

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

CAROL GRECO

Customer of East Marion Sanitary Systems, Inc.

COM 5
APA _____
ECR 8
GCL 1
RAD _____
SSC _____
ADM _____
OPC _____
CLK 1

DOCUMENT NUMBER DATE

03031 APR 19 2010

FPSC-COMMISSION CLERK

1 **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

2 **DOCKET NO. 080562-WU**

3 **DIRECT TESTIMONY OF CAROL GRECO**

4

5 **Q. Please state your name and address.**

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

8 **Q. What is the purpose of this testimony?**

9 A. To dispute testimony given by Beata Jordan dated March 19, 2010.

10 **Q. Did Ms. Jordan misstate the truth in her testimony?**

11 A. Yes. On page 4, Line 18, Ms. Jordan states she never refused to supply an
12 irrigation application to anyone. In August 2008, I requested an application from
13 Ms. Jordan and she refused. See PSC complaint attached as Exhibit CG-1.

14 **Q. Does this complete your testimony?**

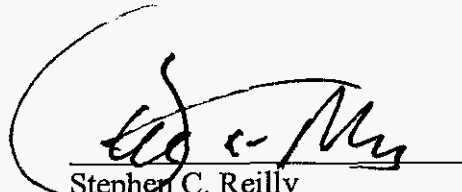
15 A. Yes.

CERTIFICATE OF SERVICE
DOCKET NO. 080562-WU

I HEREBY CERTIFY that a true and correct copy of the foregoing Direct Testimony of Carol 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

Request No. 791906W

Name GRECO ,DAVID MR.

Business Name

<p align="center">Consumer Information</p> <p>Name: DAVID GRECO</p> <p>Business Name:</p> <p>Svc Address: 1221 NE 130TH TERRACE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: MARIA DELGADO</p> <p>Entered By: BB</p> <p>Date: 08/15/2008</p> <p>Time: 13:18</p> <p>Via: E-FORM</p> <p>Prelim Type: DELAY IN</p>
<p>County: Marion Phone: (352)-625-6451</p> <p>City/Zip: Silver Springs / 34488-</p> <p>Account Number:</p> <p>Caller's Name: DAVID GRECO</p> <p>Mailing Address: 1221 NE 130TH TERRACE</p>	<p align="center">Utility Information</p> <p>Company Code: SU535</p> <p>Company: EAST MARION SANITARY SYSTEMS,</p> <p>Attn: Herbert Hein791906W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/08/2008</p> <p>Fax: 61,810-733-8048 R</p>	<p>PO:</p> <p>Disputed Amt: 0.00</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>City/Zip: SILVER SPRINGS ,FL 34488-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 14651</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 08/29/2008</p> <p>Reply Received Timely/Late:</p> <p>Informal Conf.: N</p>	<p>Closed by:</p> <p>Date: / /</p> <p>Closeout Type:</p> <p>Apparent Rule Violation: N</p>

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

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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:

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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

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

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