LAKESIDE PREDUCTOR WATERWORKS, INC. PREDUCTOR VALUE VALUE February 15, 2013 CLAUSE Office of Commission Clerk Florida Public Service Commission S40 Shumard Oak Boulevard Z40 Shumard Oak Boulevard Z540 Shumard Oak Boulevard Z40 Shumard Oak Boulevard Tallahassee, FL 32399-0850 FT

Re: Docket No. 120317-WS – Application for approval to transfer water and wastewater Certificate Nos. 567-w and 494-S in Lake County – response to FPSC letter dated January 18, 2013

This letter will serve as our response to items addressed in your letter dated January 18, 2013 concerning information requested in our Application for approval:

1. Parties to Notify: All parties were notified in accordance with Rule 24-30.030(1). In preparation of our Application the last three pages of the list provided by the Commission was mistakenly left out of the filing.

2. Included along with this letter is our additional \$750.00.

3. There is no request for additional service territory. Lakeside's application is for transfer of existing territory served by Shangri-la- By-The Lake.

4. Customer deposits were transferred from Shangri-la-By-The Lake to Lakeside and have been credited to customer accounts. There were no guaranteed revenue contracts, developer agreements, or customer advances. Lakeside provided a copy of a lease and no other leases are involved.

5. Lakeside is working with Shangri-la-By-The Lake and their accountant to acquire the adjustments requested.

6. The seller in good faith will work with Lakeside regarding the books and records.

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DOCUMENT NUMBER-DAT

4939 Cross Bayou Blvd. New Port Richey, FL 34652 - Tel: (866) 753-8292 Fax: (727) 848-7 20 0 8 8 5 FEB 18 ☎

FPSC-COMMISSION CLERI

LAKESIDE WATERWORKS, INC.

7. Enclosed is a copy of the Assignment of Easements which incorporates the land upon which the water treatment plant resides.

Additional Information: Affidavit – in compliance with Rule 25-30.030(6), F.A.C. As can be seen within the docket, there was a cover letter stating attached was the affidavits for both Exhibits L and M. The Affidavit was inadvertently left out as with the items addressed above in item 1. Attached is the affidavit.

Respectfully,

Gary Determet, President Lakeside Waterworks, Inc. 4939 Cross Bayou Blvd. New Port Richey, FL 3465

52

INSTRUMENT #2012123850 OR BK 4243 PG 1860 - 1865 (6 PGS) DATE: 11/27/2012 10:44:50 AM NEIL KELLY, CLERK OF THE CIRCUIT COURT LAKE COUNTY RECORDING FEES \$52.50

Prepared by and return to: Martin S. Friedman, Esq. Sundstrom, Friedman & Fumero, LLP 766 N. Sun Drive, Suite 4030 Lake Mary, Florida 32746

THE STORY, P.A. THE READ THE READ

ASSIGNMENT OF EASEMENTS

THIS ASSIGNMENT OF EASEMENTS (this "Assignment") is made as of the 16th day of November, 2012, by SHANGRI-LA BY THE LAKE UTILITIES, INC., a Florida corporation, ("Assigner") to LAKESIDE WATERWORKS, INC., Florida corporation ("Assignee"). Capitalized terms not defined herein shall have the meaning(s) ascribed to them in that certain Asset Purchase Agreement dated October 18, 2012, (the "Purchase Agreement").

WHEREAS, among the Assets owned by Assignor and intended to be conveyed to Assignee, in accordance with the Purchase Agreement, are the rights of Assignor under all easements, licenses, prescriptive rights, rights-of-way and rights to use public and private roads, highways, canals, streets and other areas owned or used by Assignor for the construction, operation and maintenance of the Utility System, as described and set forth in the Purchase Agreement (the "Easements"); and

WHEREAS, Assignor has agreed to transfer to Assignee any and all of the rights, title and interest of Assignor as grantee under the Easements, including, but not limited to, those certain Easements described in <u>Exhibit "A"</u> attached hereto and made a part hereof.

NOW, THEREFORE, in consideration of the mutual promises, covenants, representations and agreements contained herein, together for \$10.00 and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. Assignor hereby quit claims, conveys and assigns unto Assignee, its successors and assigns, all right, title and interest of Assignor, if any, in the Easements, together with all other recorded or unrecorded rights, privileges, easements, licenses, prescriptive rights, rights-ofway, and rights to use public and private roads, highways, canals, streets, and other areas owned or used by Assignor in connection with the construction, reconstruction, installation, expansion, maintenance, and operation of the Utility System or the Assets; provided however that, other than as contained in the Purchase Agreement, Assignor makes no representation or warranty herein regarding the Easements.

2. Assignee hereby accepts the transfer and assignment of the Easements as set forth in Paragraph 1 herein, and assumes the performance, obligations, duties and liabilities of Assignor under such Easements which accrue thereunder from and after the date hereof. As of the date of this Assignment, and pursuant to the Purchase Agreement, Assignor's obligations and responsibilities to act under such Easements shall cease and terminate. Assignor shall have no liability or obligation with respect to the Easements after the date hereof, other than those which accrued prior to the date hereof.

3. The parties covenant and agree for themselves and their successors and assigns that Assignor will do, execute, acknowledge and deliver or cause to be done, executed, acknowledged and delivered any and all such further acts, instruments, papers and documents, as may be necessary, proper or convenient to carry out and effectuate the intent and purposes of this Assignment.

4. This Assignment shall inure to the benefit of Assignee, its successors and permitted assigns, and shall bind Assignor and its successors and permitted assigns. This Assignment is not intended to confer upon any person other than the parties hereto any rights or remedies hereunder.

5. This Assignment shall be governed in all respects, whether as to validity, construction, capacity, performance or otherwise, by the laws of the State of Florida applicable to contracts made and to be performed within that state.

6. If any term or provision of this Assignment shall, to any extent or for any reason, be held to be invalid or unenforceable, the remainder of this Assignment shall not be affected thereby and shall be construed as if such invalid or unenforceable provision had never been contained herein or been applicable in such circumstances.

7. This Assignment incorporates the Purchase Agreement and by reference all definitions, terms, provisions, conditions and limitations set forth therein. In the event of any conflict or inconsistency between the definitions, terms, provisions, conditions and limitations set forth in the Purchase Agreement and those which are set forth in this Assignment, the definitions, terms, provisions, conditions and limitations set forth in the Purchase Agreement shall supersede and prevail.

8. This Assignment may be executed in one or more counterparts, each of which shall be deemed to be an original, but all of which shall constitute one and the same Assignment.

Executed as of the day and year first above written.

[SIGNATURES ON FOLLOWING PAGES]

WITNESSED:

SHANGRI-LA BY THE LAKE UTILITIES, INC. a Florida corporation

By: A E. Werner, President

- Meh LOF WA Mensinel

Print Name

STATE OF ILLINOIS

COUNTY OF Ogk

This instrument was acknowledged before me this <u>15</u>th day of November, 2012, by Jay E. Werner, as President of Shangri-La By The Lake Utilities. Inc., a Florida corporation, on its behalf.



Notary Public

(Print, Type or Stamp Commissioned Name

Personally Known **OR** Produced Identification Type of Identification Produced <u>Drivers</u> License

WITNESSED:	LAKESIDE WATERWORKS, INC., a Florida corporation
Carolyn Bacley Print Name: CAPOLYN BALLEY	By: Gary A. Deremer, President
Print Name:PATRICIA COFER	¥
PATRICIA COFF	

STATE OF FLORIDA

COUNTY OF Parco

This instrument was acknowledged before me this $__{\ell} \frac{\ell}{6}$ day of November, 2012, by Gary A. Deremer, President of Harbor Waterworks, Inc., on its behalf.

Carolin Bailey Notary Public State of Florida

(Print, Type or Stamp Commissioned Name

Personally Known OR Produced Identification Type of Identification Produced



Exhibit A

Parcel 1:

Shangri-La by the Lake Mobile Home Park; an island in Government Lots 9 and 13, Section 6, Township 19 South, Range 26 East, Lake County, Florida, lying South, East, and North of the following described centerline of a canal easement recorded in Official Records Book 411, Page 996, Public Records of Lake County, Florida, and West of Lake Eustis; said centerline being described as follows: From the Northeast corner of sald Government Lot 9, (Government Lot 9 is cited incorrectly in Official Records Book 411, Page 996, Point of Commencement should be the Southeast corner of Government Lot 8), run South 00°30'50" West along the East line of Government Lot 9 (This line is cited incorrectly in Official Records Book 411, Page 996), a distance of 325.00 feet to the point of beginning of the following described canal centerline; thence West, a distance of 995.45 feet to the point of curvature of a curve concave Southeasterly and having a radius of 100.00 feet; run thence Westerly and Southerly along the arc of said curve, through a central angle of 90°30'30" (Central angle calculates 89°29'10") a distance of 157.98 feet, (Arc distance calculates 156.18 feet) to the point of tangency of said curve; run thence South 00°30'50" West, a distance of 434.74 feet, to the point of curvature of a curve concave Northeasterly and having a radius of 100.00 feet; run thence Southerly and Easterly along the arc of said curve, through a central angle of 89°29'10" (Central angle calculates 90°30'50") a distance of 156.18 feet, (Arc distance calculates 157.98 feet) to the point of tangency of sald curve: run thence East to the East line of said Government Lot 9, thence continue East 650.00 feet, more or less, to the waters of Lake Eustis, return to the point of beginning and run East through said Government Lot 13, a distance of 1250.00 feet, more or less, to the waters of the aforesaid Lake Eustis and end of this centerline description.

Parcel 2:

The South 685.00 feet of the East 380.00 feet of the Southeast 1/4 of the Southeast 1/4 of Section 1, Township 19 South, Range 25 East, Lake County, Florida, Less the East 50.00 feet and Less the South 25.00 feet thereof.

Parcel 3:

From the Northwest corner of Government Lot 9, Section 6, Township 19 South, Range 26 East, Lake County, Florida, run North 89°59'40" East, along the North line of sald Government Lot 9, a distance of 1542.48 feet, more or less, to intersect the alignment of the Easterly right of way of Harbor Shores Road (CR5-5942), as described in Official Records Book 43, Page 632, Public Records of Lake County, Florida; run thence South 00°28'58" West, along the aforesaid right of way alignment, a distance of 33.00 feet, to the South right of way of Harbor Shores Road, as described in the aforesaid Official Records Book 43, Page 632, and the point of beginning of the following described parcel of land; from said point of beginning continue South 00°28'58" West, a distance of 138.00 feet; run thence North 89°31'02" West, a distance of 58.00 feet; run thence South 00°28'58" West, a distance of 136.00 feet, more or less, to the North side of a canal and a point hereby designated as Point "A"; begin again at the point of beginning and run North 89°59'40" East, along the aforesaid South right of way, a distance of 177.17 feet, to intersect a line, which is 100.00 feet Easterly, when measured perpendicularly to an existing 6 inch well; run thence South 00°28'58" West, a distance of 272.00 feet, more or less, to the North side of the aforesaid Canal; run thence Westerly along the North side of the canal a distance of 235.17 feet, more or less to the aforesaid Point "A" and end of this description.

Exhibit A (Continued)

Parcel 4:

Real property in Government Lot 9, Section 6, Township 19 South, Range 26 East, Lake County, Florida, described as follows: From the Northwest comer of Government Lot 9, Section 6, Township 19 South; Range 26 East, Lake County, Florida, run North 89°59'40" East, along the North line of said Government Lot 9, a distance of 1484.48 feet, to a point that Is North 89°59'40" East, and 8.00 feet from the Southeast corner of Government Lot 8, Section 6, Township 19 South, Range 26 East, run thence South 00°28'58" West, a distance of 325.00 feet to the centerline of canal, and point of beginning of the following described easement; from said point of beginning, run East, along said canal centerline, a distance of 58.00 feet; run thence North 00°28'58" East, a distance of 18.87 feet, to the North edge of said canal and the South side of the aforedescribed Parcel 3; thence Westerly, along the North side of said canal and South side of Parcel 3, a distance of 58.00 feet; run thence South 00°28'58" West, a distance of 18.49 feet to the point of beginning and end of this description.

Together with rights and interest created by those certain Easement Agreements recorded in Official Records Book 1189, Page 1653, Official Records Book 1189, Page 1659, Official Records Book 1189, Page 1665, Official Records Book 1189, Page 1671, Official Records Book 1516, Page 1893, and Official Records Book 1516, Page 1898, all being recorded in the Public Records of Lake County, Florida.

Parcel Identification Number: 06-19-26-0003-000-03300 & 01-19-25-0004-000-03101

INSTRUMENT #2012123847 OR BK 4243 PG 1850 - 1852 (3 PGS) DATE: 11/27/2012 10:44:50 AM NEIL KELLY, CLERK OF THE CIRCUIT COURT LAKE COUNTY RECORDING FEES \$27.00

BILL OF SALE

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7510 RIDGE ROAD 7510 RIDGE ROAD POAT RICHEV, FL 34868

KNOW ALL MEN BY THESE PRESENTS that SHANGRI-LA BY THE LAKE UTILITIES, INC., a Florida corporation ("Seller") for the sum of TEN and No/100 Dollars (\$10.00) and other good and valuable consideration, paid by LAKESIDE WATERWORKS, INC., a Florida corporation ("Purchaser"), the receipt of which is hereby acknowledged pursuant to the Asset Purchase Agreement between the parties, dated October 18, 2012 (the "Purchase Agreement"), hereby grant, sell, assign, and convey to Purchaser all of Seller's right, title, and interest in and to all of the personal property, both tangible and intangible, of the Assets, as such term is defined in the Purchase Agreement including, but not limited to, the following:

(a) All water supply, treatment, storage, distribution, and transmission facilities, wastewater collection, treatment and disposal facilities of every kind and description whatsoever, including, but not limited to, pumps, plants, wells, tanks, lift stations, transmission mains, distribution mains, supply pipes, collection pipes or facilities, effluent disposal facilities, valves, meters, meter boxes, service connections and all other physical facilities, equipment and property installations owned by Seller and used in connection with the Utility System, together with all additions or replacements thereto;

(b) The following, but only to the extent that Seller's right, title, or interest is transferable: all certificates, immunities, privileges, permits, license rights, consents, grants, ordinances, surveys, leaseholds, and all rights to construct, maintain, and operate the Utility System and its plants and systems for the collection and disposal of wastewater, and every right of every character whatever in connection therewith, and the obligations thereof (collectively, the "Certificates");

(c) All supplier lists, customer records, prints, plans, including plans in electronic or digital format, engineering reports, surveys, specifications, shop drawings, equipment manuals, and other information relating to the Utility System in Seller's possession, including rights of Seller, if any, to obtain copies of such items from engineers, contractors, consultants or other third parties, in paper and electronic form;

(d) All sets of record drawings, including as-built drawings, showing all facilities of the Utility System, including all original tracings, sepias, or other reproducible materials in Seller's possession, including rights of Seller, if any, to obtain copies of such items from engineers, contractors, consultants or other third parties, in paper and electronic form;

(e) All rights of Seller under any Developer Agreements which are assumed by Purchaser pursuant to the Purchase Agreement;

(f) All rights and obligations of Seller under the Contracts and Leases which are assumed by Purchaser pursuant to the Purchase Agreement;

Notwithstanding the foregoing, Seller does not hereby convey to Purchaser those certain Excluded Assets, as such term is defined and described in the Purchase Agreement.

Seller represents and warrants that it is providing all of its ownership interest in and to the above-referenced property and has removed or provided for the removal of all liens, security interests, or encumbrances.

All capitalized terms utilized herein, and not otherwise defined herein, shall have the meanings ascribed thereto in the Purchase Agreement. The terms and conditions contained in the Purchase Agreement are incorporated herein by reference.

SELLER MAKES NO REPRESENTATION AS TO THE CONDITION OF THE ASSETS. PURCHASER ACKNOWLEDGES THAT IT IS ACOUIRING THE ASSETS "AS-IS".

IN WITNESS WHEREOF, this instrument shall be effective as of the 16th day of November, 2012.

WITNESSED:

Werner

andre Schnulle

SHANGRI-LA BY THE LAKE UTILITIES, INC.

By: Ju Finenem-Jay E. Werner, President

STATE OF ILLINOIS

COUNTY OF Ogle

This instrument was acknowledged before me this $\underline{/9^{\underline{/4}}}$ day of November, 2012, by Jay E. Werner as president of Shangri-La By The Lake Utilities, Inc., a Florida corporation, on its behalf.

-	OFFICIAL SEAL
ŝ	MARTY GRANT
ļ	Notary Public, State of Illinois
3	My Commission Expires 01/23/16

Notary Eublic <u>Marky Grant</u> (Print, Type or Stamp Commissioned Name

□ Personally Known **OR**
Produced Identification Type of Identification Produced Driver License

WITNESSED: uslin Dar Print Name: BAILEY Print Name: PATE

LAKESIDE WATERWORKS INC By: Gary A. Deremer, President

STATE OF FLORIDA

COUNTY OF Parco

This instrument was acknowledged before me this $\frac{16}{16}$ day of November, 2012, by Gary A. Deremer as President of Lakeside Waterworks, Inc., on its behalf.

Kullen Bailey Notary Public State of Florida

(Print, Type or Stamp Commissioned Name

Personally Known OR
Produced Identification
Type of Identification Produced



BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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In re: Lakeside Waterworks, Inc.'s Application for Approval of Transfer of Shangri-La By The Lake Utilities, Inc. Water and Wastewater System in Lake, Florida.

Docket No.____

Filed: December 21, 2012

AFFIDAVIT

STATE OF FLORIDA: COUNTY OF PASCO:

BEFORE ME, the undersigned authority, personally appeared Gary Deremer, who after being duly sworn, deposes and says:

1. That I, Gary A. Deremer, am the President and Chief Operating Officer of

Lakeside Waterworks, Inc.

2. That I hereby affirm that the that on December 20, 2012 mailed the

Transfer Notice to the customers of Shangri-La by the Lake Utilities in Lake County, FL.

In accordance with Rule 25-30.030 (6) in Lakeside Waterworks, Inc.'s Application for

Approval of Transfer, Application for Transfer of Shangri-La By The Lake Utilities, Inc.

Water and Wastewater System in Lake County, Florida.

3. Further, Affiant sayeth not.

GARY A. DEREMER

STATE OF FLORIDA: COUNTY OF PASCO:

Subscribed and sworn to before me this 20th day of December, 2012, by Gary A. Deremer, who is personally known to me.



NOTARY PU

My Commission Expires:

COMMISSIONERS: RONALD A. BRISÉ, CHAIRMAN LISA POLAK EDGAR ART GRAHAM EDUARDO E. BALBIS JULIE I. BROWN

STATE OF FLORIDA

DIVISION OF ACCOUNTING AND FINANCE MARSHALL WILLIS DIRECTOR (850) 413-6900

Hublic Service Commission

January 18, 2013

Mr. Gary Deremer Lakeside Waterworks, Inc. 5320 Captains Court New Port Richey, Florida 34652

Re: Docket No. 120317-WS – Application for approval to transfer water and wastewater Certificate Nos. 567-W and 494-S in Lake County from Shangri-La by the Lake Utilities, Inc. to Lakeside Waterworks, Inc.

Dear Mr. Deremer:

The above-referenced application for Shangri-La by the Lake Utilities, Inc. (Shangri-La or Utility) has been received and reviewed by my staff. Please complete the following deficiencies and provide the requested additional information to clarify the application.

Deficiencies

- 1. **Parties to Notify.** The cover letter to Exhibit L states that a copy of the notice and the list of entities in receipt of the notice was attached to the affidavit. However, the list of entities submitted as part of Exhibit L only contains the first two pages of the five-page list provided by the Commission. Please notify all parties on pages three through five of the attached document, as required by Rule 25-30.030(1), Florida Administrative Code (F.A.C.)
- 2. Filing Fee. The Utility did not remit the correct filing fee for the application to transfer pursuant to Rule 25-30.030(2)(c), F.A.C. According to the Utility's 2011 Annual Report, Shangri-La has the capacity to serve 381 water ERCs and 1063 wastewater ERCs. As such, the appropriate filing fee is: Water, up to 500 ERCs: \$750; Wastewater, 501 to 2,000 ERCs: \$1,500; for a total filing fee of \$2,250. The Commission has received Shangri-La's filing fee of \$1,500; therefore, please remit the remaining balance of \$750.
- 3. **Tariffs.** Rule 25-30.036(3)(o), F.A.C., Application for Amendment to Certificate of Authorization, requires the application to contain the original and two copies of sample tariff sheets reflecting the additional service area. Shangri-La's application did not specifically state that the amended service area would include additional territory. Please provide a statement clarifying the Utility's intent with respect to its Application for

Mr. Gary Deremer, President Page 2 January 18, 2013

Amendment of Certificate. If applicable, please provide two copies of sample tariff sheets reflecting the additional service area.

- 4. **Contract for Sale.** Rule 25-30.037(2)(h)(1,2,3,4, and 6), F.A.C., Application for the Authority to Transfer, requires that the contract for sale include the disposition of customer deposits, any guaranteed revenue contracts, developer agreements, customer advances, and leases. Please provide an explanation for the above-mentioned items.
- Net Book Value. Rule 25-30.037(2)(1), F.A.C., Application for the Authority to Transfer, requires the proposed net book value of the system as of the date of the proposed transfer. Staff notes that by Order No. PSC-96-0062-FOF-WS, the Commission established rate base of \$62,185 for water and \$84,367 for wastewater. Please identify all adjustments made to rate base subsequent to Order No. PSC-96-0062-FOF-WS.
- 6. **Books and Records.** Rule 25-30.037(2)(n), F.A.C., Application for the Authority to Transfer, states, if the books and records of the seller are not available for inspection by the Commission or are not adequate for purposes of establishing the net book value of the system, a statement by the buyer that a good faith, extensive effort has been made to obtain such books and records for inspection by the Commission, and/or detailed steps taken to obtain the books and records. Please provide a statement that the buyer has obtained the books and records. If the buyer has not obtained the books and records, please provide a statement that a good faith, extensive effort has been made to obtain the books and records.
- 7. Land Ownership. Rule 25-30.037(2)(q), F.A.C., Application for the Authority to Transfer, requires evidence that the utility owns the land upon which the utility treatment facilities are located, or a copy of an agreement which provides for the continued use of the land, such as a 99-year lease. Staff has received a copy of the lease for land associated with the wastewater treatment facilities. Please submit a copy of the lease or proof of ownership of the land where the water treatment facilities are located.

Additional Information

1. Affidavit. There was no affidavit stating that a copy of the transfer notice was sent to the customers as required by Rule 25-30.030(6), F.A.C. Please provide all customers with a copy of the transfer notice, and submit an affidavit attesting to this notification.

The original and four copies of the response to the information requested in this letter should be filed with the Commission on or before February 18, 2013. As noted above, only the original and two copies of the tariff are required. When filing the response, please refer to Docket Number 120317-WS, and direct the response to:

Mr. Gary Deremer, President Page 3 January 18, 2013

> Office of Commission Clerk Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850

Should you have any questions concerning the information in this letter, please contact Martha Barrera at (850) 413-6212 for legal questions, Melinda Watts at (850) 413-6952 for engineering questions, or Avy Smith at (850) 413-6425 for all other questions.

Sincerely Andrew L. Maurey

Chief of Surveillance and Rate Filings Division of Accounting and Finance

ALM/as

cc: Division of Accounting and Finance (Fletcher) Division of Engineering (Ballinger, Watts) Office of Auditing and Performance Analysis (Daniel) Office of the General Counsel (Barrera) Office of Commission Clerk (Docket No. 120317-WS)

Attachment



After printing this label:

1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.

Fold the printed page along the horizontal line.
 Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com.FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$1,000, e.g. jewelry, precious metals, negotiable instruments and other items listed in our ServiceGuide. Written claims must be filed within strict time limits, see current FedEx Service Guide.