

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

Request For Approval of Amendment to)
Connection/Transfer Sheets, Increase in)
Returned Check Charge, Amendment to)
Miscellaneous Service Charges, Increase in)
Meter Installation Charges, and Imposition)
of New Tap-In Fee, In Marion County, by)
East Marion Sanitary Systems Inc.)
_____)

Docket No. 080562-WU

Filed: April 19, 2010

DIRECT TESTIMONY

OF

DAVID GRECO

A CUSTOMER OF EAST MARION SANITARY SYSTEMS, INC.

COM 5
APA
ECR 8
GCL 1
RAD
SSC
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DOCUMENT NUMBER-DATE
03030 APR 19 2010
FPSC-COMMISSION CLERK

1 **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

2 **DOCKET NO. 080562-WU**

3 **DIRECT TESTIMONY OF DAVID GRECO**

4

5 **Q. PLEASE STATE YOUR NAME AND ADDRESS.**

6 A. My name is David Greco. My address is 1221 NE 130th Terrace, Silver Springs,
7 FL 34488.

8

9 **Q. DID YOU EVER REQUEST AN APPLICATION FOR AN IRRIGATION**
10 **METER?**

11 A. Yes, by telephone and by letter dated September 18, 2008 (See attached Exhibit
12 DG-1).

13

14 **Q. DID THE UTILITY REFUSE TO SEND YOU AN APPLICATION?**

15 A. Yes.

16

17 **Q. DID YOU FILE A COMPLAINT WITH THE FLORIDA PUBLIC**
18 **SERVICE COMMISSION (“PSC”) BECAUSE OF UTILITY’S FAILURE**
19 **TO PROVIDE YOU WITH AN APPLICATION TO RECEIVE AN**
20 **IRRIGATION METER?**

21 A. Yes. See a copy of the complaint, attached as Exhibit DG-2.

22

23 **Q. DID THE UTILITY EVER SEND AN APPLICATION?**

1 A. No.

2

3 **Q. HOW DID YOU GET AN APPLICATION?**

4 A. Shannon Hudson with the PSC sent a copy.

5

6 **Q. WHEN WAS APPLICATION SENT TO UTILITY?**

7 A. October, 2008.

8 **Q. WHEN WAS THE IRRIGATION METER INSTALLED?**

9 A. June, 2009.

10

11 **Q. WAS THE IRRIGATION METER PROPERLY INSTALLED?**

12 A. No. The irrigation meter was connected after the potable water meter on the
13 service line to the house. (See diagram and photos attached in Exhibit DG-3).
14 The last picture in Exhibit DG-3 is a picture of a properly installed irrigation
15 meter.

16

17 **Q. DID YOU NOTIFY THE UTILITY OF THIS PROBLEM?**

18 A. Yes, by letter dated June 19, 2009, attached as Exhibit DG-4.

19

20 **Q. HAVE YOU CONNECTED TO THE IRRIGATION METER?**

21 A. No, not until the meter is property installed.

22

23 **Q. HAVE YOU BEEN BILLED MONTHLY FOR A MINIMUM CHARGE?**

1 A. Yes.

2

3 **Q. DOES THIS COMPLETE YOUR TESTIMONY?**

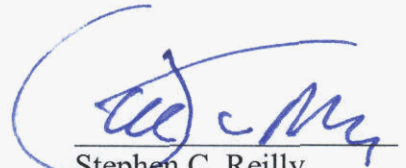
4 A. Yes.

CERTIFICATE OF SERVICE
DOCKET NO. 080562-WU

I HEREBY CERTIFY that a true and correct copy of the foregoing Direct Testimony of David Greco has been furnished by electronic and U.S. Mail to the following parties this 19th day of April, 2010.

Lisa Bennett, Esquire
Florida Public Service Commission
Division of Legal Services
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

East Marion Sanitary Systems, Inc.
G-4225 Miller Road, #190
Flint, MI 48507-1227



Stephen C. Reilly
Associate Public Counsel

East Marion Sanitary systems Inc.
PO BOX 234
Silver Springs, Fl 34489
Sept. 18 2008

Docket No. 080562-WU
Exhibit No. ____ (DG-1)

Re: Irrigation Water Merter Request "Application"

Mr. Hein:

I am forwarding this written request as follow up to my phone request on 9-18-08 at 3:30 pm for a irrigation meter application. If there is not an actual form then accept this as my written "Application" for (One) Irrigation Water Meter 5/8X3/4" to be installed at my Residence, located at 1221 NE 130th Terr. , Account # 9, at your current FPSC Tariff Rate as of this date.

Thank you,

CC: FPSC Mrs. Delgado
FPSC< Complaint - #791906W Mrs. Ruth Mc Hargue
East Marion Sanitary Systems,Inc.Flint MI

Request No. 791906W Name GRECO ,DAVID MR. Business Name _____

Consumer Information Name: DAVID GRECO Business Name: Svc Address: 1221 NE 130TH TERRACE County: Marion Phone: (352)-625-6451 City/Zip: Silver Springs / 34488- Account Number: Caller's Name: DAVID GRECO Mailing Address: 1221 NE 130TH TERRACE City/Zip: SILVER SPRINGS ,FL 34488- Can Be Reached: E-Tracking Number: 14651	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: MARIA DELGADO Entered By: BB Date: 08/15/2008 Time: 13:18 Via: E-FORM Prelim Type: DELAY IN PO: Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation: N
	Utility Information Company Code: SU535 Company: EAST MARION SANITARY SYSTEMS, Attn. Herbert Hein791906W Response Needed From Company? Y Date Due: 09/08/2008 Fax: 61.810-733-8048 R	
	Interim Report Received: / / Reply Received: 08/29/2008 Reply Received Timely/Late: Informal Conf.: N	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" -----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, August 14, 2008 10:26 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 14651

Complaint filed with PSC

Select County: MARION

Request No. 791906W Name GRECO ,DAVID MR. Business Name _____

PAGE NO: 1

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Exhibit No. (DG-2)
Page 1 of 3

CUSTOMER INFORMATION

Name: DAVID GRECO
Telephone: 352-625-6451
Email: dgreco@utilitytechnicians.com
Address: 1221 ne 130th terrace silver springs 34488

BUSINESS INFORMATION

Business Account Name: DAVID GRECO
Account Number: 9
Address: 1221 ne 130th terrace silver springs Florida 34488

COMPLAINT INFORMATION

Complaint: Other Complaint against East Marion Sanitary Systems, Inc.
Details:

Last week my wife contacted Mrs. Bea Jordan [the utility company contact] to inquire about having an irrigation meter installed. Mrs. Jordan told my wife that they are not accepting applications at this time due to the fact that the utility owner has applied to the PSC for a rate increase for irrigation meter installations. Please advise if the utility owner has the right to deny applications for a irrigation meter while he applies/waits for a rate increase"

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

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Request No. 791906W Name GRECO ,DAVID MR. Business Name _____

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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Brian Bilal

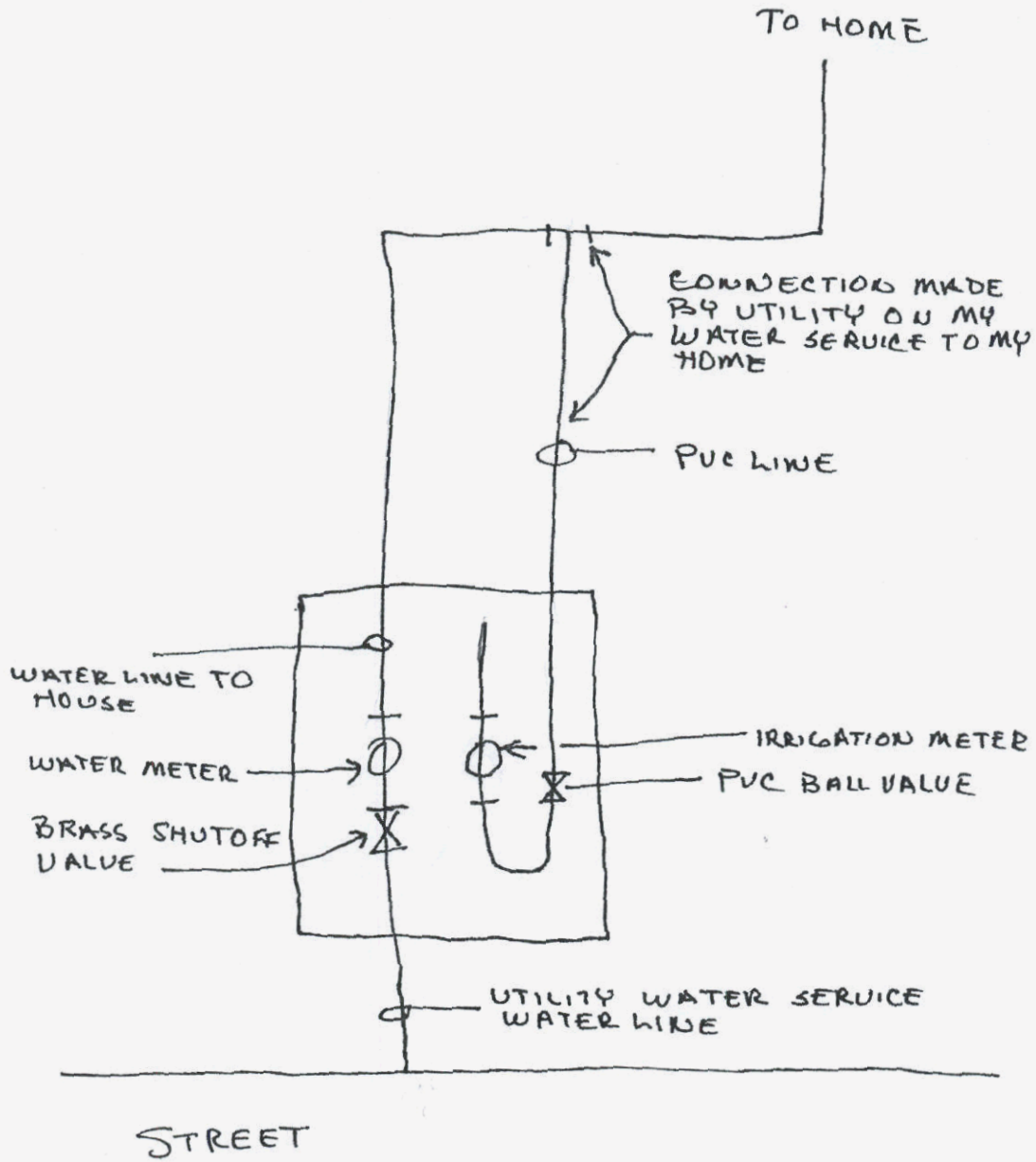
08/292008 - Company response received via fax. /EEstelle

9/15/08 - Customer requested copy of complaint be mailed to him. Complaint printed and forwarded to EEstelle for mailing. Dbaxter

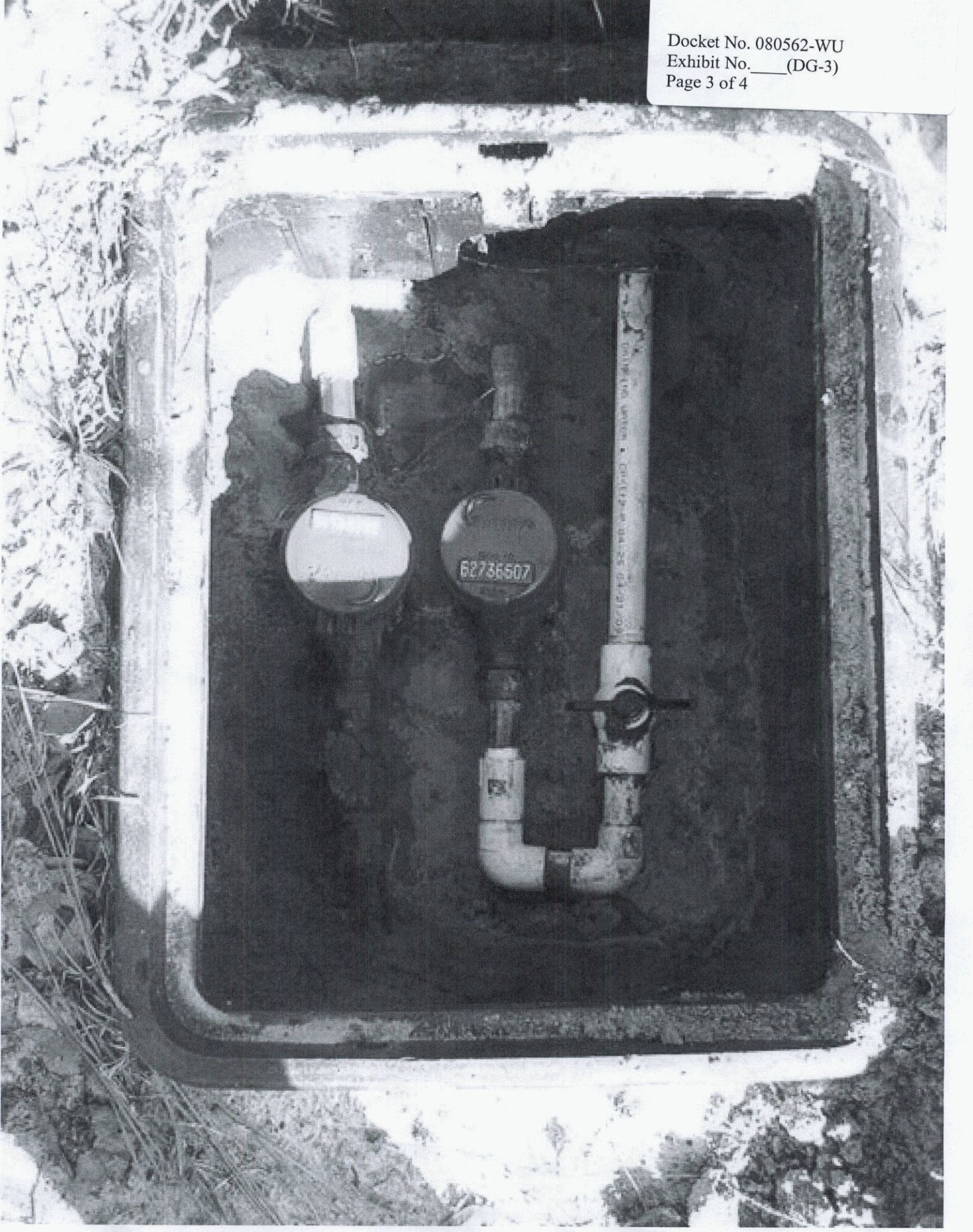
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Request No. 791906W Name GRECO ,DAVID MR. Business Name _____

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David Greco
1221 NE 130th Terrace
Silver Springs, FL 34488

June 19, 2009

Mr. Hein
East Marion Sanitary
P.O. Box 234
Silver Springs, FL 34489

Dear Mr. Hein:

Thank you for installing the irrigation meter. However, we have a problem – the meter was installed improperly.

The meter was installed on the water service line, after the potable meter. This line belongs to me and at no time was permission requested or given for the service line to be cut and your meter installed.

I am requesting that the irrigation meter be removed from my service line and re-installed on the utility side of your water system.

A written explanation of the repair to my service will need to be approved and must be made available for my inspection and approval prior to filling the hole.

Sincerely,

David Greco

DG/bg
cc: Shannon Hudson, P.S.C.