

CLASS B
WATER AND/OR WASTEWATER UTILITIES

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

OF

NI FLORIDA, LLC

Exact Legal Name of Utility
Docket No.: 100149-WU

VOLUME III



FOR THE

Test Year Ended: December 31, 2009

DOCUMENT NUMBER: DA1

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FPSC-COMMISSION CLEAR

Ni Florida, LLC

Docket No.: 100149-WU

Lee County

**25.30.440 (1)
DETAILED MAP**

(WILL BE PROVIDED AT A LATER DATE)

Test Year Ended December 31, 2009

Ni Florida, LLC

Docket No.: 100149-WU

Lee County

25.30.440 (2)
CHEMICALS USED

NOT APPLICABLE

Test Year Ended December 31, 2009

Ni Florida, LLC

Docket No.: 100149-WU

Lee County

**25.30.440 (3)
CHEMICAL ANALYSIS**

NOT APPLICABLE

Test Year Ended December 31, 2009

Ni Florida, LLC

Docket No.: 100149-WU

Lee County

**25.30.440 (4)
OPERATIONS REPORTS**

NOT APPLICABLE

Test Year Ended December 31, 2009

Ni Florida, LLC

Docket No.: 100149-WU

Lee County

25.30.440 (5)
INSPECTION REPORTS

NOT APPLICABLE

Test Year Ended December 31, 2009

Ni Florida, LLC

Docket No.: 100149-WU

Lee County

25.30.440 (6)
PERMITS

NOT APPLICABLE

Test Year Ended December 31, 2009

Ni Florida, LLC

Docket No.: 100149-WU

Lee County

25.30.440 (7)
NOTICES

NOT APPLICABLE

Test Year Ended December 31, 2009

Ni Florida, LLC

Docket No.: 100149-WU

Lee County

25.30.440 (8)
FIELD EMPLOYEES

NOT APPLICABLE

Test Year Ended December 31, 2009

Ni Florida, LLC

Docket No.: 100149-WU

Lee County

25.30.440 (9)
VEHICLES

NOT APPLICABLE

Test Year Ended December 31, 2009

Ni Florida, LLC

Docket No.: 100149-WU

Lee County

**25-30.440 (10)
CUSTOMER COMPLAINTS**

Test Year Ended December 31, 2009

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

Water

Customer Service - Inquiries and Complaint Log

Date: 3/4/2009
 Time:

Account No.: 1395

Accounting	Service	Trouble
Account Balance	Service Availabilty	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	Water Turn Off	
Delinquent	Reread Meter	X
Rate Question	Broken Meter Box/Top	
Miscellaneous	Miscellaneous	Miscellaneous

Name: ZWITTER, JOE

Service Address: 9045 FLAMINGO CIRCLE

Phone (H): 239-652-0889
 Phone (W):

Summary of Call: CUST REQUESTED METER READING. NEW METER READING WAS HIGHER. JOE TESTED METER USING 5 GAL TEST. METER IS NOT SPINNING. CUST STATES HE HAD PLUMBER OUT. NO LEAKS, TOILETS ARE GOOD. JOE SAID THAT AFTER WATCHING THE METER FOR A WHILE, IT JUMPS.

Follow Up: FORWARD TO JOHN FOR REVIEW
 Aout meter

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 30509001

Management Review:

Date:

Customer Detail

ZWITTER, JOE

Account Number 1395

ZWITTER, JOE
 9045 FLAMINGO CIRCLE

N. FORT MYERS FL
 33903 (239)652-0889
 Service Address: 9045 FLAMINGO CIRCLE

Date Turned On
 Date Turned Off
 Meter Check Date
 Rate Code 1
 Pump/Well Number 1
 Last Reading 80314
 Previous Reading 79477
 Usage 8,370

Months On System 6
 Total Usage 26,110
 Average Usage 4,352
 Sequence Number 10971
 Meter Serial Number 8229813
 Route Number 1
 Last Read Date 2/20/2009
 12 Month Average 3,582
 Last Year Average 0
 Previous Year Average 0
 Last 'Paid On Time' Date 2/12/2009
 Last Late Charge Date
 Number Of Late Months 0
 Next Due Date 3/15/2009
 Year To Date Charges \$67.20

OLD ACCOUNT # 10971

Deposit Information

Deposit Amount	\$0.00	Deposit Date			
Deposit Amount 2	\$0.00	Deposit 2 Date			
Usage	Charges	Read Date	Reading		
January	3,530	40.99	1/27/2009	79477	
February	8,370	26.21	2/20/2009	80314	
March	0	0.00	3/28/2000	0	
April	0	0.00	4/28/2000	0	
May	0	0.00	5/28/2000	0	
June	0	0.00	6/28/2000	0	
July	0	0.00	7/28/2000	0	
August	0	0.00	8/28/2000	0	
September	2,010	20.36	9/28/2008	78366	
October	2,500	22.01	10/25/2008	78616	
November	2,600	22.35	11/22/2008	78876	
December	2,480	21.94	12/19/2008	79124	
Last Payment	2/12/2009	\$23.00	Check Number	1403327	
Age 1	\$44.20	Age 2	\$0.00	Age 3	\$0.00

Certificate Number	0
Services	Current Balance
Previous Charges	\$44.20
Account Balance	44.20

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

Water

Customer Service - Inquiries and Complaint Log

Date: 1/28/2009 Account No.: 1544
Time:

Accounting		Service		Trouble	
Account Balance		Service Availabilty		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		Water Turn Off			
Delinquent		Reread Meter			
Rate Question		Broken Meter Box/Top			
Miscellaneous	X	Miscellaneous		Miscellaneous	

Name: DEBORAH TAGGART

Service Address: 9209 BONITA

Phone (H): 707-688-2334
Phone (W):

Summary of Call: CUST CALLED AND STATED THAT SHE HAS HAD THE WATER SHUT OFF SINCE DEC 1 AND THERE SHOULD BE NO USAGE

Follow Up: WORK ORDER FOR JOE TO CHECK METER, SEE IF SPIN.
re-read - act adjusted

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 1289001

Management Review: Date:

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

Water

Customer Service - Inquiries and Complaint Log

Date: 1/27/2009
Time: 3:00:00 PM

Account No.: 1495

Accounting		Service		Trouble	
Account Balance		Service Availabilty		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		Water Turn Off			
Delinquent		Reread Meter			
Rate Question		Broken Meter Box/Top			
Miscellaneous		Miscellaneous	x	Miscellaneous	

Name: Ernest & Mary Mullen

Service Address: 3150 Mercury Lane
N. Fort Myers, FL

Phone (H): 847-833-2752
Phone (W):

Summary of Call: The shut off valve needs to be replaced. Can only be turned on and off with pliers. Please have someone come out to replace.

Follow Up:

CSR recieving call: Christine

CSR returning call:

Work Order No.: 127090001

Management Review:

Date:

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

Water

Customer Service - Inquiries and Complaint Log

Date: 1/21/2009 Account No.: 848
Time:

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

Name: Donald Horning

Service Address: 3402 Galaxy Way

Phone (H):
Phone (W):

Summary of Call: CUST CALLED AND STATED TOP OF METER BOX IS MISSING AND HAS BEEN FOR A FEW MONTHS NOW. FEELS THAT THIS IS A HAZARD AND SOMEONE MIGHT GET HURT IF NOT FIXED.

Follow Up: FORWARDED TO JOHN W

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 1219001

Management Review: Date:

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

Water

Customer Service - Inquiries and Complaint Log

Date: 3/4/2009
Time:

Account No.: 1843

Accounting	Service	Trouble
Account Balance	Service Availabilty	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	Water Turn Off	
Delinquent	Reread Meter	x
Rate Question	Broken Meter Box/Top	
Miscellaneous	Miscellaneous	Miscellaneous

Name: DOMINIC TRIPODI

Service Address: 3540 CELESTIAL WAY

Phone (H):
Phone (W):

Summary of Call: CUST CALLED AND REQUESTED RE-READ TWO MONTHS IN A ROW. RE-READS COMPLETED. NO CHANGE AS READING WAS HIGHER. CUST STATES THAT HE HAS HAD A PLUMBER OUT AND HAS NO LEAKS AND THERE IS NO WAY ONE MAN CAN USE 11,000. FEELS THERE IS SOMETHING WRONG WITH METER OR METER READER.

Follow Up: WILL FORWARD TO JOHN W FOR REVIEW AS CUST CONTINUES TO INSIST A PROBLEM EXISTS.
Left hose on - Dominick Δ

CSR recieving call: DEBBIE

CSR returning call:

Work Order No.: 30509002

Management Review:

Date:

Customer Detail

TRIPODI, DOMINIC

Account Number 1843

TRIPODI, DOMINIC
 3540 CELESTIAL WAY

TRIPODI, DOMINIC
 8177 CLEVE-MASS RD. #17

N FORT MYERS FL
 33903 (330)475-6784
 Service Address: 3540 CELESTIAL WAY

CLINTON OH
 44216-0 (330)475-6784
 Months On System 6
 Total Usage 18,970
 Average Usage 3.162
 Sequence Number 12671
 Meter Serial Number 65299875 12/
 Route Number 1
 Last Read Date 2/20/2009
 12 Month Average 3,794
 Last Year Average 0
 Previous Year Average 0
 Last 'Paid On Time' Date 2/16/2009
 Last Late Charge Date
 Number Of Late Months 0
 Next Due Date 3/15/2009
 Year To Date Charges \$80.91

Date Turned On
 Date Turned Off
 Meter Check Date
 Rate Code 1
 Pump/Well Number 1
 Last Reading 4447
 Previous Reading 3283
 Usage 11,640

OLD ACCOUNT # 12671

Deposit Information

Deposit Amount	\$0.00	Deposit Date	Certificate Number	0	
Deposit Amount 2	\$0.00	Deposit 2 Date	Services	Current Balance	
Usage	Charges	Read Date	Reading		
January	4,340	28.19	1/27/2009	3283	
February	11,640	52.72	2/20/2009	4447	
March	0	0.00	3/28/2000	0	
April	0	0.00	4/28/2000	0	
May	0	0.00	5/28/2000	0	
June	0	0.00	6/28/2000	0	
July	0	0.00	7/28/2000	0	
August	0	0.00	8/28/2000	0	
September	0	13.61	9/28/2008	2550	
October	190	14.25	10/25/2008	2569	
November	910	16.67	11/22/2008	2660	
December	1,890	19.96	12/19/2008	2849	
Last Payment	2/16/2009	\$28.19	Check Number	1451202	
Age 1	\$52.72	Age 2	\$0.00	Age 3	\$0.00

Previous Charges \$52.72
Account Balance 52.72

LT 14 BK 08
 re read was done 3434 higher reading. left alone.

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

Water

Customer Service - Inquiries and Complaint Log

Date: 4/28/2009 Account No.: 341
 Time: 1pm

Accounting	Service	Trouble
Account Balance	Service Availabilty	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	Water Turn Off	
Delinquent	Reread Meter	
Rate Question	Broken Meter Box/Top	
Miscellaneous	Miscellaneous	x Miscellaneous

Name: Jackie Murphey

Service Address: 3314 Rainbow Lane

Phone (H): 239-997-9538
 Phone (W):

Summary of Call: Cust called and stated she has a water leak under trailer. Explained that I will send someone out to look at it, but it sounds like she may need a plumber. She asked, "what will that guy do when he comes over?" I explained that he will look and assess the problem and turn the water off. Cust replied, "I'm intelligent enough to know that much"

Follow Up: Called Joe and notified him of leak

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 341

Management Review: Date:

Debbie

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

Water

Customer Service - Inquiries and Complaint Log

Date: 4/14/2009
Time: 3:00 p.m.

Account No.: 973

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		Water Turn Off			
Delinquent		Reread Meter			
Rate Question		Broken Meter Box/Top			
Miscellaneous		Miscellaneous	x	Miscellaneous	

Name: Robert & Pearl McCONNELL

Service Address: 3173 Venus Lane

Phone (H): 239-995-4348
Phone (W):

Summary of Call: There was a water main break on Friday. When the repair was done there were cracks on the driveway along with scrapes and scratches. A mess was left by the crew - lots of sand. Couple is old and can't clean it up themselves.

Follow Up: Forward a copy of this information to Joe via fax. Clean up to reasonable condition should happen at the time of repair. If it can not be done, and some times it may not, make sure this office is notified what work is still left to do, and when the work can be expected to be completed.

CSR receiving call: Christine

CSR returning call:

Work Order No.: 973

Management Review: John Wittenzellner

Date: 4/14/2009

Special Instructions: Christine, call the customer after talking to Joe. Let them know when he will be visiting the site. Joe after visiting the site, report the actions you think are necessary to resolve this issue to Terry. Terry, make sure I know the progress of this situation.

Debbie Kelsey

From: Rodeo901@aol.com
Sent: Tuesday, April 14, 2009 4:27 PM
To: Terry Kelsey
Cc: Christine Panobianco; Debbie Kelsey
Subject: 3173 Venus Lane

Terry,

I spoke to the lady at this address and told her the concrete man should be here by the end of the week. she wanted me to have him fix old cracks in her driveway that were there prior to the leak . I told her we could not repair old cracks and she closed the door in my face. the contractor will clean up any excess sand in the street
Joe

The Average US Credit Score is 692. [See Yours in Just 2 Easy Steps!](#)

4/14/2009

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

Water

Customer Service - Inquiries and Complaint Log

Date: 4/14/2009
Time: 3:00 p.m.

Account No.: 973

Accounting	Service	Trouble
Account Balance	Service Availabilty	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	Water Turn Off	
Delinquent	Reread Meter	
Rate Question	Broken Meter Box/Top	
Miscellaneous	Miscellaneous	x Miscellaneous

Name: Robert & Pearl McCONNELL

Service Address: 3173 Venus Lane

Phone (H): 239-995-4348
Phone (W):

Summary of Call: There was a water main break on Friday. When the repair was done there were cracks on the driveway along with scrapes and scratches. A mess was left by the crew - lots of sand. Couple is old and can't clean it up themselves.

Follow Up:

CSR recieving call: Christine

CSR returning call:

Work Order No.: 973

Management Review: Date:

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

Water

Customer Service - Inquiries and Complaint Log

Date: 4/7/2009 Account No.: 608
 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		Water Turn Off			
Delinquent		Reread Meter			
Rate Question	x	Broken Meter Box/Top			
Miscellaneous		Miscellaneous		Miscellaneous	

Name: Frank Cleaver

Service Address: 9055 Flamingo Cir

Phone (H): 239-997-1889
 Phone (W):

Summary of Call: Customer called regarding a billing question. He wanted to know why we don't show the usage on our bills. I explained that our bills do show the exact usage. Cust request that bill be broken down. Explained that I did not think our current billing system did that. Customer seemed satisfied with answer.

Follow Up: Call to billing system provider. Changed the program to provide cost of usage. John wrote a letter to the customers.

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 608

Management Review: John Wittenzellner Date: 4/14/2009

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

Water

Customer Service - Inquiries and Complaint Log

Date: 4/3/2009 Account No.: 1382
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	Water Turn Off		
Delinquent	Reread Meter		
Rate Question	Broken Meter Box/Top		
Miscellaneous	Miscellaneous	Miscellaneous	X

Name: ELEANOR ST JOHN

Service Address: 9003 FLAMINGO

Phone (H):
Phone (W):

Summary of Call: TAMAMIAMI OFFICE CALLED AND STATED THAT MRS ST JOHN IS IN THEIR OFFICE AND STATES THAT A PLUMBER IS AT HER HOUSE AND THERE IS A LEAK AT THE METER.

Follow Up: JOE STATED THERE IS NO LEAK, THE PLUMBER DID NOT WANT TO TURN OFF THE VALVE IN CASE SOMETHING BROKE, HE DID NOT WANT TO BE RESPONSIBLE FOR IT. JOE TURNED VALVE OFF FOR HIM AND LATER TURNED BACK ON.

CSR receiving call: DEBBIE

CSR returning call:

Work Order No.: 1382

Management Review: Date:

TAMI AMI
Ni Florida Work Order

Account #: 1382 Date: 4/3/09

Name: Eleanor ST John
() Renter () Owner

Service Address: 9003 Flamingo
Hudson, FL 34667

() New Owner () New Renter () Owner Sold () Renter Leaving

() Read Meter: _____ Date of Transfer: _____

() Re-read: _____

() 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:
Leak at Meter.

No leak - plumber working there
did not want to
turn off water valve

Itemized Parts List:

Plug _____
Cap _____
Tail _____

Other Parts: _____

Total Hours Worked: _____

Field Opt. Signature

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