8

FPSC-COMMISSION CLERK

Ni Florida, LLC – Sewer

Docket No. 090182-SU

Pasco County

25.30.440 (1)
DETAILED MAP

Test Year Ended December 31, 2008

MAP PROVIDED SEPARATELY

Ni Florida, LLC – Sewer

Docket No. 090182-SU

Pasco County

25.30.440 (2)
CHEMICALS USED

NOT APPLICABLE

Test Year Ended December 31, 2008

Ni Florida, LLC – Sewer

Docket No. 090182-SU

Pasco County

25.30.440 (3)
CHEMICAL ANALYSIS

NOT APPLICABLE

Test Year Ended December 31, 2008

Ni Florida, LLC -- Sewer

Docket No. 090182-SU

Pasco County

25.30.440 (4)
OPERATIONS REPORTS

NOT APPLICABLE

Test Year Ended December 31, 2008

Ni Florida, LLC – Sewer

Docket No. 090182-SU

Pasco County

25.30.440 (5)
INSPECTION REPORTS

NOT APPLICABLE

Test Year Ended December 31, 2008

Ni Florida, LLC -- Sewer

Docket No. 090182-SU

Pasco County

25.30.440 (6)
PERMITS

NOT APPLICABLE

Test Year Ended December 31, 2008

Ni Florida, LLC – Sewer

Docket No. 090182-SU

Pasco County

25.30.440 (7)
NOTICES

NOT APPLICABLE

Test Year Ended December 31, 2008

Ni Florida, LLC – Sewer

Docket No. 090182-SU

Pasco County

25.30.440 (8)
FIELD EMPLOYEES

Test Year Ended December 31, 2008

**FLORIDA UTILITY GROUP, LLC - MANAGEMENT AND EMPLOYEES
INVOLVED IN NI FLORIDA, LLC - HUDSON OPERATIONS - TEST YEAR
2008 (January through December)**

Management

John Wittenzellner Jr.
President: Manages operations, customer service, billing, collection and employees for all Ni Florida, LLC owned facilities.

Terry Kelsey
Vice President: Manages day to day operations and employees for all Ni Florida, LLC owned facilities.

David DiLena
CPA: Manages AR, AP and oversees billing and collection of customer accounts.

Jenny Jernigan
Compliance Manager: Manages compliance of day to day operations for all Ni Florida, LLC owned facilities.

Corey Wittenzellner
Customer Service Manager: Manages customer service for all Ni Florida, LLC owned facilities.

Current Operation's Employees

John Willis, Field Supervisor: John Willis is responsible for the day-to-day operation of the Ni Florida, LLC – Hudson collection system.

Doug Patterson, Operator: Doug Patterson holds Class B Wastewater Treatment licenses and is back up and vacation relief support for the day-to-day operation of the Ni Florida, LLC – Hudson collection.system.

Roger Lake, Operator: Roger Lake holds Class C Water and Class B Wastewater Treatment licenses and is back up and vacation relief support for the day-to-day operation of the Ni Florida, LLC – Hudson collection system.

William Denise, Operator: William Denise holds Class C Water and Class C Wastewater Treatment licenses and is back up and

vacation relief support for the day-to-day operation of the Ni Florida, LLC – Hudson collection system.

Facilities

The Ni Florida, LLC - Hudson collection system is located in the City of Hudson and serves more than 2,500 customers that are primarily located along canals and the Gulf of Mexico.

The system contains thirty-eight regular lift stations and four master lift stations for a total of forty-two lift stations. The master lift stations are visited on a daily basis and the regular lift stations are visited between two and five times a week (depending on location and proximity to surface water).

The collection system consists of 133,669 linear feet of 8-inch gravity main, 503 manholes, 19,349 linear feet of 6-inch service lines, 49,007 linear feet of 4-inch service lines and 65,991 linear feet of forced main.

As the entire facility is classified as a collection system, the following Department of Environment Protection regulation applies:

62-604.500 Operation and Maintenance.

(1) Even though operation permits are not issued for collection systems, the operation and maintenance provisions of Rule 62-604.500, F.A.C., are applicable to both new and existing domestic wastewater collection/transmission facilities.

(2) All collection/transmission systems shall be operated and maintained so as to provide uninterrupted service as required by this rule.

(3) All equipment necessary for the collection/transmission of domestic wastewater, including equipment provided pursuant to subsection 62-604.400(2), F.A.C., shall be maintained so as to function as intended. In the event odor, noise or lighting adversely affect neighboring developed areas at levels prohibited by paragraph 62-604.400(2)(c), F.A.C., corrective action (which may include modifications of the collection/transmission system) shall be taken by the permittee. Other corrective action may be required to ensure compliance with rules of the Department.

(4) Copies of record drawings and the operation and maintenance manual shall be available at a site within the boundaries of the district office or delegated local program permitting the collection/transmission system, for use by operation and maintenance personnel and for inspection by Department personnel.

(a) The operation and maintenance manual shall provide for reliable and efficient operation and maintenance of the collection/transmission system.

(b) The detail of the operation and maintenance manual shall be consistent with the complexity of the system. The manual shall be developed in accordance with the technical guidance document contained in paragraph 62-604.300(4)(i), F.A.C., and the unique requirements of the individual wastewater facility and shall provide the operator with adequate information and

description regarding the design, operation, and maintenance features of the facility involved, including an emergency response plan.

(c) The operation and maintenance manual shall be revised periodically to reflect any alterations performed or to reflect experience resulting from operation.

(d) A new operation and maintenance manual is not required to be developed for each project if there is already an existing manual that is applicable to the facilities being constructed.

Duties and Responsibilities

- a) Responsible for performing collection system operation and maintenance. Duties are to be completed in a reasonable and professional manner consistent with standard operating practices in order to comply with state and local regulatory rules and requirements. Must perform duties consistent with protection of the public health and the environment.
- b) Perform responsible, efficient, and effective on-site management and supervision of all system functions.
- c) Submit complete, accurate, and timely periodic operating reports.
- d) Report to the Owner and Department of Environmental Protection any serious system breakdown or condition causing or likely to cause serious, inefficient or unsafe discharge of wastewater in a manner not authorized by the current regulations.
- e) Submit accurate reports relative to collection system, including sampling and laboratory analysis.
- f) Maintain an operation and maintenance log for each maintenance task performed.
- g) Perform required preventative maintenance in conformance with equipment manufacturer recommendations. Repair or replace equipment of the collection system components as needed to keep the collection system operating under the current regulations.
- h) Perform various service order functions including but not limited to the following: customer complaints, reading and checking meters; cross-connection inspections; installing or repairing the collection system.
- i) Maintain the visual aesthetics of the facilities in compliance with company standards, including grounds maintenance, fence repairs, site security, lighting fixtures, and general grounds upkeep.
- j) Check the master lift station flow meters seven days per week and record readings and report any abnormalities.
- k) Check the master lift stations seven days per week. Perform complete cleanings of these lift stations every Monday, Wednesday and Friday. Verify proper operations. Repair and/or report any abnormalities.

- l) Check the remaining lift stations on a scheduled basis to insure proper operations. Repair and/or report any abnormalities.
- m) Check chloride levels at the master lift stations weekly. If high levels are found, upstream testing may need to be performed to identify a problem area.
- n) Perform meter re-reads, deliver late notice door hangers, perform all required locates on a daily basis.
- o) Plug sewer lines as needed for delinquent accounts.
- p) Respond to after hour emergency call outs as needed.
- q) Perform cleaning of all lift stations on a scheduled basis. Remove debris from floats, pressure wash walls and pipe work. Verify proper operations.
- r) Assist County and other agencies for inspections or when needed to schedule shutdowns or diagnose utility problems.
- s) While performing these daily duties, visual observations are done to check for broken clean outs, leaks in sewer lines, and verification of proper operations.

State of Florida
Department of Environmental Protection

ISSUED: 3/17/2009

LICENSE NO.: 0007724

THE CLASS A WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

TERRY R. KELSEY

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE
SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 3/17/2009

LICENSE NO.: 0012905

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

TERRY R. KELSEY

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE
SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 2/25/2009

LICENSE NO.: 0008357

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

ROGER L. LAKE

CHARLIE CRIST

GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 2/25/2009

LICENSE NO.: 0009332

THE CLASS B WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

ROGER L. LAKE

CHARLIE CRIST

GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 3/27/2009

LICENSE NO.: 9542

THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

WILLIAM R DENISE

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE
SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 3/19/2009

LICENSE NO.: 12068

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

WILLIAM R DENISE

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE
SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 3/15/2009

LICENSE NO.: 0008528

THE CLASS B WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

DOUGLAS R. PATTERSON

CHARLIE CRIST

MICHAEL W. SOLE

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

Ni Florida, LLC – Sewer

Docket No. 090182-SU

Pasco County

25.30.440 (9)
VEHICLES

Test Year Ended December 31, 2008

Vehicle Schedule

Company: Ni Florida, LLC
Docket No.: 090182-SU
Test Year Ended: December 31, 2008

Ni Florida, LLC does not own vehicles because the contract operator provides all vehicles and equipment required to service the system.

Ni Florida, LLC – Sewer

Docket No. 090182-SU

Pasco County

25.30.440 (10)
CUSTOMER COMPLAINTS

Test Year Ended December 31, 2008

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/28/2008
 Time:

Account No.: 749

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: SMITH

Service:
 Address:

Phone (H):
 Phone (W):

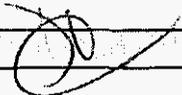
Summary of Call: CHANGE ADDRESS TO; 320 DUBOSE LANE, CORNERSVILLE, TN, 37047

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 528802

Management Review: 

Date: 5/28/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/28/2008 Account No.: 482
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: RUTH, FRANCIS

Service:
 Address:

Phone (H):
 Phone (W):

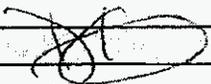
Summary of Call: CHANGE ADDRESS TO; PO BOX 5014, HUDSON, FL 34674

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 528801

Management Review: 

Date: 5/28/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/27/2008 Account No.: 789
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: ROBERT REEVES

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO; ADD SPOUSE MARILYN TO BILL

Follow Up: ADDED SPOUSE

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 527802

Management Review: 

Date: 5/27/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/27/2008 Account No.: 2152
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: GEORGE RACK

Service
 Address:

Phone (H):
 Phone (W):

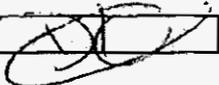
Summary of Call: CHANGE ADDRESS TO; 709 MT MORIAH DR, CINCINNATI, OH 45245

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 527801

Management Review: 

Date: 5/27/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/20/2008 Account No.: 657
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: WASHBURN, ROBERT

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO; 179 LAKESIDE W, BURLINGTON, WI 53105

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 520808

Management Review:

Date: 5/27/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/20/2008
 Time:

Account No.: 2616

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: KING, JANE M.

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO; P O BOX 714, SOMERSWORTH, NH 03878

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 520807

Management Review: 

Date: 5/20/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/20/2008 Account No.: 1368
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: DEVINE, KIM

Service:
 Address:

Phone (H):
 Phone (W):

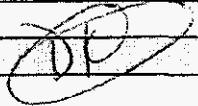
Summary of Call: CHANGE ADDRESS TO; 4727 TAMNEY LANE, LAND O LAKES, FL 34639

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 520806

Management Review: 

Date: 5/20/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/20/2008 Account No.: 1868
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: JENKINS, BOB

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO; 136 FRIENDSHIP LANE, DELANO, TN 37325

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 520805

Management Review: 

Date: 5/20/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/20/2008 Account No.: 3079
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: PIERCE, MARION

Service:
 Address:

Phone (H):
 Phone (W):

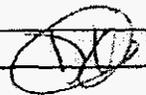
Summary of Call: CHANGE ADDRESS TO; 6750 TR 219, BELLEUUE, OHIO, 44811

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 520804

Management Review: 

Date: 5/20/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/20/2008 Account No.: 1501
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: SINGLETARY, BENJAMIN

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO: 9516 AQUA LANE, ODESSA, FL 33556

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 520803

Management Review: 

Date: 5/20/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/20/2008 Account No.: 1217
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: WOLF, ELLEN

Service Address: 13317 HUDSON AVE

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO;SERVICE ADDRESS

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 520802

Management Review: 

Date: 5/20/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/20/2008 Account No.: 1844
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: LINDA WEISER

Service Address: 7031 MCCRAY DR

Phone (H):
 Phone (W):

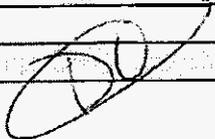
Summary of Call: CHANGE ADDRESS TO SERVICE ADDRESS

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 520801

Management Review: 

Date: 5/20/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/9/2008 Account No.: 2660
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: DIMANGO, DAWN

Service Address: 6931 HUDSON AVE

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO SERVICE ADDRESS

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 56818

Management Review: 

Date: 5/9/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/9/2008 Account No.: 1460
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill	X				
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: JAMES EDWARDS

Service: 13607 EVE LANE DRIVE
 Address:

Phone (H):
 Phone (W):

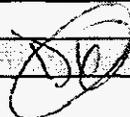
Summary of Call: ON MONDAY 5/12 MOVING- SEND FINAL BILL TO 6028 KALEY DR, WINTER HAVEN, FL 33880

Follow Up: METER READ FOR FINAL BILL

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 56817

Management Review: 

Date: 5/9/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 2445
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: JERMAN, RICHARD

Service:
Address:

Phone (H):
Phone (W):

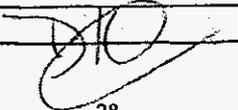
Summary of Call: CHANGE ADDRESS TO: 27835 ANNETTA DR, SOLON, OH, 44139

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 568016

Management Review: 

Date: 5/6/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 41/8/9/11
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: JOHN BETZ

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO: 3331 BLACK OAK TRAIL, BROOKSVILLE, FL 34604- ON ALL FOUR ACCOUNTS

Follow Up: CHANGED ADDRESS ON ALL ACCOUNTS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 568015

Management Review: 

Date: 5/6/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 862
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: VIRGINIA LEE

Service:
 Address:

Phone (H):
 Phone (W):

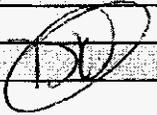
Summary of Call: CHANGE ADDRESS TO: 601A FOUNTAIN HILL DR., RACINE WI 53406

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 568014

Management Review: 

Date: 5/6/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 772
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: NOLAN, THOMAS

Service:
Address:

Phone (H):
Phone (W):

Summary of Call: CHANGE ADDRESS TO: 116 GLEN MOOR CIR. SOUTH, EASTON, PA, 18045

Follow Up: CHANGED ADDRESS

CSR recieving call: D. KELSEY

CSR returning call:

Work Order No.: 568013

Management Review: 

Date: 5/6/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 401
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: WILLIAMS, HOWARD

Service:
Address:

Phone (H):
Phone (W):

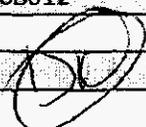
Summary of Call: CHANGE ADDRESS TO: 6337 PLEASANT DR, ROME, NY 13440

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 568012

Management Review: 

Date: 5/6/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 1460
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MYMAI

Service:
 Address:

Phone (H):
 Phone (W):

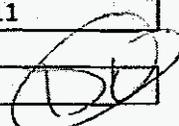
Summary of Call: CHANGE ADDRESS TO: 6028 KALEY DRIVE, WINTER HAVEN, FL 33880

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 568011

Management Review: 

Date: 5/6/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 2816
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: ERA PEARSON REALTY

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO: 2178 MARINER BLVD, SPRING HILL, FL, 34609

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 568010

Management Review:

Date: 5/6/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 189
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: DAVID KAISER

Service:
Address:

Phone (H):
Phone (W):

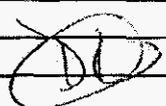
Summary of Call: CHANGE ADDRESS TO: 6800 AVERY RD, DUBLIN, OH, 43017

Follow Up: CHANGED ADDRESS

CSR receiving call: D. KELSEY

CSR returning call:

Work Order No.: 568009

Management Review: 

Date: 5/6/08

NI Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 884/611
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: ELDON BAWKS

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO: 1925 BRANDY LANE, BRIGHTON, MI 48114-8945

Follow Up: CHANGED ADDRESS ON TWO ACCOUNTS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 568008

Management Review: *[Signature]*

Date: 5/6/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 1.45
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: ELDON BAWKS

Service:
 Address:

Phone (H):
 Phone (W):

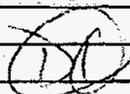
Summary of Call: CHANGE ADDRESS TO: 1925 BRANDY LANE, BRIGHTON, MI 48114-8945

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 568007

Management Review: 

Date: 5/6/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 1939.00
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: DAFELDECKER, WERNER

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO: PO BOX 370, WEST SWANZEY, NH, 03469

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 568006

Management Review:

Date: 5/6/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 713.00
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: LEISHMAN, JOHN

Service Address: 14944 EDGEWATER CIRCLE

Phone (H):
 Phone (W):

Summary of Call: CHANGE ZIP CODE TO 34686

Follow Up: CHANGED ZIP

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 568005

Management Review:

Date: 5/6/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/9/2008 Account No.: 1620
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: JOHN TUROCY

Service: 13714 FRANCES
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO OWNER; 2256 HIDDEN LK DR, PALM HARBOR, FL 34683

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 56819

Management Review: 

Date: 5/9/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 2287.00
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: KATHLEEN FILPOT

Service Address: 6330 TOWER

Phone (H):
Phone (W):

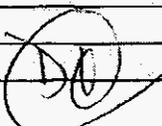
Summary of Call: CHANGE OF ADDRESS

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 568002

Management Review: 

Date: 5/6/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/6/2008 Account No.: 2811/2745/2746
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: LYDIA KRUK

Service:
Address: 6951 SOUTH WIND DR, HUDSON

Phone (H):
Phone (W):

Summary of Call: CHANGE OF ADDRESS ON THREE ACCOUNTS

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 568001

Management Review:

Date: 5/6/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/15/2008 Account No.: 2149
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: CORMIER, C BURTON

Service Address: 6408 DRIFTWOOD DR

Phone (H):
 Phone (W):

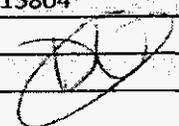
Summary of Call: CHANGE ADDRESS TO;SERVICE ADDRESS

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 515804

Management Review: 

Date: 5/15/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/15/2008 Account No.: 1534
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: PRUDENTIAL TROPICAL RLTY

Service Address: 13625 FRANCES AVE

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO:9108 US 19, PORT RICHEY, FL 34668

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 515803

Management Review:

Date: 5/15/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/15/2008 Account No.: 2070
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: WHITE, GARREL

Service Address: 6333 LONNIE LEE LN

Phone (H):
 Phone (W):

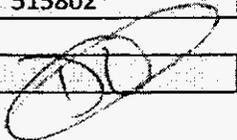
Summary of Call: CHANGE ADDRESS TO SERVICE ADDRESS

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 515802

Management Review: 

Date: 5/15/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/15/2008 Account No.: 2353
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: CORNWELL, CLARK

Service:
 Address:

Phone (H):
 Phone (W):

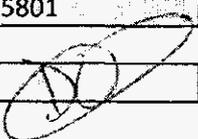
Summary of Call: CHANGE ADDRESS TO;12238 DUCK LANE, BISHIPVILLE, MD 31813

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 515801

Management Review: 

Date: 5/15/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/14/2008 Account No.: 2672
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: FRANK KNOWLES

Service:
Address:

Phone (H):
Phone (W):

Summary of Call: CHANGE ADDRESS TO; 200SKYHILL DR, GOLDEN, COL 80401

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 514801

Management Review:

Date: 5/14/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/13/2008 Account No.: 1789
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: RISCO, VINCENT

Service: 7132 WILCOX DR
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO SERVICE ADDRESS

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 512809

Management Review: *[Signature]*

Date: 5/13/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/12/2008 Account No.: 1290
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: EUGENE BREY

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS; N 9496 HOLLY RD, ST. CLOUD, WI, 53079

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 512808

Management Review: *[Signature]* 5/12/08 Date:

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/12/2008 Account No.: 2415
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: SMITH, ROBERT

Service:
 Address:

Phone (H):
 Phone (W):

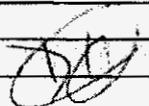
Summary of Call: CHANGE ADDRESS; 8814 S. LAKESHORE RD, HARBOR BEACH, MI 48441

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 512807

Management Review: 

Date: 5/12/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/12/2008 Account No.: 1392
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: ESTES, JANA

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS; 15261 SNOW FLAKE DR, ACHORAGE, AK 99516

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 512806

Management Review: *[Signature]*

Date: 5/12/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/12/2008
 Time:

Account No.: 479

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill	X				
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: R. MCDANIEL

Service Address: 7101 GULF BREEZE CIRCL

Phone (H):
 Phone (W):

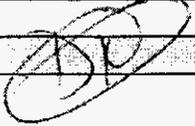
Summary of Call: CLOSE ACCOUNT, NO LONGER OWNER OF PROPERTY

Follow Up: SENT FINAL BILL

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 512805

Management Review: 

Date: 5/12/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/12/2008 Account No.: 2858
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: FOURNIER, SUE

Service:
 Address:

Phone (H): 727-742-3477
 Phone (W):

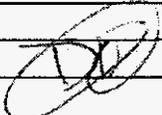
Summary of Call: CHANGE ADDRESS; PO BOX 21152, ST. PETERSBURG, FL 33742

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 512804

Management Review: 

Date: 5/12/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/12/2008 Account No.: 150
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: FISSEL, STEPHEN

Service:
Address:

Phone (H):
Phone (W):

Summary of Call: CHANGE ADDRESS; 1616 MIDVALE RD, SPRING FIELD, OH, 45504

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 512803

Management Review:

Date: DL 5/12/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/12/2008
 Time:

Account No.: 2353

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: CORNWELL, CLARK

Service:
 Address:

Phone (H):
 Phone (W):

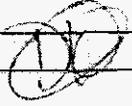
Summary of Call: CHANGE ADDRESS; 12238 DUCK LANE, BISHOPVILLE, MD, 21813

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 512802

Management Review: 

Date: 5/12/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 5/12/2008 Account No.: 1133
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: BOATWRIGHT, SANDRA

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ZIP CODE

Follow Up: CHANGED ZIP CODE TO 32952

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 512801

Management Review: 

Date: 5/12/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/23/2008 Account No.: 2350
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: STEVEN & GIGETTA KRAWSE

Service Address:

Phone (H):
Phone (W):

Summary of Call: CHANGE ADDRESS TO : 17119 NATURE TRAIL, LUTZ, FL 33558

Follow Up: CHANGED ADDRESS

CSR receiving call: D. KELSEY

CSR returning call:

Work Order No.: 6238002

Management Review:

Date: 6/23/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/23/2008 Account No.: 868
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: DIANE DWYER

Service:
 Address:

Phone (H):
 Phone (W):

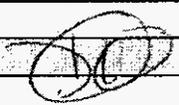
Summary of Call: CHANGE ADDRESS TO : 5785 SPIRE RIDGE CT, CINCINNATI, OH 45247

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 6238001

Management Review: 

Date: 6/28/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/18/2008 Account No.: 2403
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: HOLOHAN, DENIS

Service Address: 13110 COXSWAIN CT

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO : PO BOX 385, MOUNTAINDALE, NY 12763

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 6188001

Management Review: *(Signature)*

Date: 6/18/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/17/2008 Account No.: 2100
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: DEGRAAF, KENNETH

Service Address: 13927 MARGO AVE

Phone (H):
 Phone (W):

Summary of Call: CUST STATED DID NOT RECEIVE BILL. WANTED BAL.

Follow Up: MAILED COPY OF BILL TO CUST.

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 6178001

Management Review:

Date: 6/17/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/16/2008 Account No.: 25
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: NANCY CLAYTON

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO :PO BOX 321, OLDS MAR, 34677

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 6168005

Management Review: 

Date: 6/16/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/16/2008 Account No.: 421
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: NICOLE WOLFSON

Service:
 Address:

Phone (H):
 Phone (W):

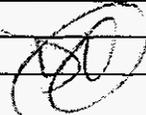
Summary of Call: CHANGE ADDRESS TO : 2801 NO. UNIVERSITY DR, #306, CORAL SPRINGS, FL 33065

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 6168004

Management Review: 

Date: 6/16/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/16/2008 Account No.: 2530
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name:

Service Address: 6537 TOWER DR

Phone (H):
 Phone (W):

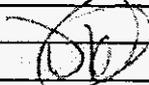
Summary of Call: CHANGE ADDRESS TO : SOLD HOUSE, SEND FINAL BILL

Follow Up: WORK ORDER FOR FINAL METER READ - SENT FINAL BILL

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 6168003

Management Review: 

Date: 6/16/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/16/2008 Account No.: 1500
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: FLORIDA FAMILY FISHERIES

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO : 1376 HILLSIDE DR, TARPON SPRINGS, FL34689

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 6168002

Management Review:

Date: 6/16/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/13/2008 Account No.: 494
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: BENCH, MARTHA

Service Address: 7124 GULF BREEZE CIRCLE

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO : P O BOX 7036, HUDSON

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 6138002

Management Review: 

Date: 6/13/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/13/2008 Account No.: 2319
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	x	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MALEY, JUDITH

Service: 6634 TOWER DR
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO SERVICE ADDRESS

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 6138001

Management Review:

Date: 6/13/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/12/2008 Account No.: 645
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	x	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: JOHNSON, SANDRA

Service Address: 13636 FRANCES AVE

Phone (H):
Phone (W):

Summary of Call: CHANGE ADDRESS TO SERVICE ADDRESS

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 6128002

Management Review:

Date: 6/12/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/12/2008 Account No.: 770
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	X
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: DAVID TAMM

Service Address: 6406 AUREAU AVE.

Phone (H):
 Phone (W):

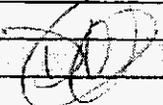
Summary of Call: OWNER CALLED AND REQUESTED TO PLEASE SEND TO SERVICE ADDRESS IN % ANTHONY OGLIALORO

Follow Up: MADE CHANGED TO ACCOUNT

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 6128001

Management Review: 

Date: 6/12/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/11/2008 Account No.: 235
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	X
Request New Service				Sewer Main Break	
Final Reading/Bill	X				
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: KARMANN, ROSEMARY

Service: 8333 SUNNYDALE
 Address:

Phone (H):
 Phone (W):

Summary of Call: RENTER LEAVING - PUT IN OWNERS NAME; SEND BILL TO 5117 OYSTER COVE, NEW PORT RICHEY, 34652

Follow Up: WORK ORDER FOR FINAL METER READ - PLACED BACK IN OWNERS NAME

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 611816

Management Review:

Date: 6/11/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/11/2008 Account No.: 235
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	X
Request New Service				Sewer Main Break	
Final Reading/Bill	X				
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MAGRUDER REAL ESTATE GRP

Service: 13515 STACEY DR
 Address:

Phone (H):
 Phone (W):

Summary of Call: RENTER LEAVING - PUT IN REAL ESTATE GRP NAME

Follow Up: WORK ORDER FOR FINAL METER READ - PLACED BACK IN OWNERS NAME

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 611815

Management Review: 

Date: 6/11/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/11/2008 Account No.: 2045
 Time:

Accounting	Service	Trouble
Account Balance	Service Availabilty	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor X
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: SONIA- PASCO KIDS FIRST

Service Address: 14120 OLD DIXIE HWY

Phone (H): 727-847-8041
 Phone (W):

Summary of Call: CUST CALLED TO REPORT LIFT STATION AT DELMAR HAS ODOR

Follow Up: IT WAS EXPLAINED THAT DELMAR IS MASTER LIFT STATION THAT RECEIVES FLOW FROM ALL OTHER LIFT STATIONS IN AREA. WE WILL FOLLOW UP BY INSTALLING A CHERRY DEODORANT BLOCK.
Cherry block installed

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 611814

Management Review: *[Signature]*

Date: 6/11/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/11/2008 Account No.: 1114
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service Address: 6804 OSPREY LANE
 HUDSON, FL

Phone (H): 727-845-4000
 Phone (W):

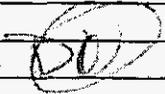
Summary of Call: CUSTOMER CONTINUES TO REQUESTED DISCONNECTION AND SUSPENTION OF BILLING TO ACCOUNT. REQUEST TO SEE RULES IN WRITING.

Follow Up: AFTER A LENTHLY CONVERSATION, EXPLAINED I WOULD RESEARCH THE REGULATIONS AND PROVIDE HIM WITH A WRITTEN RESPONSE.

CSR recieving call: J. WITTENZELLNER

CSR returning call:

Work Order No.: 611813

Management Review: 

Date: 6/11/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/11/2008 Account No.: 1373
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service: 6809 OSPREY LANE
Address: HUDSON, FL

Phone (H): 727-845-4000
Phone (W):

Summary of Call: CUSTOMER CONTINUES TO REQUESTED DISCONNECTION AND SUSPENTION OF BILLING TO ACCOUNT. REQUEST TO SEE RULES IN WRITING.

Follow Up: AFTER A LENTHLY CONVERSATION, EXPLAINED I WOULD RESEARCH THE REGULATIONS AND PROVIDE HIM WITH A WRITTEN RESPONSE.

CSR recieving call: J. WITTENZELLNER

CSR returning call:

Work Order No.: 611812

Management Review: 

Date: 6/11/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/10/2008 Account No.: 1373
 Time: 1:35:00 AM

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service: 6809 OSPREY LANE
 Address: HUDSON, FL

Phone (H): 727-845-4000
 Phone (W):

Summary of Call: CUSTOMER REQUESTED DISCONNECTION AND SUSPENTION OF BILLING TO ACCOUNT

Follow Up: EXPLAINED THAT DISCONNECTION WAS NOT A POSSIBLE SOLUTION AS A BASE FEE WOULD STILL BE CHARGED. CUSTOMER WANTED TO SPEAK TO MANAGER. REFER TO JOHN WITTENZELLNER

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 610811

Management Review: J. WITTENZELLNER Date: 6/11/2008

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/10/2008 Account No.: 1114
 Time: 1:35:00 AM

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service: 6804 OSPREY LANE
 Address: HUDSON, FL

Phone (H): 727-845-4000
 Phone (W):

Summary of Call: CUSTOMER REQUESTED DISCONNECTION AND SUSPENTOIN AND BILLING TO ACCOUNT

Follow Up: EXPLAINED THAT DISCONNECTION WAS NOT A POSSIBLE SOLUTION AS A BASE FEE WOULD STILL BE CHARGED. CUSTOMER WANTED TO SPEAK TO MANAGER. REFER TO JOHN WITTENZELLNER

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 610810

Management Review: J. WITTENZELLNER

Date: 6/11/2008

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/10/2008
Time:

Account No.: 853

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: LAWSON, DEAN

Service:
Address:

Phone (H):
Phone (W):

Summary of Call: CHANGE ADDRESS TO: 2606 ELIZABETH ST, LAFAYETTE, IN 47904

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 610809

Management Review:

Date: 6/10/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/10/2008 Account No.: 2051
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: LEN PUUSTINEN

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO: 2740 PACKARD RD,, A-18, ANN ARBOR, MI, 48108

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 610808

Management Review:

Date: 6/10/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/10/2008 Account No.: 2281
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: TEETERS, WANDA

Service:
 Address:

Phone (H):
 Phone (W):

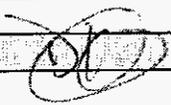
Summary of Call: CHANGE ADDRESS TO: 1060 OVERPECK RD, MOORESVILLE, IN 46158

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 610807

Management Review: 

Date: 6/10/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/10/2008 Account No.: 1621
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: STEVENS, SHANE

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO: 2734 LAND O LAKES BLVD, LAND O LAKES, FL 34639

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 610806

Management Review: 

Date: 6/10/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/10/2008 Account No.: 708
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Oder
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: PETIT, WILLIAM

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO: 14922 CAPRI LANE

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 610805

Management Review: 

Date: 6/10/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/10/2008 Account No.: 646
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill	X				
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: BOB SELECK

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: RENTER MOVED OUT- CHANGE ADDRESS BACK TO OWNER

Follow Up: SENT RENTER FINAL BILL AND CHANGED ADDRESS TO OWNER

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 610802

Management Review: *[Signature]*

Date: 6/10/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/10/2008 Account No.: 2871
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: PRUDENTIAL TROPICAL RLTY

Service: 14735 CATRINA LOOP
 Address:

Phone (H):
 Phone (W):

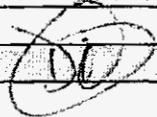
Summary of Call: CHANGE ADDRESS TO: 9108 US HWY 19. PORT RICHEY, FL 34668, ATTEN: SHIRLEY CERLOTTA

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 610801

Management Review: 

Date: 6/10/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/4/2008 Account No.: 2536
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: TURNER, LEONARD

Service:
 Address:

Phone (H):
 Phone (W):

Summary of Call: CHANGE ADDRESS TO: 165 SUMMER ST, SCITUATE, MA 02066

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 604801

Management Review: *[Signature]*

Date: 6/4/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 6/3/2008 Account No.: 628
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MACGLASHING, RICHARD

Service:
Address:

Phone (H):
Phone (W):

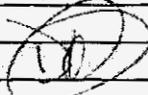
Summary of Call: CHANGE ADDRESS TO : #4 ROBERTS DR, HAMPTON, NH , 03842

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 60381

Management Review: 

Date: 6/3/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 7/22/2008 Account No.: 29
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: GULF COAST RENTALS

Service: 8431 SUNNYDALE DR
 Address:

Phone (H): 7278631031
 Phone (W):

Summary of Call: CHANGE OF ADDRESS: 17814 MERIDIAN BLVD, HUDSON

Follow Up: CHANGED ADDRESS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 7228001

Management Review: 

Date: 7/22/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service- Inquiries and Complaint Log

Date: 7/17/2008 Account No.: 2746
 Time:

Accounting		Service		Trouble	
Account Balance	X	Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: LYDIA KRUK

Service:
 Address:

Phone (H):
 Phone (W):

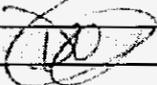
Summary of Call: CUST REQUESTED ACCOUNT BAL ON SEVERAL ACCOUNTS: 2746,2811,2745

Follow Up: GAVE BAL ON ALL ACCOUNTS

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 7178003

Management Review: 

Date: 7/17/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 7/16/2008 Account No.: 1104
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MARY EASON

Service: 13336 STARFISH
 Address:

Phone (H):
 Phone (W):

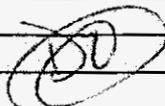
Summary of Call: ADDRESS CHANGE: 368 S FOREST ST, BELLINHAM, WA 98225

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 7168002

Management Review: 

Date: 7/16/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 7/16/2008 Account No.: 2786
Time:

Accounting		Service		Trouble	
Account Balance	X	Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: VANWINKLE

Service:
Address:

Phone (H):
Phone (W):

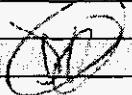
Summary of Call: CUST CALLED TO REQUEST BALANCE ON SEVERAL ACCOUNTS: 2786,2787,2793,1640

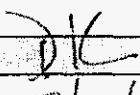
Follow Up: LOOKED UP ALL ACCOUNTS, GAVE BAL

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 7168001

Management Review: 

Date: 
7/16/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 7/11/2008 Account No.: 14
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent	X				
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: ORTIZ, JUAN

Service Address: 8428 SUNNYDALE DR

Phone (H): (727) 831-2419
 Phone (W):

Summary of Call: CUST CALLED TO REQUEST ARRANGEMENTS FOR PAYMENT. WILL PAY 150 THIS WEEK AND IN 2WKS \$150.

Follow Up: NOTED ACCOUNT

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 7118002

Management Review: *[Signature]*

Date: 7/11/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 7/11/2008 Account No.: 1508
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill	X				
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name:

Service Address: 13625 BRITTON DRIVE

Phone (H):
 Phone (W):

Summary of Call: CUST CALLED TO NOTIFY OF NEW OWNERS. REQUESTING FINAL BILL

Follow Up: NOTED ACCOUNT AND SENT FINAL BILL

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 7118001

Management Review: 

Date: 7/11/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 7/8/2008 Account No.: 2266
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent	X				
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: DAVID JONES

Service Address: 6905 SIGNAL COVE DR

Phone (H):
Phone (W):

Summary of Call: CUST CALLED TO - SENDING 74.16 IN MAIL. HAS BEEN IN CAL

Follow Up: NOTED ACCOUNT

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 7088004

Management Review:

Date: 7/8/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 7/8/2008 Account No.: 2131
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent	X				
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: FUREK, ROSE

Service Address: 6625 SEAVIEW BLVD

Phone (H):
 Phone (W):

Summary of Call: CUST CALLED TO NOTIFY US THAT SHE WILL PAY ON FRIDAY 7/11

Follow Up: NOTED ACCOUNT

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 7088003

Management Review: *[Signature]*

Date: 7/8/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 7/8/2008 Account No.: 1562
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent	X				
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MOTZER, JOHN

Service Address: 13604 DINGUS LANE

Phone (H):
 Phone (W):

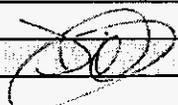
Summary of Call: CUST CALLED TO NOTIFY US THAT HE WILL BE PAYING BILL, HAS BEEN OUT OF TOWN.

Follow Up: NOTED ACCOUNT

CSR receiving call: D.KELSEY

CSR returning call:

Work Order No.: 7088002

Management Review: 

Date: 7/8/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 8/11/2008 Account No.: 1373
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment	X	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service: 6838 OSPREY LANE
Address: HUDSON, FL

Phone (H): 727-845-4000
Phone (W):

Summary of Call: CUST COMPLAINED OF EXCESSIVE LATE CHARGE;

Follow Up: ACCOUNT WAS CHECKED AND FOUND BILLING ERROR, CUSTOMER WANTED TO SPEAK TO MANAGER, REFER TO J. WITTENZELLNER
A/c was corrected

CSR receiving call: D. KELSEY

CSR returning call:

Work Order No.: 8118004

Management Review: J. WITTENZELLNER

Date: 6/11/2008

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 8/11/2008 Account No.: 1756
Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment	X	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service: 6738 SEARANCH
Address: HUDSON, FL

Phone (H): 727-845-4000
Phone (W):

Summary of Call: CUST COMPLAINED OF EXCESSIVE LATE CHARGE;

Follow Up: ACCOUNT WAS CHECKED AND FOUND BILLING ERROR, CUSTOMER WANTED TO SPEAK TO MANAGER, REFER TO J. WITTENZELLNER
A/c was corrected

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 8118005

Management Review: J. WITTENZELLNER

Date: 6/11/2008

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 8/4/2008 Account No.: 1169
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment	X	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service: 6800 PUFFIN LANE
 Address: HUDSON, FL

Phone (H): 727-845-4000
 Phone (W):

Summary of Call: DISBUTING \$75.00 SHUT OFF FEE AND \$200 SEWER CHANGE, CLAIMING THEY WERE FROM PAST TENANT.

Follow Up: ACCOUNT WAS CHECKED AND TENANT LEFT OCT 1, 07. CUST NOT SATISFIED AND WANTED TO SPEAK TO MANAGER. REFER TO J. WITTENZELLNER
owner paid to reconnect

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 8048001

Management Review: J. WITTENZELLNER Date: 6/11/2008

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 8/11/2008 Account No.: 1169
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment	X	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service Address: 6800 PUFFIN LANE
HUDSON, FL

Phone (H): 727-845-4000
Phone (W):

Summary of Call: CUST COMPLAINED OF EXCESSIVE LATE CHARGE;

Follow Up: ACCOUNT WAS CHECKED AND FOUND BILLING ERROR, CUSTOMER WANTED TO SPEAK TO
MANAGER, REFER TO J. WITTENZELLNER
AK was corrected

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 8118001

Management Review: J. WITTENZELLNER

Date: 6/11/2008

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 8/11/2008 Account No.: 1114
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment	X	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service: 6804 OSPREY LANE
 Address: HUDSON, FL

Phone (H): 727-845-4000
 Phone (W):

Summary of Call: CUST COMPLAINED OF EXCESSIVE LATE CHARGE;

Follow Up: ACCOUNT WAS CHECKED AND FOUND BILLING ERROR, CUSTOMER WANTED TO SPEAK TO MANAGER, REFER TO J. WITTENZELLNER
Alc. was corrected

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 8118002

Management Review: J. WITTENZELLNER Date: 6/11/2008

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 8/4/2008 Account No.: 1756
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment	X	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service: 6738 SEA RANCH
 Address: HUDSON, FL

Phone (H): 727-845-4000
 Phone (W):

Summary of Call: CUST NEVER REQUESTED SERVICE FOR PROPERTY

Follow Up: EXPLAINED WHEN TENANT LEFT, ACCOUNT REVERTS BACK TO OWNER, AS PER COUNTY RECORDS, HE WAS FOUND TO BE OWNER. CUST NOT SATISFIED AND WANTED TO SPEAK TO MANAGER. REFER TO J. WITTENZELLNER
policy explained

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 8048011

Management Review: J. WITTENZELLNER

Date: 6/11/2008

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 8/4/2008
 Time:

Account No.: 923

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment	X	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service: 6738 OSPREY LANE
 Address: HUDSON, FL

Phone (H): 727-845-4000
 Phone (W):

Summary of Call: CUST DISPUTED 247.20 CHARGES ON ACCOUNT

Follow Up: PREV TENENT DID NOT HAVE ACCOUNT IN THEIR NAME, ACCOUNT WAS IN NAME OF MALCOLM SLIVE. MR. SLIVE PAID BILL IN AN ATTEMPT TO EXPEDITE NEW ACCOUNT FOR NEW TENANT. AFTER NEW ACCOUT WAS ESTABLISHED. MR. SLIVE WANTED REFUND. CUST NOT SATISFIED AND WANTED TO SPEAK TO MANAGER. REFER TO J. WITTENZELLNER
Dispute Satisfied

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 8048012

Management Review: J. WITTENZELLNER

Date: 6/11/2008

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 8/4/2008 Account No.: 1114
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment	X	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MALCOLM SLIVE

Service: 6804 OSPREY LANE
 Address: HUDSON, FL

Phone (H): 727-845-4000
 Phone (W):

Summary of Call: CUST DISPUTED 106.12 CHARGES ON ACCOUNT THAT WAS CLAIMED TO BE FROM PREV TENANT.

Follow Up: PREV TENENT DID NOT HAVE ACCOUNT IN THEIR NAME, ACCOUNT WAS IN NAME OF MALCOLM SLIVE. MR. SLIVE PAID BILL IN AN ATTEMPT TO RECONNECT SERVICES. MR. SLIVE WANTED REFUND. CUST NOT SATISFIED AND WANTED TO SPEAK TO MANAGER. REFER TO J. WITTENZELLNER
owner paid bill, dispute satisfied

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 8048013

Management Review: J. WITTENZELLNER

Date: 6/11/2008

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 9/25/2008 Account No.: 3713
Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name:

Service: 6629 TOWER
Address:

Phone (H):
Phone (W):

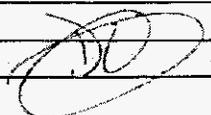
Summary of Call: CHANGE ADDRESS: 15148 S STATE AVE, MIDDLEFIELD, OH 44062

Follow Up: CHANGED ADDRESS

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 9258001

Management Review: 

Date: 9/25/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 10/17/2008 Account No.: 1853
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill	X				
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MARK MATTIS

Service Address: 6703 CLARK ST

Phone (H): 727-657-4039
 Phone (W):

Summary of Call: NEED FINAL BILL SENT TO 12501 GULF BLVD, APT 205, TREASURE ISLAND, FL33706

Follow Up: FINALIZED BILL - ACCOUNT WENT BACK TO OWNERS NAME

CSR receiving call: JANE

CSR returning call: DEBBIE

Work Order No.: 10178001

Management Review: 

Date: 10/17/08

Ni Florida, LLC - Tamiami Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Water

Customer Service - Inquiries and Complaint Log

Date: 11/26/2008 Account No.: 585
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		No Water	
Billing Adjustment		Meter Leak		Low Pressure	
Verify Payment		Service Line Leak		Water Quality	
Address Change		Broken Meter		High Chlorine Level	
Request New Service		Water Turn On		Main Break	
Final Reading/Bill	X	Water Turn Off			
Delinquent		Reread Meter			
Rate Question		Broken Meter Box/Top			
Miscellaneous		Miscellaneous		Miscellaneous	

Name: EMSLIE, FRANCES

Service Address: 3110 MURCERY

Phone (H):
 Phone (W):

Summary of Call: NEW OWNER, PLEASE SENT APPLICATION

Follow Up: SENT APPLICATION

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 11268001

Management Review: *[Signature]*

Date: 11/26/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/25/2008 Account No.: 1419
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment	X	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: PELICAN MARINE

Service:
 Address:

Phone (H): 7218635409
 Phone (W):

Summary of Call: CUST CALLED AND STATED SHE MADE A BANK TRANSFER #5055 AND NOTED THAT ON ACCOUNT 1419 -\$29.73 & ACCOUNT 1252 -\$60.58. RECEIVED LATE NOTICE FOR 1252,

Follow Up: CHECKED ACCOUNT - WAS CREDITED TO ONE ACCOUNT 2 MONTHS AS BANK DOES NOT NOTE CHECKS. EXPLAINED SHE WOULD PROB HAVE TO DO TWO TRANSACTIONS. ADJUSTED ACCOUNTS

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 11258005

Management Review:

Date: 11/25/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/25/2008 Account No.: 552
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent	X				
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: ANGELA BAREFORD

Service Address: 7405 GULF BREEZE CIR

Phone (H):
 Phone (W):

Summary of Call: CALLED DUE TO RECEIVING A LATE NOTICE - ASKED IF SHE COULD MAKE FULL PAYMENT ON 12/02/08

Follow Up: NOTED ACCOUNT

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 11258003

Management Review: *(Signature)*

Date: 11/25/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/25/2008 Account No.: 128
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent	X				
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: DEBBIE SMITH

Service Address: 13613 ALLYN DR

Phone (H):
 Phone (W):

Summary of Call: RECEIVED LATE NOTICE - WILL BE SENDING \$100 12/2

Follow Up: NOTED ACCOUNT

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 11258002

Management Review: 

Date: 11/25/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/25/2008 Account No.: 2672
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: FRANK KNOWLES

Service Address: 14536 CORAL DR

Phone (H): 7202535272
 Phone (W):

Summary of Call: CHANGE ADDRESS TO SERVICE ADDRESS

Follow Up: CHANGED ADDRESS

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 112508001

Management Review: 

Date: 11/25/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/24/2008 Account No.: 1724
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up X
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: JORGEN BENGTTSSON

Service Address: 13738 MELANIE AVE

Phone (H): 6283679903
 Phone (W):

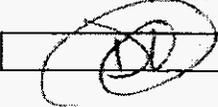
Summary of Call: BELIEVES LINE IS PLUGGED, NOT SHOWING SERVICE FOR CUSTOMER- ACCOUNT SHOWING INACTIVE

Follow Up: WORK ORDER SENT TO TO TROUBLE SHOOT SEWER BACK UP, CUST TO COME IN AND SIGN UP FOR SERVICE. SERVICE TECH STATED NO CLEAN OUT IN RIGHT OF WAY. MAN HOLE CHECKS OUT OK. ADVISED CUST TO CALL PLUMBER.

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 11248004

Management Review: 

Date: 11/24/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/24/2008 Account No.: 1558
 Time:

Accounting		Service		Trouble	
Account Balance	X	Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: FLANAGAN

Service Address: 6421 BOATYARD

Phone (H):
 Phone (W):

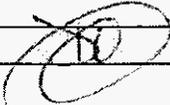
Summary of Call: WANTED BAL

Follow Up: GAVE BAL

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 11248002

Management Review: 

Date: 11/24/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/24/2008 Account No.: 2593
 Time:

Accounting	Service	Trouble
Account Balance	Service Availabilty	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: MAAS, HANK

Service Address: 6715 TOWER DR

Phone (H):
 Phone (W):

Summary of Call: STOPPED BY OFFICE TO SIGN UP FOR NEW SERVICE, HAD ALREADY CALLED AND SPOKE TO J.WITTENZELLNER

Follow Up: AGREED TO PAY \$100. PER MONTH FOR THREE MONTHS AND THAN BAL. FOR NEW CONNECTION.

CSR recieving call: DEBBIE

CSR returning call: JOHN WITTENZELLNER

Work Order No.: 11248003

Management Review: *(Signature)*

Date: 11/24/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/21/2008 Account No.: 1578
 Time: 12.57PM

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill	X				
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: GOURLEY, KHRISTY

Service Address: 13523 OUTBOARD CT
 HUDSON

Phone (H): 727-277-3079
 Phone (W):

Summary of Call: RENTER LEAVING - FINAL TO GO TO: 2655 HIDDEN CREEK DRIVE, LOGANVILLE, GA, 30052 - LEAVING ON MONDAY 11/24/08

Follow Up: WORK ORDER FOR FINAL METER READ ON 11/24 AND WORK ORDER TO TRANSFER BACK TO OWNER.

CSR recieving call: D.KELSEY

CSR returning call:

Work Order No.: 11248001

Management Review: 

Date: 11/21/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/21/2008

Account No.: 2131

Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent	X				
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: ROSE FUREK

Service Address: 6625 SEAVIEW BLVD

Phone (H): 727-225-4760

Phone (W):

Summary of Call: ACCOUNT WAS FINALIZED ON 10/25/08. BALANCE 114.71 AFTER DEPOSIT. EXPLAINED LAND LORD WAS SUPPOSE TO PAY FOR BILL AS PART OF RENT. LAND LORD DID NOT PAY BILL.

Follow Up: EXPLAINED BILL WAS IN HER NAME THEREFOR SHE IS RESPONSIBLE FOR BAL. SHE UNDERSTANDS AND ASKED IF SHE COULD MAKE ARRANGEMENTS TO PAY. WILL BE IN NEXT WEEK TO TALK AND MAKE ARRANGEMENTS FOR PAYMENT.

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 11218002

Management Review:

Date:

11/21/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/21/2008 Account No.: 1581
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill	X				
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: ROWENS, CASEY

Service: 6420 BOATYARD
 Address:

Phone (H): 7272263577
 Phone (W):

Summary of Call: PLEASE SEND FINAL BILL, MOVED OUT OF HOME ON 11/10

Follow Up: FINALIZED ACCOUNT, PUT INTO OWNERS NAME

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 1121001

Management Review: 

Date: 11/21/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/12/2008 Account No.: 1009
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment	x	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: Lori Anderson

Service Address: 13230 Starfish Drive

Phone (H):
 Phone (W):

Summary of Call: Customer emailed concerns regarding discrepancy with water charges and sewer charges.

Follow Up: Attached copies of emails. Explained reason for discrepancies.

CSR receiving call: John

CSR returning call:

Work Order No.: 1009

Management Review: 

Date: 11/20/08

Reprinted Billing Statement

Ni Florida, LLC,
13825 US Hwy 19 Ste 301
Hudson, FL 34667
(727) 863-0205

*Mailed
12/5/08*

SHAW, KYLE
13230 STARFISH DR
HUDSON FL 34667-1624

Current Meter Reading	641,000	11/19/2008
Prior Meter Reading	641,000	11/19/2008
Usage Amount	<u>0</u>	

Ni Florida, LLC,

Due Date: 12/20/08

Service	Charges
Adjustments	-10.49
Previous Balance	109.14
Balance Due:	\$98.65

Customer Name: SHAW, KYLE
Service Address: 13230 STARFISH DRIVE
Account 00001009 Route Number: 1

Please return this portion of the bill with your payment.

SHAW, KYLE
13230 STARFISH DRIVE

Account #: 00001009

Billing Date: 12/5/2008

Balance 98.65

Due Date: 12/20/08

Amount Enclosed: _____

Reprinted Billing Statement

John Wittenzellner

From: Laurie Anderson [laurie.anderson@focusinc.com]
Sent: Thursday, November 20, 2008 4:32 PM
To: John Wittenzellner
Subject: RE: Please help with this matter.

Mr. Wittenzellner,

I appreciate you getting back to me on this matter. While I see that overall the billing seems to come out with the same water usage, I still don't understand why there is a discrepancy on a monthly basis. Does your company not come out on a monthly basis? It seems that if this is the case then I should get a bill like the trash company....every three months. If this is not the case, and Ni Florida does come and check the meter monthly, which is how I am billed, then why do you not have the same numbers as the water company?

If it is a mistake, or something happened within the company to cause these discrepancies I totally understand. I too work at a company and not everything goes as planned, however I feel if this is the problem a simple letter accompanying my bill, explaining why there is a discrepancy would be in order. One cannot expect the average person, who has no knowledge on how things work at your company to just accept a sewage bill that is double their water bill, with no explanation.

Going forward from here I have only two requests. I would really like to know why there is a discrepancy from month to month between the water bill and the sewer bill, when they are supposedly based off the same meter. I'm not saying anyone's done anything wrong; I would just like to know why, because it doesn't make sense to me. My second request is that my late fee for the bill in question is taken off. I don't feel I should be penalized for trying to figure out what is going on, and I have never been late on a bill before.

With that said, I will say that I am highly impressed with the way that this situation has been handled since you have taken over. Customer service is so important, and you actually make more of an impression on people when something goes wrong and you resolve it, rather than if nothing ever happens. I would hope that maybe you could teach Debbie a thing or two on how to treat customers.....after all she is supposed to be a customer service representative. :)

Thank you for your time.

L.J. Anderson
Media Buyer
Focus Inc.

P Go Green: Please think about the environment before printing this email!

-----Original Message-----

From: John Wittenzellner [mailto:j.wittenzellner@floridautility.com]
Sent: Thursday, November 20, 2008 4:07 PM
To: Laurie Anderson

Cc: Carey Thomas; Craig Sherwood; Debbie Kelsey; John Wittenzellner
Subject: RE: Please help with this matter.

Laurie,

I have been able to gather the information I was looking for regarding this account.

While checking There was one call logged in for Laurie Anderson while Debbie was away. To date, the call was not returned by Debbie, but I placed two calls after receiving this e-mail. Debbie was confused because Laurie Anderson does not have an account with Ni Florida, the account is in the name of Kyle Shaw.

I apologize to you Laurie for the confusion with Customer Service.

With that said, here are the water usage readings from Ni Florida and Pasco County for the last 6 months:

	Ni Florida	Pasco County
May	7000	6000
June	2000	4000
July	0	3000
August	0	4000
September	9000	5000
October	4000	1000
Total	22000	23000

As you can see, during the six month period, we have billed 1000 less gallons than the usage billed by the County. Last month, we actually had the same meter reading. We should not have any problems with the account on a going forward basis. You are welcome to write or call me at any time.

John Wittenzellner
President

-----Original Message-----

From: Laurie Anderson [mailto:laurie.anderson@focusinc.com]
Sent: Wednesday, November 12, 2008 4:05 PM
To: info@niamerica.com
Subject: Please help with this matter.

Dear Sir or Ma'am,

I am writing to voice my concern over the sewer bill that I received dated 8/22/08 - 9/19/08. I was told when I initiated my service with Ni Florida LLC that my sewer bill would be based on the number of gallons of water I used during the same time period.

I received my water bill from Pasco County Utilities, stating that I used 5000 gallons of water between the dates of 8/25/08 and 9/26/08, along with a bill for \$17.95. You can imagine my surprise the next day when I received a bill from Ni Florida LLC stating that I

had used 9000 gallons of water between the dates of 8/22/08 and 9/19/08, with a bill for \$62.25. There is an obvious discrepancy between the two bills.

I have spoken with Pasco County Utilities and was assured that the usage was correct. I contacted the local office of Ni Florida by phone on three occasions, with no answer. I left messages each time, none of which were returned. I then decided to go to the office located at 13825 Hwy 19 Ste 301 Hudson, FL 34667 to try and speak with someone to try and get this matter resolved. I spoke with a customer service representative who was unable to help me understand this discrepancy in any way. I asked to speak to a manager and there were none available.

I have now wasted a lot of time on this and I am becoming extremely frustrated. I feel that it should not be this difficult to resolve this matter. I have attached copies of both bills and would like to be contacted with an explanation. Please respond at your earliest convenience. Your help with this matter will be greatly appreciated.

Sincerely,

Laurie Jane Anderson

13230 Starfish Dr.
Hudson, FL 34667

727 378 4608
863 370 8305

Laurie.Anderson@focusinc.com

Information from ESET NOD32 Antivirus, version of virus signature database 3607
(20081112)

The message was checked by ESET NOD32 Antivirus.

<http://www.eset.com>

Information from ESET NOD32 Antivirus, version of virus signature database 3628
(20081120)

The message was checked by ESET NOD32 Antivirus.

<http://www.eset.com>

John Wittenzellner

From: Laurie Anderson [laurie.anderson@focusinc.com]
Sent: Friday, December 05, 2008 4:41 PM
To: John Wittenzellner
Cc: cthomas@niamerica.com; csherwood@niamerica.com; Debbie Kelsey
Subject: FW: Please help with this matter.

Mr. Wittenzellner,

I am resending an email that I sent 11/20/08 and never received an answer. I am extremely disappointed that this problem has not yet been resolved. Furthermore, I received a disconnection notice on my garage door this morning. I am appalled by the lack of customer service Ni Florida provides to their customers.

I thought we were on the right track a couple of weeks ago, as I noted in the below email, but after two weeks with no response and a disconnection notice on my door I see that I was mistaken. I called today at 4:00pm and left a message for customer service, which I have absolutely no faith at all will be returned. Mr. Wittenzeller, you stated in your last email that I was "welcome to call or email you at any time," however you gave no phone number and did not return my email.

Please contact me to resolve this matter.

L.J. Anderson
863 370 8305 cell
727 378 4608 home

-----Original Message-----

From: Laurie Anderson
Sent: Thursday, November 20, 2008 4:32 PM
To: 'John Wittenzellner'
Subject: RE: Please help with this matter.

Mr. Wittenzellner,

I appreciate you getting back to me on this matter. While I see that overall the billing seems to come out with the same water usage, I still don't understand why there is a discrepancy on a monthly basis. Does your company not come out on a monthly basis? It seems that if this is the case then I should get a bill like the trash company...every three months. If this is not the case, and Ni Florida does come and check the meter monthly, which is how I am billed, then why do you not have the same numbers as the water company?

If it is a mistake, or something happened within the company to cause these discrepancies I totally understand. I too work at a company and not everything goes as planned, however I feel if this is the problem a simple letter accompanying my bill, explaining why there is a discrepancy would be in order. One cannot expect the average person, who has no knowledge on how things work at your company to just accept a sewage bill that is double their water bill, with no explanation.

Going forward from here I have only two requests. I would really like to know why there is a discrepancy from month to month between the water bill and the sewer bill, when they are supposedly based off the same meter. I'm not saying anyone's done anything wrong; I would just like to know why, because it doesn't make sense to me. My second request is that my

late fee for the bill in question is taken off. I don't feel I should be penalized for trying to figure out what is going on, and I have never been late on a bill before.

With that said, I will say that I am highly impressed with the way that this situation has been handled since you have taken over. Customer service is so important, and you actually make more of an impression on people when something goes wrong and you resolve it, rather than if nothing ever happens. I would hope that maybe you could teach Debbie a thing or two on how to treat customers.....after all she is supposed to be a customer service representative. :)

Thank you for your time.

L.J. Anderson
Media Buyer
Focus Inc.

P Go Green: Please think about the environment before printing this email!

-----Original Message-----

From: John Wittenzellner [mailto:j.wittenzellner@floridautility.com]
Sent: Thursday, November 20, 2008 4:07 PM
To: Laurie Anderson
Cc: Carey Thomas; Craig Sherwood; Debbie Kelsey; John Wittenzellner
Subject: RE: Please help with this matter.

Laurie,

I have been able to gather the information I was looking for regarding this account.

While checking There was one call logged in for Laurie Anderson while Debbie was away. To date, the call was not returned by Debbie, but I placed two calls after receiving this e-mail. Debbie was confused because Laurie Anderson does not have an account with Ni Florida, the account is in the name of Kyle Shaw.

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President

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To: info@niamerica.com
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13230 Starfish Dr.
Hudson, FL 34667

727 378 4608
863 370 8305

Laurie.Anderson@focusinc.com

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(20081112)

The message was checked by ESET NOD32 Antivirus.

<http://www.eset.com>

Information from ESET NOD32 Antivirus, version of virus signature database 3628
(20081120)

The message was checked by ESET NOD32 Antivirus.

<http://www.eset.com>

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/6/2008 Account No.: 3068
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	x	Miscellaneous		Miscellaneous	

Name: Brad Kenyon

Service Address: 6919 Puffin Ln

Phone (H): 727-942-7767
 Phone (W):

Summary of Call: Customer wrote letter and asked for leniency due to leak

Follow Up: Explained policy to customer.

CSR receiving call: Debbie

CSR returning call: Debbie

Work Order No.: 3068

Management Review: Date:



Boat and Motor Superstores

36851 U.S. 19 N. • Palm Harbor, Florida 34684
(727) 942-PROP • Toll Free (800) 417-7160 • Fax (727) 938-3585 • kenyonpowerboats.com

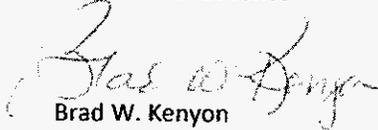
November 6, 2008

RE: ACCT # 00003068

Dear Supervisor John Wittenzellner;

We are writing you to ask for some leniency regarding our sewer bill we received for 6919 Puffin LN. Due to the economic situation we had to close this location. We have been able to rent it out to Source One Marina. We believe that in the mix of moving out somehow a pipe was damaged. As soon as we were notified from your meter reader we reacted. We turned off the water and have fixed the situation. Please advise us.

Thank You In advance


Brad W. Kenyon

no called

CHAPARRAL
BOATS

STINGRAY

YACHT

KEY WEST

ALUMACRAFT BOATS

SEA
CHASER

SEAFOX

Glacier Bay

426

HONDA
MARINE

MERCURY

Ni Florida, LLC,
 13825 US Hwy 19 Ste 301
 Hudson, FL 34667
 (727) 863-0205



TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Sewer	1204000	1033000	171,000	1,078.63

Ni Florida, LLC CUSTOMER		PAY GROSS AMOUNT AFTER THIS DATE
ROUTE	ACCOUNT	
	00003068	11/20/08
NET AMOUNT TO BE PAID		GROSS AMOUNT TO BE PAID
1,078.63		1,088.63

MAIL THIS STUB WITH YOUR PAYMENT

6919 PUFFIN LN

Service From 9/19/2008 TO 10/24/2008 00003068 10/30/08

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
			1,078.63	10.00	1,088.63

KENYON POWER BOATS INC
 36851 US HIGHWAY 19 N
 PALM HARBOR FL
 34684-1233

TOLL FREE # - 1-877-233-0101

3441233



Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 11/5/2008 Account No.: 1237
 Time:

Accounting	Service	Trouble
Account Balance	Service Availabilty	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: SANDRA BRISTOL

Service:
 Address:

Phone (H): 727-364-9512
 Phone (W):

Summary of Call: HAS SEVERAL ACCOUNTS: 1237,943,1141,1272,2576,1240,: WANTED THEM ALL RE-READ, FELT THAT ALL READING WERE TOO HIGH

Follow Up: WORK ORDER FOR RE-READ. ALL READING WERE CORRECT.

CSR recieving call: DEBBIE

CSR returning call: DEBBIE

Work Order No.: 1105001

Management Review: 

Date: 11/5/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/31/2008 Account No.: 1300
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent	x				
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: Patricia Brienza

Service Address: 6821 Heron Lane

Phone (H): 8620764
 Phone (W):

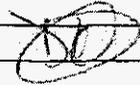
Summary of Call: Cust called questioning bill. She had a returned check fee and did not understand. Thought we put check back through. Explained we did not. Stated she's been ill, daughter has been taking care of thing. Will have daughter call me, Thanked me for assistance.

Follow Up: re issued check
 cust complaint resolved

CSR receiving call: Debbie

CSR returning call:

Work Order No.: 12318001

Management Review: 

Date: 12/31/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/29/2008 Account No.: 2179
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up X
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: GEORGE

Service Address: 6814 DRIFTWOOD DR

Phone (H): 848-4522
 Phone (W):

Summary of Call: SEWER BACKING UP. CHECKED CLEAN OUT - PROBLEM APPEARS TO BE FROM CLEAN OUT TO ROAD

Follow Up: WORK ORDER SENT
*cust side of clean out
 advised cust to call plumber*

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12298001

Management Review: *[Signature]*

Date: 12/29/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/23/2008 Account No.: 496
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up X
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: SMITH, BETTY

Service: 7117 GULF BREEZE
 Address:

Phone (H):
 Phone (W):

Summary of Call: CUST CALLED AND ASKED IF WE PLUGGED HER SEWER. WE DID NOT. SHE CALLED AGAIN. WOULD LIKE SOMEONE TO COME OUT AND CHECK LINE. EXPLAINED THAT IF IT'S ON HER SIDE, SHE WILL BE CHARGED. CUST UNDERSTOOD.

Follow Up: WORK ORDER SENT TO CHECK LINE
 Her side

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12238001

Management Review: 

Date: 12/23/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/22/2008 Account No.: 1340
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: MRS. DUFFY

Service Address: 6528 SALTWATER BLVD

Phone (H):
 Phone (W):

Summary of Call: CUST CALLED REQUESTING PLUG IN SEWER. HAS A TENANT AND TENANT HAS NOT BEEN PAYING HER AND SHE WOULD LIKE TO PLUG THE SEWER. EXPLAINED WE COULD SEND SOMEONE TO PLUG THE SEWER, BUT IT WILL COST HER \$70.

Follow Up: SHE STATED THAT THE OTHER COMPANY NEVER CHARGED HER. AND WANTED TO KNOW ANOTHER WAY. CHOSE NOT TO PLUG SEWER

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12228001

Management Review: 

Date: 12/22/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/18/2008 Account No.: 2162
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent	X				
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: LIZ (BK REP)

Service Address: 6515 DRIFTWOOD

Phone (H): 3526889990
Phone (W):

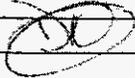
Summary of Call: CUST CALLED TO INQUIRE HOOKING BACK UP SYSTEM. SYSTEM HAS BEEN PLUGGED DUE TO NON PAYMENT.

Follow Up: FAXED STATEMENT AND APPLICATION TO 352-688-1025

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12188002

Management Review: 

Date: 12/18/08

Ni Florida, Inc.
13825 US HWY 19, 727-863-0205
727-869-5913
727-863-0205
Fax # 727-869-5913

FAX



To: LIZ

Fax: 352 688 1025

Date: 10/18/08

Re: 6515 Driftwood

From: FUG - Deb Kelsey

Fax: 727-869-5913

Phone: 727-863-0205

Cc: _____

Comments:
Sewer Service
- application fee
- statement

Pages:

- Urgent
- For Review
- Please Comment
- Please Reply
- Please Recycle

NI FLORIDA, LLC
13825 US HWY 19, SUITE 301
HUDSON, FL 34667
727-863-0205

RESIDENTIAL APPLICATION

ACCOUNT NUMBER: _____ DATE: _____

NAME: _____ PHONE NO: _____

SERVICE ADDRESS: _____ HUDSON, FL 34667

MAILING ADDRESS: _____

() OWNER () RENTAL (PROVIDE COPY OF LEASE OR PROOF OF SALE)

IF RENTAL: OWNER INFORMATION:

NAME: _____ PHONE NO: _____

OWNER ADDRESS: _____

DATE SERVICE BEGINS: _____

By signing this agreement, the Customer agrees to the following:

1. The Company shall not be responsible for the maintenance and operation of the Customer's pipes and facilities. The Customer agrees not to utilize any appliance or device which is not properly constructed, controlled and protected or which may adversely affect the wastewater service; the Company reserves the right to discontinue or withhold wastewater service to such apparatus or device.
2. The Company may refuse or discontinue wastewater service rendered under application made by any member or agent of a house hold, organization, or business for any of the reasons contained in Rule 25.30.320, Florida Administrative Code. Any unauthorized connections to the Customer's wastewater service shall be subject to immediate discontinuance without notice, in accordance with Rule 25.30.320, Florida Administrative Code.
3. The Customer agrees to abide by all existing Company Rules and Regulations as contained in the tariff. In addition, the Customer has received from the Company a copy of the brochure "Water and Wastewater Service" produced by the Florida Public Service Commission.
4. Bills for wastewater service will be rendered monthly, as stated in the rate schedule. Bills must be paid within 20 days of mailing bills. If payment is not made after five working days written notice, service may be discontinued.
5. When a Customer wishes to terminate service on any premises where wastewater service is supplied by the Company, the Company requires (oral, written) notice within 3 days prior to the date the Customer desires to terminate service.

Signature: _____ Date: _____

Reprinted Billing Statement

Ni Florida, LLC,
13825 US Hwy 19 Ste 301
Hudson, FL 34667
(727) 863-0205

TRUSTEE, WELLS FARGO BK N
7105 CORPORATE DR MS B-
PLANO TX 75024-4100

Current Meter Reading	947,000	11/24/2008	Ni Florida, LLC, Due Date:12/20/08
Prior Meter Reading	947,000	11/24/2008	
Usage Amount	<u>0</u>		
<u>Service</u>	<u>Charges</u>		Customer Name: TRUSTEE, WELLS FARGO BK I
			Service Address: 6515 DRIFTWOOD DR
Previous Balance	259.51		Account 00002162 Route Number: 15
Balance Due:	\$259.51		

Please return this portion of the bill with your payment.

TRUSTEE, WELLS FARGO BK N
6515 DRIFTWOOD DR

Account #: 00002162

Billing Date: 12/18/2008

Balance 259.51

Due Date: 12/20/08

Amount Enclosed: _____

Reprinted Billing Statement

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/19/2008 Account No.: 2148
 Time:

Accounting	Service	Trouble
Account Balance	Service Availabilty	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: LINDA BENNETT

Service Address: 6412 DRIFTWOOD DR

Phone (H): 727-810-4034
 Phone (W):

Summary of Call: CUST COMPLAINT RE WORKER NAMED JOHN, , WHILE ON DRIFTWOOD/SEAVIEW, USING PROFOUND LANGUAGE

Follow Up: Spoke to worker-

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 12198002

Management Review: *DO*

Date: 12/19/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/18/2008 Account No.: 2155
 Time:

Accounting	Service	Trouble
Account Balance	Service Availabilty	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: RICHARD HANES

Service: 6419 DRIFTWOOD
 Address:

Phone (H): 919-6995
 Phone (W):

Summary of Call: CUST STATED THAT PROPERTY HAS NO WATER AND AT THIS TIME IS JUST A CONSTRUCTION SITE. WANTS TO KNOW WHY HE'S BEING CHARGED FOR SEWER WHEN HE'S NOT EVEN USING IT. EXPLAINED POLICY OF WHETHER OR NOT THERE IS ANY USAGE, THERE IS STILL A BASE FEE. WASN'T TOO HAPPY WITH RESPONSE AND WANTS SOME ONE TO CALL HIM.

Follow Up: FORWARDED TO JOHN
 Complaint resolved

CSR recieving call: DEBBIE

CSR returning call: S. W. Hensel

Work Order No.: 12178001

Management Review: 

Date: 12/18/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/12/2008 Account No.: 1464
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: FINGERMAN VYACHESLAV

Service Address: 13604 EVELANE

Phone (H): 352/168-7465 Fax #
 Phone (W):

Summary of Call: CUST CALLED AND STATED THAT HIS RENTER LEFT THE PROPERTY AND HE IS NOT GOING TO BE RESPONSIBLE FOR THEIR BILL. EXPLAINED TO CUST THAT THE ACCOUNT IS IN HIS NAME, AND GOING TO EVELANE ADDRESS. HE STATES HE NEVER PUT ACCOUNT IN HIS NAME AND DOES NOT KNOW HOW IT GOT INTO HIS NAME THAT HE NEVER SIGNED FOR ANYTHING. STATED RENTERS HAVE BEEN IN HOME FOR OVER A YEAR. SEE ATTACHED

Follow Up: REFERED TO JOHN W
 Complaint resolved

CSR receiving call: DEBBIE

CSR returning call: J Willenzellner

Work Order No.: 12128001

Management Review: [Signature]

Date: 12/12/08

12128001

EXPLAINED THE RENTERS MAY NEVER HAVE PLACED THE BILL IN THEIR NAME, LEAVING HIS NAME ON THE ACCOUNT, THEREFORE , LEAVING HIM THE RESPONSIBLE PARTY. WANTED TO KNOW HOW IT GOT IN HIS NAME TO BEGIN WITH WHEN HE NEVER SIGN UP FOR ANYTHING. EXPLAINED THAT IT'S BEEN IN HIS NAME THAT WE DID NOT CHANGE IT HOWEVER IT MAY BE BECAUSE THERE IS A BASE FEE OF \$15.72 FOR SEWER WHETHER OR NOT THERE IS ANY USAGE. SO OUR POLICY IS IF A RENTER LEAVES A PROPERTY AND ASKS TO DISCONNECT SERVICES, WE THEN WILL PUT SEWER BACK INTO THE HOME OWNERS NAME.

ASK S FOR POLICY ON THE ABOVE. WOULD LIKE IT FAXED TO HIM.

Resident Acct# [00001454] ACTIVE Owner Acct# []
 Name [VYACHESLAV FINGERMAN] - [] Route Book Comment
 Service Address [13604 EVELANE DRIVE] [] [TRANSFERRED FROM 5/31/08] []
 Mailing Address [13604 EVELANE DRIVE] [] Billing Comment
 City [HUDSON] [] State [FL] Zip [34567] [] []

Book-Sequence [2.363] Deposit Date [/ /] ID# [] Pump# [0]
 Loading Multiplier [1000] Rollout Digit [6] Meter Type [] Meter# [] Meter Units [GAL]

	Deposit	Balance	Average	Current	Rate Code	CURRENT	30--59
Sewer [0.00]	[46.74]	[36.77]	[46.74]	[IR1]	[46.74]	[0.00]
Transfer [0.00]	[0.00]	[0.00]	[0.00]	[]	60--89	90+
Reconnect [0.00]	[0.00]	[0.00]	[0.00]	[]	[0.00]	[0.00]
Other [0.00]	[0.00]	[0.00]	[0.00]	[]		
Penalties [0.00]	[0.00]	[1.87]	[0.00]			
Totals [0.00]	[46.74]	[38.64]	[46.74]	[4000]		

Beginning Balance [0.00]
 Beginning Deposit Balance [0.00]

MONTH	READING DATE	METER READING	DEMAND (GAL)	SEWER CHARGE	TRANSFER FIC	RE (DANED) FIC	NET	PENAL FIC	PAYMENT DATE	TOTAL PAYMENT
1	07/21/08	440000	6000	46.74	0.00	0.00	0.00	0.00	/ /	0.00
2	06/20/08	434000	8000	57.08	0.00	0.00	0.00	0.00	07/08/08	114.18
3	05/27/08	426000	7000	51.91	0.00	0.00	0.00	5.19	/ /	0.00
4	04/25/08	419000	4000	36.40	0.00	0.00	0.00	0.00	05/21/08	85.73
5	03/26/08	415000	5000	41.57	0.00	0.00	0.00	4.16	/ /	0.00
6	02/26/08	410000	4000	36.40	0.00	0.00	0.00	3.64	03/23/08	70.79
7	01/25/08	406000	3000	31.23	0.00	0.00	0.00	3.12	01/28/08	34.35
8	12/25/07	403000	3000	31.23	0.00	0.00	0.00	3.12	/ /	0.00
9	11/26/07	400000	1000	20.89	0.00	0.00	0.00	0.00	12/10/07	50.98
10	10/26/07	399000	4000	36.40	0.00	0.00	0.00	2.74	/ /	0.00
11	09/25/07	395000	4000	36.40	0.00	0.00	0.00	0.00	/ /	0.00
12	09/25/07	391000		15.72	0.00	0.00	0.00	0.00	/ /	0.00
13	07/25/07	391000	3000	31.23	0.00	0.00	0.00	0.00	/ /	0.00
14	06/25/07	388000		41.57	0.00	0.00	0.00	4.16	07/30/07	150.03
TOTALS		52000	514.77	0.00	0.00	0.00	0.00	26.13		506.03

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/9/2008 Account No.: 1469
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	x	Miscellaneous		Miscellaneous	

Name: Jayne Sheets

Service Address: 13632 Evelane Dr

Phone (H):
Phone (W):

Summary of Call: Cust mailed letter wantine to know why sewer and water charges were not the same each month.

Follow Up: Responded with following letter.

CSR recieving call: Debbie

CSR returning call: J Wittenzellner

Work Order No.: 1469

Management Review: 

Date: 12/10/08

		41.57	329
7/1/2008	36.4		
8/1/2008	36.4	36.4	339
9/1/2008	46.74		
10/1/2008	41.57		
	161.11	77.97	83.14 balance due

Why am I being charged for 5000 usage with Ni Florida and the water is 2000.

Ni Florida is the biggest rip off company. I am going to report Ni Florida to consumer affairs.

*Wynn Scheets
Account
#00001469*

12/12/2008

FUG - Deb Kelsey
Ni Florida, LLC
13825 US HWY 19, STE 301
Hudson, FL 34667

Jayne Scheets
13632 Evelane Drive
Hudson, FL 34667

Dear Mrs. Scheets

I apologize for any confusion you may be having in regards to the meter readings between Pasco Co and Ni Florida. I have been able to gather some information regarding this account.

The water usage readings from Ni Florida and Pasco Co for the past 6 months:

	<u>Ni Florida</u>	<u>Pasco Co</u>
June	5000	5000
July	6000	6000
Aug	4000	5000
Sept	4000	3000
Oct	6000	6000
Nov	5000	3000
Total	30,000	28,000

The meters are not necessarily read the same day by the County and our meter readers. Therefore, I would expect them to be similar when averaging the usage, but not when comparing them on a month to month basis. This Nov. Pasco Co read their meter on 11/7 and we read ours two week later on 11/20, thus the reason for the increase in usage.

If you should have any further questions, please feel free to call me and I would be glad to assist any way that I can.

Sincerely,

FUG - Deb Kelsey
Customer Service
Ni Florida, LLC

ACTION: DISPLAY PASCO COUNTY UTILITY SYSTEM ACCOUNT NUMBER: 1061902083
 CYCLE: 10 METER INFORMATION STATUS: AB ACTIVE BILLED
 LAST NAME: SCHEETS FIRST: WILLARD INITIAL: B RELATE: N
 SER. ST. NUM: 13632 ST. NAME: EVELANE DR PHONE: 772 - 408 - 7438
 SUBCODE: SR SEA RANCH OWN/TEN: 0 RATE: 003 GEO IND:
 METER NUMBER: 40163641 WALK SEQ: 0002950 METER SIZE: 3/4 COMPOUND
 COMMENTS: SPL INSTR LOCATION 16

DATE READ	READING	CONSUMPTION	DAYS	NO READ	MC1	MC2
11 / 07 / 2008	72000	3000	0			
10 / 17 / 2008	69000	6000	24			
09 / 23 / 2008		3000	29			
08 / 25 / 2008		5000	32			
07 / 24 / 2008		6000	36			
06 / 18 / 2008		5000	27			
05 / 22 / 2008		0	0			
/ /		0	0			
/ /		0	0			
/ /		0	0			
/ /		0	0			
/ /		0	0			
/ /		0	0			
/ /		0	0			

AVERAGE CONSUMPTION FOR LAST 3 MOS 4666
 HIT PF1 TO PRINT A DUPLICATE METER CARD

NEXT FUNCTION:

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/9/2008 Account No.: 1583
 Time:

Accounting	Service	Trouble
Account Balance	Service Availabilty	Sewer Back-up x
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: ALICIA

Service Address: 6428 BOATYARD

Phone (H): 727-389-6656
 Phone (W):

Summary of Call: CUST CALLED AND STATED SEWER BACKING UP INTO TUB.

Follow Up: WORK ORDER SENT OUT TO CHECK OUR LINES
Customer side

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12908001

Management Review: *[Signature]*

Date: 12/9/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/5/2008 Account No.: 247
 Time: 10:00:00 AM

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: Kristina Roy

Service: 13641 Stacey Drive
 Address: Hudson

Phone (H): 802-748-1697
 Phone (W):

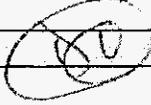
Summary of Call: Called to have A/C # 247 put back in her name with her address. Tenants moved out.

Follow Up: Completed

CSR recieving call: Christine

CSR returning call:

Work Order No.: 120580001

Management Review: 

Date: 12/5/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/4/2008 Account No.: 278
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: IRA MILLER

Service Address: 5915 BEVERLY DR

Phone (H): 803-788-5329
 Phone (W):

Summary of Call: CUST CALLED AND STATED THAT SHE HAD FILLED UP HER POOL AND SHE IS BEING CHARGED FOR SEWER WHEN IT DID NOT GO INTO SEWER.

Follow Up: EXPLAINED POLICY IS USAGE, THAT WE DO USE WATER METER AND IT IS NOT IN OUR POLICY TO CREDIT FILLING OF POOL. CUST WAS UP SET AND STATING THAT IT IS NOT FAIR

CSR receiving call: CHRISTINE

CSR returning call:

Work Order No.: 12048003

Management Review: 

Date: 12/4/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/4/2008 Account No.: 871
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: CORIA GARDINER

Service Address: 14735 CATRINA LOOP

Phone (H):
 Phone (W):

Summary of Call: CUST CALLED AND STATED THAT SHE HAD A LEAK IN THE IRRIGATION SYSTEM AND WAS ASKING IF WE COULD GIVE HER A BREAK.

Follow Up: EXPLAINED ALTHOUGH UNFORTUNATE THE CUST IS RESPONSIBLE FOR THE LEAK. HOWEVER, WE DID ONLY CHARGE HER 10,000 GAL.

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12048002

Management Review: *(Signature)*

Date: 12/4/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/4/2008 Account No.: 1341
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment	x	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: JANET CLARKE

Service Address: 6520-24 SALTWATER BLVD

Phone (H):
 Phone (W):

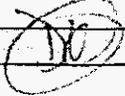
Summary of Call: CUST CALLED AND STATED THAT SHE WAS TOLD THAT SHE WOULD NOT RECEIVE A LATE FEE AND THAT SHE COULD PAY IN PAYMENTS TILL PAID OFF. BILL WAS HIGH DUE TO MIS READ METER.

Follow Up: ADJUSTED ACCOUNT FOR CUST.

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12048001

Management Review: 

Date: 12/4/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/3/2008 Account No.: 129
Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: JENNIFER

Service Address: 13617 ALLYN DR

Phone (H): 813-239-6713
Phone (W):

Summary of Call: CUST CALLED QUESTIONING BILL. AT THIS TIME SHE IS DISPUTING BILL WITH HWW AS SHE STATES WATER IS SHUT OFF AND SHOWING USAGE. ASKED IF WE COULD NOT DISC HER AT THIS TIME. WILL CALL ME BACK TOMORROW 12/04

Follow Up: NOTED CUST ACCOUNT

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12038004

Management Review: 

Date: 12/3/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/3/2008 Account No.: 895
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: ROBERT MATHIAS

Service Address: 6825 CURLEW LANE

Phone (H):
 Phone (W):

Summary of Call: CUST CALLED AND QUESTION USAGE. STATES THAT SHE ONLY USED 2000GAL PER PASCO CO. LAST READING IS CORRECT PER CUST. STATED SHE READ HER METER AND 619 IS CORRECT. REVIEWED ACCOUNT AND EXPLAINED SEVERAL MONTHS SHE WAS CHARGED BASE FEE ONLY, ZERO USAGE. NOT SURE SHE UNDERSTOOD.

Follow Up: CUST STATED THAT SHE WILL LOOK BACK AT PAST BILLS. TOLD HER I WOULD HELP HER REVIEW THEM IF NEEDED.

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12038003

Management Review: *(Signature)*

Date: 12/3/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/3/2008 Account No.: 1339
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: DURDA

Service Address: 6802 SALTWATER BLVE

Phone (H):
 Phone (W):

Summary of Call: CUST CALLED- WANTED TO KNOW WHY SHE HAD TO PAY SO MUCH MONEY FOR SEWER WHEN SHE HAS NOT BEEN THERE EXPLAINED ABOUT BASE FEE. STATES SHE UNDERSTANDS, BUT SINCE APRIL SHE HAS PAID SO MUCH. ASKED TO HOLD TO CHECK TABBS PROGRAM FOR PAYMENT RECORD. CUST HUNG UP WITHOUT GIVING PHONE NUMBER

Follow Up: CUST CALLED BACK/STATED HER PHONE DISCONNECTED. TRIED TO EXPLAIN CHARGES AND PAYMENTS/ MAILING AUDITS TO CUST SO SHE COULD UNDERSTAND. CUST WAS SATISFIED, TOLD HER TO CALL BACK WHEN SHE GETS AUDIT IF SHE STILL NEEDS ASSISTANCE. ALSO CUST CHANGED ADDRESS TO SERVICE ADDRESS.

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12038002

Management Review: 

Date: 12/3/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/3/2008 Account No.: 2285
Time:

Accounting	Service	Trouble
Account Balance	Service Availabilty	Sewer Back-up
Billing Adjustment	Reread Meter X	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: KEN AVERY

Service Address: 6322 TOWER DRIVE

Phone (H): 7279442099
Phone (W):

Summary of Call: BILL TOO HIGH- REQUESTED RE-READ

Follow Up: WORK ORDER SENT FOR RE-READ

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 12038001

Management Review: 

Date: 12/3/08

Ni Florida, LLC - Hudson Division
13835 US Highway 19, Suite 301
Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/2/2008 Account No.: 1795
Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: THERON RODMAKER

Service Address: 14832 ATLANTIC AVE

Phone (H):
Phone (W):

Summary of Call: CUST STOPPED BY OFFICE AND STATED THAT HE HAD A LEAK AND WANTED CREDIT FOR IT. UPSET. EXPLAINED ALTHOUGH UNFORTUNATE HE IS STILL RESPONSIBLE FOR BILL. LEFT WITHOUT PAYING BUT NOT IRATE AND STATED HE WOULD TALK TO WATER COMPANY

Follow Up: CUST RETURNED. HWW GAVE CREDIT FROM 34,000 TO 2,000 GAL. AND FAXED CREDIT. WE ONLY CHARGED 10,000 GAL. GAVE CREDIT FOR 8000 GAL

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12028004

Management Review: 

Date: 12/2/08

8724 NEW YORK AVE
HUDSON, FL 34667
PHONE: 727-868-1382
FAX: 727-869-6544



Fax

#1795

Adjusted account

To: N1 America From: HWW

Fax: 869-5913 Pages: 1

Phone: _____ Date: 12-2-08

14832 ATLANTIC AVE CC: _____

Urgent For Review Please Comment Please Reply Please Recycle

● Comments:

RE: above address —
 Because of leak we have
 credited customers water Bill
 down to 2,000 gals from 34,000 gals.

Thank you —

Credited

41.36

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/2/2008 Account No.: 2002
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: RAY SICKLER

Service Address: 13922 SOMMERS AVE

Phone (H):
 Phone (W):

Summary of Call: CALLED TO QUESTION WHY BILL KEEPS GOING UP EACH MONTH. EXPLAINED WE USE WATER METER READINGS. STATED WATER IS GOING UP AS WELL. REQUESTED TO CHECK IT. EXPLAINED THAT HWW WOULD FOLLOW UP ON THAT FOR HIM

Follow Up: CUST TO CALL HWW

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12028002

Management Review: *(Signature)*

Date: 12/2/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/2/2008 Account No.: 236
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment	X	Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name:

Service: TOM DUNN
 Address:

Phone (H): 813-9575444
 Phone (W):

Summary of Call: CUST CALLED AND STATED THAT HE SENT A BANK CHECK OUT - HOWEVER HE JUST CHECK AND IT HAS NOT CLEARED HIS BANK.

Follow Up: ADVISED CUST TO CALL BANK - WILL CALL BANK AND SENDING ANOTHER CHECK FOR BAL

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12028001

Management Review:

Date: 12/2/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 1280
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment	X	Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: GRACE

Service: 5803 BEVERLY
 Address:

Phone (H): 861-3931
 Phone (W):

Summary of Call: NEED TO CHECK ACCOUNT FOR PAYMENT RECEIVED

Follow Up: DID NOT SEND A NOV PAYMENT - WILL SEND IT ALONG WITH DEC

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 121800014

Management Review:

Date: 12/1/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 2637
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: CAROL - TREASURER

Service: 13139 TILLER DR
 Address:

Phone (H): 727-863-9678
 Phone (W):

Summary of Call: WOULD LIKE RE-READ

Follow Up: SENDING WORK ORDER FOR RE-READ
read correct

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 121800013

Management Review: *(Signature)*

Date: 12/1/08

- 727 863 9678

Ni Florida Work Order

Account #: 2637 Date: 12/1/08

Name: Carol - Treasure
() Renter () Owner

Service Address: 13139 Tillet dr. (Signal Cove)
Hudson, FL 34667

- () Final Bill (Read Meter): _____
- () Re-read: 5/65
- () Reconnect Service (Read Meter): _____
- () Disconnect Service (Read Meter): _____

Amount past Due: _____ Last payment date: _____
 Current Due: _____
 Total: _____

() Other: _____

Field Opt. Comments

Discription of Work Performed: _____

Itemized Parts List:

_____ Plug _____	Other Parts: _____
_____ Cap _____	_____
_____ Tail _____	_____

Total Hours Worked: _____

Field Opt. Signature

Ni Florida, LLC. 13825 US Hwy 19, Hudson, FL 34667

*Notified Cust.
Reading ¹⁶⁰ correct*

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 1711/594/1554
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: BONNIE SMITH

Service:
 Address:

Phone (H): 626-808-5605
 Phone (W):

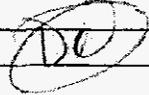
Summary of Call: SELLING TWO OF THE PROP/ SOLD #594, MARIA DR./ WILL SEND PAYMENT FOR OTHER TWO PROP.

Follow Up: FINALIZED BILL FOR MARIA

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 121800012

Management Review: 

Date: 12/1/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 234
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill	X				
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: LES CRAWFORD

Service: 13510 STACEY
 Address:

Phone (H):
 Phone (W):

Summary of Call: CUST MOVING WITH IN SYSTEM. WANTS 13510 STACEY DRIVE TO CLOSE ON 1/1/09 - MOVING INTO NEW ADDRESS 6914 HARBOR DRIVE, NOW -

Follow Up: WILL FINALIZE ACCOUNT IN JAN - CHANGING ACCOUNT FOR HARBOR DRIVE - WORK ORDER SENT FOR BOTH PROP FOR METER READS

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 121800011

Management Review: *DC*

Date: 5/1/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 3846
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment	X	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: STEPHEN SPOETH

Service: 7100 GULF BREEZE
 Address:

Phone (H):
 Phone (W):

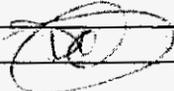
Summary of Call: CUST CALLED - STATED THAT TENANT MOVED OUT MIDDLE OF MONTH - HE'S BEING CHARGED FOR BASE FEE WHOLE MONTH.

Follow Up: CHECKED FINAL READ 11/12/08. ADJUSTED ACCOUNT FOR 6.36. NOTIFIED CUST OF NEW TOTAL

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 121800010

Management Review: 

Date: 12/1/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 1035
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment	X	Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: PAUL MCCAW

Service Address: 13241 STARFISH DR

Phone (H): 479-644-2400
 Phone (W):

Summary of Call: CUST CALLED STATED THAT HE SENT PAYMENT THRU BANK - FOR \$26.06

Follow Up: NOT POSTED - CUST ADVISED TO CALL BANK - BANK CALLED - CHECK NOT CLEARED - WILL SEND NEW CHECK ALONG WITH LATE CHARGE AS IT WAS THEIR ERROR. BANK TO NOTIFY CUST

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12180009

Management Review: 

Date: 12/1/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 2848
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment	X	Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MIKE

Service: HUDSON MARINA
 Address:

Phone (H):
 Phone (W):

Summary of Call: CUST CALLED STATED THAT HE SENT PAYMENT THRU BANK - CHECK #5264 FOR 29.73

Follow Up: CHECK WAS POSTED TO ACCOUNT #2448. ADJUSTED BOTH ACCOUNT

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 12180008

Management Review: 

Date: 12/1/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 2531
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment	X	Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: MICHELLE JUREK

Service: 6541 TOWER
 Address:

Phone (H):
 Phone (W):

Summary of Call: CUST CALLED AND STATED HAD SENT BANK PAYMENT FOR \$36.40 CK #5180. NOT CREDITED TO ACCOUNT.

Follow Up: ADVISED CUST AFTER SEARCHING FOR CK # 5180 IN SYSTEM THAT SHE NEEDS TO CONTACT BANK. BANK CALLED AS WELL, STILL RESEARCHING, HOWEVER, CK HAS NOT CLEARED.

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12180007

Management Review: 

Date: 12/1/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 536
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change	X	Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: DONALD STOOPS

Service: 7306 GULF BREEZE CIRCLE
 Address:

Phone (H): 863-3464
 Phone (W):

Summary of Call: CHANGE ADDRESS TO PO BOX IN HUDSON

Follow Up: CHANGED ADDRESS

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12180006

Management Review: *(Signature)*

Date: 12/1/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 907
 Time:

Accounting	Service	Trouble
Account Balance	Service Availability	Sewer Back-up
Billing Adjustment	Reread Meter	Lift Station Alarm
Verify Payment	Lateral Line Leak	Lift Station Overflow
Address Change	Broken Clean-out	Lift Station Odor
Request New Service		Sewer Main Break
Final Reading/Bill		
Delinquent		
Rate Question		
Miscellaneous	Miscellaneous	Miscellaneous

Name: SANDRA FARRELL

Service Address: 6902 SANDERLING LANE

Phone (H): 819-9068
 Phone (W):

Summary of Call: WANTS RE-READ. LIVING IN HOME AND SHOWS NO USAGE

Follow Up: WORK ORDER SENT FOR RE-READ
corrected Me

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12180005

Management Review: *[Signature]*

Date: 12/1/08

Ni Florida Work Order

Account #: 907 Date: 12/1/08

Name: Fanell, Sandra
() Renter () Owner

Service Address: 6902 Sandalino
Hudson, FL 34667

- () Final Bill (Read Meter): _____
- (X) Re-read: (923) 933
- () Reconnect Service (Read Meter): _____
- () Disconnect Service (Read Meter): _____

Amount past Due: _____ Last payment date: _____
Current Due: _____
Total: _____

() Other: _____

Field Opt. Comments

Description of Work Performed:
Shows no usage - has usage

Itemized Parts List:

Plug _____	Other Parts: _____
Cap _____	_____
Tail _____	_____

Total Hours Worked: _____

Field Opt. Signature

Ni Florida, LLC. 13825 US Hwy 19, Hudson, FL 34667

Notified Cust. of Adjustment!

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 2540
 Time:

Accounting		Service		Trouble	
Account Balance		Service Availability		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent	X				
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: RONALD FLEMING

Service: 13105 BALLAST
 Address:

Phone (H):
 Phone (W):

Summary of Call: WANTED BAL AND TO NOTIFY NI THAT HE WILL PUT PAYMENT IN MAIL FOR THE AMOUNT OF \$220.76. Ck # 1448

Follow Up: NOTED ACCOUNT

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 12180004

Management Review: 

Date: 12/1/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/08 Account No.: 1510
 Time:

Accounting		Service		Trouble	
Account Balance	X	Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Odor	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent	X				
Rate Question					
Miscellaneous		Miscellaneous		Miscellaneous	

Name: ROBIN MASSAKEE

Service Address: 13617 RITTON DRIVE

Phone (H): 727-243-5773
 Phone (W):

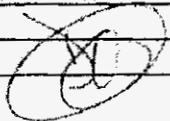
Summary of Call: WANTED BAL AND TO NOTIFY NI THAT HE WILL PUT PAYMENT IN BOX TONIGHT.

Follow Up: NOTED ACCOUNT

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 12180003

Management Review: 

Date: 12/1/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 2692
 Time: 1:12pm

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: Tracey Secondo

Service Address: 7300 Maryland Avenue
 Hudson

Phone (H): 364-9376
 Phone (W):

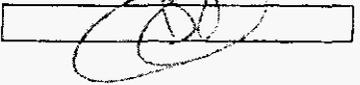
Summary of Call: She thinks there is a leak from the sewer line. She is smelling the sewer.

Follow Up: John was called to go out and check the premises. John went out and found they also have a septic tank and the washer / dryer is hook up to it. The septic tank is over flowing so owner of home will have it drained.

CSR recieving call: Christine

CSR returning call:

Work Order No.: 12180002

Management Review: 

Date: 12/1/08

Ni Florida, LLC - Hudson Division
 13835 US Highway 19, Suite 301
 Hudson, Florida 34667

Wastewater

Customer Service - Inquiries and Complaint Log

Date: 12/1/2008 Account No.: 645
 Time: 10:00:00 AM

Accounting		Service		Trouble	
Account Balance		Service Availabilty		Sewer Back-up	
Billing Adjustment		Reread Meter		Lift Station Alarm	
Verify Payment		Lateral Line Leak		Lift Station Overflow	
Address Change		Broken Clean-out		Lift Station Oder	
Request New Service				Sewer Main Break	
Final Reading/Bill					
Delinquent					
Rate Question					
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: Sandra Johnson

Service Address: 13636 Frances Avenue
 Hudson

Phone (H):
 Phone (W):

Summary of Call: She is late paying her bill and wanted the account noted that she will make a payment of \$36.40 by 12/15/08. She is waiting for her Child Support Check to come.

Follow Up: Made note in account.

CSR recieving call: Christine

CSR returning call:

Work Order No.: 12180001

Management Review: 

Date: 12/1/08