



**STATE OF FLORIDA  
OFFICE OF PUBLIC COUNSEL**

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**WILL WEATHERFORD**  
*Speaker of the House of  
Representatives*

**DON GAETZ**  
*President of the Senate*

J.R. Kelly  
*Public Counsel*

October 4, 2013

Anne Cole, Director  
Office of Commission Clerk  
Florida Office of Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

Re: Docket No. 130010-WS; Application for increase in water rates in Lee County and  
wastewater rates in Pasco County by Ni Florida, LLC

Dear Ms. Cole:

Please accept this filing on behalf of the customers of the Ni Florida water system in Lee County.  
These comments are made in response to the Company's response to customer concerns raised at  
the customer meeting and directly relate to issues raised in this docket by the customers.

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read "Stephen C. Reilly".

Stephen C. Reilly  
Associate Public Counsel



*A Resident Owned Manufactured Home Community*

16555-A N. Cleveland Ave.  
U.S. 41 North  
N. Ft. Myers, FL 33903

Office (239) 995-7747  
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Fax (239) 997-3037

October 3, 2013

Ann Cole  
Division of Commission Clerk and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

Re: Ni Florida Lee County Customer Meeting August 15, 2103  
Docket No. 130010

Dear Ms. Cole:

After reviewing the letter sent by Martin P. McDonnell, to the Clerk on September 6, 2013, I feel it is important to comment on some of the points he made.

On page 1, second paragraph, the approximate 750 water customers in Lee County he is referencing are entirely within Tamiami Village. It was the Association Manager of the Village that addressed the PSC Staff her concerns as well as the representatives from Ni Florida.

On page 1, third paragraph, everyone understands that costs go up, but it is important to insure the information being used for justifying the costs pertain to Tamiami Village. It is also unfair to expect the residents of Tamiami to insure that Ni Florida has a return on an investment that was a potential mistake. When Mr. Melcher and Mr. Wittenzellner met with the Master Board of Directors prior to Ni America buying the utility company, the Board explained the problems with the utilities and the inflated purchase price. The Board expressed their fear of the parent company coming back and trying to increase the water rates to such a degree that it would insure the investors received an adequate return on their investment while hurting the residents living in the Village. The fact that Ni America may have paid way more than the company was worth and there were many repairs necessary should be a very small portion of their request for a rate increase as they were aware of the problems prior to purchase. After reviewing the list of expenses that the parent company submitted it is unthinkable that the residents living in Tamiami should be responsible for: Microsoft office training, tuition to Texas A& M University – tuition to USC for an employee's MBA, tuition to USC, visa payments, holiday

arrangements, tow truck expenses, birthday parties, flowers and gifts, relocation costs for employees to name a few. Ni Florida provides water to the Tamiami Village residents strictly as a pass through operation with water treatment provided Lee County. No additional education or moving expenses required in this type of operation.

#### **Now to Address Customer Concern:**

##### **Billing:**

While the company addressed Mr. Anderson's bill, they did not address the problem with Mr. Jacob's bill. (Example 1 – 1A)

Mrs. Brumley, had a problem with her billing. It took me again sending Rick Melcher an email to insure her issues were addressed. Please see email 5 – 5A. There have been several letters sent to the Commission dealing with billing problems.

##### **Leaks:**

The first problem I would like to address is the leak that occurred at Flamingo Hall in February of 2013 that resulted in water problems with the pool, spa and hall. When the valve had to be replaced the Association started having problems with a white grease like material appearing. Please see email 2 thru 2-H showing the correspondence between Tamiami and Ni Florida. It is also important to note the company does not nor did they send anyone other than their part-time person to investigate the problem. It was the Association who had to do the research, pay for testing and additional chemicals along with additional payroll to resolve the problem.

The leak on Venus Lane was reported to Ni Florida's employee the evening of Thursday, June 6<sup>th</sup> by Mr. Richard Appleford, who is a Board Member and knew Mr. Palmer personally. Mr. Palmer stated he would address it on Friday. On Friday morning, my employee went and found Mr. Palmer to inform him the leak appeared worse and was told he would address it when he finished mowing his lawns. I personally contacted the Ni Florida office with no success. My first email went to Mr. Melcher at 8.44 a.m. after I had instructed my staff to cone off the area for safety reasons. (Was told people heading our way to repair) As of 3:08 p.m. no one had arrived and the water was pouring down the street. Please see emails 3 -3A-3B showing correspondence with Mr. Melcher.

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While the Association was remodeling Friendship Hall, we encountered a problem with a valve leak along with a plumbing problem. The Association had contracted with Tony Guadagno (A Good Plumber) to do the necessary repairs, only to have to deal with Tony being addressed in a very inappropriate manner by the Ni Florida employee. Refer to email 4 - 4A.

We also had a situation on Arbor Drive where we noticed water leaking from one of the Ni Florida valves. Our previous supervisor contacted John and John tied a sock around the pipe and said he would get back to it. It took several days to insure the pipe was properly repaired.

**Boil Water Notice:**

Please note there were 9 boil water notices sent in the first 8 months of this year. I did agree to have my staff prepare the notices – contact the Ni Florida employee (current employee does not always pick up notices), we post the notice on the Association’s website and do bill Ni Florida a minimum charge for this service. This was being done to insure the Association was aware of any boil water notices going on and to help minimize costs for the Association by charging a minimal cost for the service. Maybe it is now time to have Ni Florida make other arrangements for this service.

**Ni Florida Representative:**

Based on the information I have already provided along with Mr. Palmer going on vacation without coverage does not even begin to cover the issue of having a representative on premises. Mr. Palmer is available only when he chooses to be available and only if it is convenient to him. He has very little respect for the Tamiami staff and often ignores their request for assistance. The information relayed to the home office does not match the actual work being done on premises. What good does it do for my staff to prepare the boil water notices along with the rescind notices, if they are selectively picked up if at all and delivered or if only part of them are delivered.

**Slow Response Time:**

When I brought up this issue, I was told that Ni Florida was unable to find anyone who would work for a fair price and that it was often cheaper to have someone travel 3-4 hours to do a repair. I was the one who contacted the plumber the Association used and forwarded this information on to Rick Melcher. Ni Florida is a company who has been in business now for several years and they cannot make the necessary connections to service their contract. This was an issue for me from day one and it is no better now than when they started. (Email 6 – 6A) When I spoke to Ni Florida’s previous employee, I was told the problem was actually due to Ni Florida not paying the contractors in a timely manner.

**Call Center:**

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The only time I can be guaranteed that I receive a suitable response is to contact Rick Melcher in Texas. The wait time, the message response time, the ability to obtain reputable information and customer service is a hit or miss situation at best.

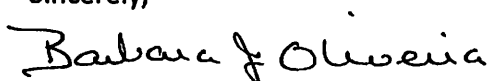
**Summary:**

In summary, Mr. McDonnell’s letter gives you the impression that everything has been addressed and the situation is under control when that is not the case. Try being a customer

on this end and try to obtain fair and balanced customer service. This company either cannot or will not provide the services needed to insure their customers living within Tamiami Village are serviced. Ni Florida wants to reap great rewards without putting policies and procedures in place to insure the customers are protected and serviced. It is my opinion Ni Florida has a ways to go before they can justifiably request the type of increase the state is owed them under their submitted guidelines.

Thank you for giving me the opportunity to address the statements submitted for your consideration.

Sincerely,



Barbara J. Oliveira, PCAM®  
Association Manager  
Tamiami Master Association

#### Attachments

Cc: Mr. Kenneth Kryzstof  
Mr. Gerry Bastien  
Mrs. Ali Padley  
Mr. Steven Riley

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ATTN: KAVANA

Welcome, Joseph Jacobs Profile Messages Alerts Sign Off

Help?

Overview Accounts Transfers Pay Bills Customer Service

Checking - [Redacted]

Available Balance: [Redacted] [Edit Nickname](#)

Select a Different Account

I Want to ...

- [View or Print My Statement](#)
- [Set Up Account Alerts](#)
- [Search For a Transaction](#)
- [Download My Transactions](#)

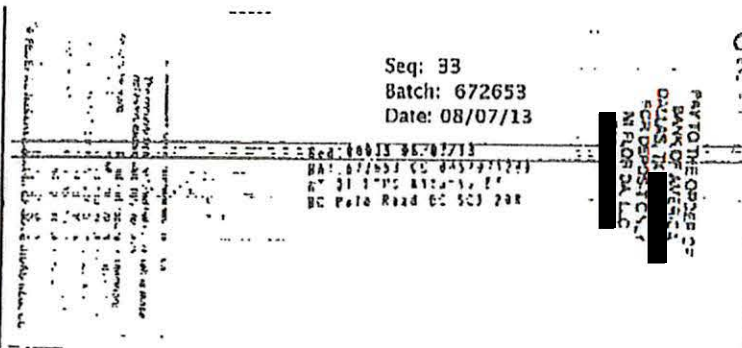
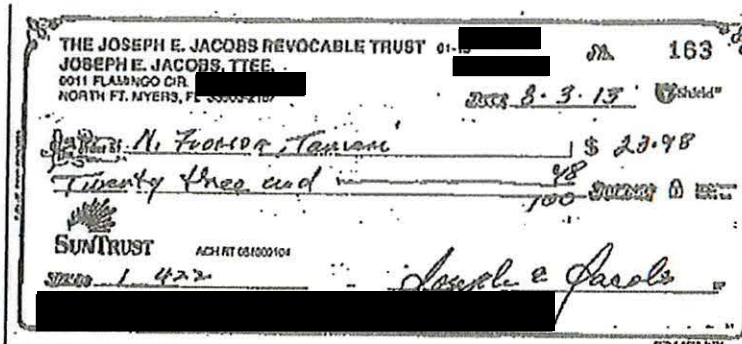
Summary Transactions Statements Alerts

[View All](#) | [Search](#) | [Download](#) | [Printer Friendly Version](#) | [Dispute a Transaction](#)

[More Topics »](#)

Posted Date: 08/07/2013  
 Transaction Date: 08/07/2013  
 Description: CHECK #163  
 Debit: \$23.98  
 Check Number: 163

Example 1



[Return to Transactions List](#)

[suntrust.com](#) [Online Service Agreement](#) [Bill Pay Guarantee](#) [Privacy, Security & Fraud](#)

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727-869 9793

NI FLORIDA, TAMiami  
 1713 SUITE A WOODCREEK FARMS RD  
 ELGIN, SC 29045  
 (877) 233-0101

PRESORTED  
 FIRST CLASS MAIL  
 U.S. POSTAGE  
 PAID Elgin SC  
 PERMIT NO. 910

NI FLORIDA, TAMiami

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	190050	187770	2,280	10.90
Base Fee				13.61
Late Charge				5.00
Past Due				23.98

*24.51*

CUSTOMER		PAY GROSS AMOUNT AFTER THIS DATE
ROUTE	ACCOUNT	
I	422	9/20/13
NET AMOUNT TO BE PAID		GROSS AMOUNT TO BE PAID
53.49		58.49

MAIL THIS STUB WITH YOUR PAYMENT

*24.51*

1

9011 FLAMINGO CIRCLE

Service From 7/16/2013 TO 8/15/2013 ACCOUNT 422 8/29/13

JACOBS, JOSEPH & KATIE  
 9011 FLAMINGO CIR  
 N FORT MYERS FL  
 33903-2167

METER READ			TOTAL DUE UPON RECEIPT	LATE CHARGE AFTER DUE DATE	PAST DUE AMOUNT
MONTH	DAY	CLASS			
8	15	1	53.49	5.00	58.49



*Example 1-A*

2

**Barbara J. Oliveira**

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**From:** Barbara J. Oliveira [Barbara@tamiamicomunity.com]  
**Sent:** Monday, March 04, 2013 10:51 AM  
**To:** 'Rick Melcher'  
**Cc:** 'Kenneth Krysztof'; 'Jean DeLacey'; 'Virgil Machado'; 'Gerry Bastien'; 'John Wittenzellner'  
**Subject:** RE: Flamingo Pool & Spa Update

The water heater has nothing to do with either bodies of water. They are both isolated from any hot water system and further more the hot water tank is completely down and not working since the problem started. Believe me we have checked and double checked every possible situation. This did not start to occur until after the valve and meter were replaced.

*Barbara J. Oliveira, PCAM®*  
Association Manager  
Tamiami Master Association, Inc.

16555-A N. Cleveland Ave.  
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The future belongs to those  
who believe in the beauty of their dreams.

*~ Eleanor Roosevelt ~*

---

**From:** Rick Melcher [mailto:rmelcher@niamerica.com]  
**Sent:** Monday, March 04, 2013 10:39 AM  
**To:** Barbara J. Oliveira  
**Cc:** Kenneth Krysztof; Jean DeLacey; Virgil Machado; Gerry Bastien; John Wittenzellner  
**Subject:** Re: Flamingo Pool & Spa Update

Hi Barbara,  
We surely don't have "plumbing" specialists that we would send. I have talked with John W. and his opinion is that it could be something coming from the water heater after it was repaired (soldering process). But, I have verified with our call takers that we have not received any calls from tamiami residential about oily/ greasy water, so there is no indication that this is a water source problem.  
Rick.

Sent from iPhone.



2A

On Mar 4, 2013, at 9:02 AM, "Barbara J. Oliveira" <[Barbara@tamiamicomunity.com](mailto:Barbara@tamiamicomunity.com)> wrote:

Rick:

The pool is the area where the grate is stained. We first noticed the problem in the Spa and while working on the Spa, the pool appeared to be fine. It was not until we cleaned the pool filters that are D.E. filters, that we found the same type of grease attached to the filtered grates. John Palmer stated he has not seen anything like this when he came to inspect the situation. What is frustrating for me is the main office stated that this was a situation outside of John's area of expertise and was sending a specialist down and they would be here in two hours. This was at 12:30 p.m. on 2/27 and Sonda made the call. At approximately 4:00 John came in and said he was told to come and look at the situation and the office never sent anyone else down. When I contacted the office again Sonda didn't remember the previous conversation and stated this was outside of her abilities and would be forwarding this to the proper department. No one has ever called. Which is why you are now in the loop.

*Barbara J. Oliveira, PCAM®*  
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*~ Eleanor Roosevelt ~*

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**From:** Rick Melcher [<mailto:rmelcher@niamerica.com>]  
**Sent:** Monday, March 04, 2013 9:35 AM  
**To:** Barbara J. Oliveira; John Wittenzellner  
**Subject:** Re: Flamingo Pool & Spa Update

Thank you Barbara. And the pool is the place seeing this issue?  
John, have ever seen something like this?  
Rick  
Sent from iPhone.

On Mar 4, 2013, at 8:31 AM, "Barbara J. Oliveira" <[Barbara@tamiamicomunity.com](mailto:Barbara@tamiamicomunity.com)> wrote:

Rick:

Basically the problem is still in place. John Palmer has been the only representative sent to check the system and he has no idea what is happening. The white grates that were installed when the pool was redone in the summer of 2012 are now discolored. The enzyme we put in the spa on Friday could not solve the problem. An independent water company has been called, but they have suggested we notify the Lee County Health Department as they feel this is outside the realm of their testing abilities. This is being done as I am writing this email.

*Barbara J. Oliveira, PCAM®*  
 Association Manager  
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**From:** Rick Melcher [<mailto:rmelcher@niamerica.com>]  
**Sent:** Friday, March 01, 2013 6:06 PM  
**To:** Barbara J. Oliveira  
**Subject:** Re: Flamingo Pool & Spa Update

Hi Barbara!

I've certainly been aware of the situation and earlier this week orders were given to our FL office not to make "guestimates" of the cause but to make sure we had eyes on the situation. We will certainly stay involved until resolved.

Thank you for copying me on the update.

Respectfully,

2-c

Rick

Sent from iPhone.

On Mar 1, 2013, at 3:24 PM, "Barbara J. Oliveira" <Barbara@tamiamicommunity.com> wrote:

Update:

At the end of the day on Thursday, February 21, 2013, staff noticed a very heavy coating of a white grease type substance in the Spa. The Spa was shut down – drained – treated and the substance returned. The Spa has been drained approximately 18 times, filters cleaned, plumbing rerouted, plumbing changed to no avail. A special product was purchased and put in the spa and was set to circulate for 5 days as the pool chemical company thought if it was lining the internal plumbing walls this particular chemical would take care of the problem and the spa would be safe. Unfortunately although the Spa was closed, someone turned on the spa jets this a.m. which in turned drained the spa of all water including the chemicals and we had to start over again this afternoon. The power source to the valves has been turned off to try and insure this does not occur.

On Monday when Butch went to clean the filters on the pool, they were also caked with this same type of white grease like substance. We had hoped to open the pool today, but there was a white oil/grease substance along the pool tile edge and as no-one has been in the pool for 5 days, are keeping it closed as well.

Ni-Florida has been contacted multiple times and is aware of the seriousness of the situation. They sent John Palmer to oversee the problem and he is fully aware of the situation, but does not know the source of the contaminant or why it is occurring. Pictures have been taken and forwarded to Ni-Florida and John Palmer. The hot water tank in the women's bathroom also is not working due to part of the flooding problem and potential contaminant. A new tankless propane heater has been ordered and will be installed once we eliminate the contaminants.

If the problem is not resolved by Monday morning, we will be having an independent water testing company coming out to test the water, inspect the situation and provide written reports. The Health Department will be contacted if deemed necessary.

---

We have found that the Valve that needed to be replaced last Thursday services the Flamingo Kitchen, 2 bathrooms, outside faucets, spa and breezeway drinking fountain. The second valve located in the parking area services the pool, main hall and drinking fountain in the Hall.

Both Butch and Ray are certified and licensed pool technicians and are not willing to risk your health and their licenses by opening the pool or spa until we are sure you will be safe. As Ni Florida has not provided

2.D

additional support to help us identify the problem, Rick Melcher has been copied on this email. He works for Ni-America who owns Ni-Florida and is their key public relations person. Although Rick is in Texas he has always been supportive when I have had a problem in the past.

We will keep you updated as the reports become known.

Thank you

*Barbara J. Oliveira, PCAM®*  
Association Manager  
Tamiami Master Association, Inc.

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**Barbara J. Oliveira**

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**From:** Barbara J. Oliveira [Barbara@tamiamcommunity.com]  
**Sent:** Monday, March 04, 2013 1:05 PM  
**To:** 'Rick Melcher'  
**Subject:** RE: pool

Rick:

It is important for you to note there are two different bodies of water that run independently of each other. The main problem first noticed was the Spa and second issue was later discovered was the pool. For the record, John Palmer has not spent 4 hours on the project nor did he recommend the Dawn Dish Soap – that was my in house licensed and certified pool staff members. We have gone to a Pool Company and purchased the product they stated would resolve the issue if it was a regular suntan lotion baby oil issue. We have done the treatment twice and it has not solved the problem. John Palmer also replaced the Valve and the Meter. Were either of these items cleaned and rinsed prior to installation as we know that sometimes parts are coated in an oil base product in order to insure it stays intact when sitting on a shelf.

The Lee County Health Department has stated we have done everything per requirement and is now sending us to a testing company that will tell us if there is a petroleum or grease based product or anything else that may be the pollutant. Will be taking samples down shortly.

*Barbara J. Oliveira, PCAM®*  
 Association Manager  
 Tamiami Master Association, Inc.

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~ Eleanor Roosevelt ~

**From:** Rick Melcher [mailto:rmelcher@niamerica.com]  
**Sent:** Monday, March 04, 2013 12:53 PM  
**To:** Barbara J. Oliveira  
**Subject:** pool

2-F

Barbara - here is the reply I just got from John W.....

Rick,

I am checking on the installation dates our staff changed the original meters and the valves by the parking lot, but we are talking Oct-Dec. Not Jan to present.

As far as the recent repair goes, while driving by the Club House at approximately 7:30 am, John Palmer noticed someone working in our meter pit and stopped to investigate. It was explained that the pipe above the water heater broke and they shut our valve down to make the repair. The line had sprung a leak between the time they closed the Club House the night before, at 10:00 pm and the morning. As the valve is 1 1/2", the parts were not common and in our inventory. Several trips were made to get new parts and service was restored by 11:00 am.

Since then, John has worked in an attempt to help with the problem. He has spent more than 4 hours working through possible solutions, including the addition of Dawn dishwashing soap to dissolve the oil. It appears to all who has worked on the problem as baby oil. He explained when they drain the pool, water is still in the drainage piping. Oil floats on water, therefore, it is the last to leave the piping. There is nothing with enough volume to flush the oil out of the drain line, so when the tub is refilled, the oil rises out of the drain line and reappears.

I might refer this issue to Andy for his thoughts, but maybe they can not remove it by draining the pool, maybe and absorbent towel can pull it off of the top of the water. This now seems to be a question for a pool company. I will call a few in the area to see if they ever experienced anything like this and what they did to correct the problem?

I will update you on the original dates as soon as they become available.

Thank You,

John Wittenzellner, Jr.

**President**

Utility Group of Florida, LLC

Utility Group of South Carolina, LLC

Utility Group Holdings, LLC

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Cell Phone: (727) 207-9249

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2-6

**From:** Rick Melcher [mailto:rmelcher@niamerica.com]  
**Sent:** Monday, March 04, 2013 11:08 AM  
**To:** John Wittenzellner; Donna Tuttle (Palmettoutilities); Mike Ashfield; Andy Thomas  
**Subject:** Fwd: Flamingo Pool & Spa Update

JW -

Barbara replies below. Do we need to dig up and redo meter/valve to ASSURE it isn't that?

Sent from iPhone.

Begin forwarded message:

**From:** "Barbara J. Oliveira" <Barbara@tamiamicomunity.com>  
**Date:** March 4, 2013, 9:51:07 AM CST  
**To:** 'Rick Melcher' <rmelcher@niamerica.com>  
**Cc:** 'Kenneth Krysztof' <kmkpadre@gmail.com>, 'Jean DeLacey' <jeandel@embarqmail.com>, 'Virgil Machado' <vamtapioca@aol.com>, 'Gerry Bastien' <bastienpcan7@yahoo.com>, 'John Wittenzellner' <John.W@utilitygroupholdings.com>  
**Subject:** RE: Flamingo Pool & Spa Update

The water heater has nothing to do with either bodies of water. They are both isolated from any hot water system and further more the hot water tank is completely down and not working since the problem started. Believe me we have checked and double checked every possible situation. This did not start to occur until after the valve and meter were replaced.

*Barbara J. Oliveira, PCAM®*

*Association Manager*

Tamiami Master Association, Inc.

16555-A N. Cleveland Ave.

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Phone: 239-997-2697

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Fax: 239-997-3037

*Rick Melcher*  
*Public Relations Manager*  
*Ni America*  
979-319-0966

2.4

**Barbara J. Oliveira**

---

**From:** Barbara J. Oliveira [Barbara@tamiamcommunity.com]  
**Sent:** Monday, March 04, 2013 4:24 PM  
**To:** 'Rick Melcher'; 'Kenneth Krysztof'; 'Jean DeLacey'; 'Virgil Machado'; 'Gerry Bastien'  
**Cc:** 'bookkeeper@tamiamcommunity.com'  
**Subject:** Update

Update:

We have taken three water samples to Sanders laboratories, Inc. and they have to send it out for testing as the there is an oil base contaminant involved. We are testing the water in the Spa, Pool and drinking fountain. The problem is that we are looking at a 14 day time frame for the test results to come back.

In the meantime, my staff is checking with the manufacture of the valve and meter to see if there was a petroleum based component used for protection when storing the parts. Tomorrow, we are going to run a hose from a different water source into the Spa and see if the contaminant appears or not.

The cost of the testing is \$150 per site, but felt there was no other option for the Association at this time.

It is important for everyone to understand that there were NO problems before the valve & meter were replaced. The hot water tank is not involved and actually is not in use as I will be installing a new tankless heater once the problem has been identified. The hot water tank has been down since this problem with the water started – Please note the hot water heater it is **not** the source of the problem. We have also checked with Gully Pools who provides the Association with the necessary chemicals and we have followed every step they are aware of as well.

Will keep you posted.

*Barbara J. Oliveira, PCAM®*  
Association Manager  
Tamiami Master Association, Inc.

16555-A N. Cleveland Ave.  
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**Barbara J. Oliveira**

---

**From:** Barbara J. Oliveira [Barbara@tamiamcommunity.com]  
**Sent:** Friday, June 07, 2013 3:08 PM  
**To:** 'Rick Melcher'  
**Subject:** RE: Venus

Just came back from Venus and the water is still pouring down the street.

*Barbara J. Oliveira, PCAM®*  
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*~ Eleanor Roosevelt ~*

**From:** Rick Melcher [mailto:rmelcher@niamerica.com]  
**Sent:** Friday, June 07, 2013 12:59 PM  
**To:** Barbara J. Oliveira  
**Subject:** Re: Venus

Very welcome Barbara. Donna is good. She wanted to make sure we don't have any "bugs" in the process.  
Thank you for letting me know. Will continue to keep our people informed.

---

Sent from iPhone.

On Jun 7, 2013, at 10:59 AM, "Barbara J. Oliveira" <Barbara@tamiamcommunity.com> wrote:

Rick:

Thank you – just spoke with Donna and she gave me her direct number. She said they had listened to voice messages and my message was not there. My employee who heard me leave the message assured her it was done – they both chuckled. It is my understanding John reported he had handled the problem, put the cones up and everything was o.k. That is not the case, a Master Board Member saw

the leak last night and called John. One of my employees reported the bad leak this morning and asked for permission to place the cones up to warn people which I granted. I also had my Bookkeeper call in the problem which she did. Whitney was told John was on site fixing the problem. I went there to find out what had happened and John was not there with water coming through the street with sand, flowing down the street with a large body of water at the end of the street and then flowing to the street drain. It was flowing steady and has been for a while.

Knew I could count on you to help me get help. Thanks

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*~ Eleanor Roosevelt ~*

**From:** Rick Melcher [<mailto:rmelcher@niamerica.com>]  
**Sent:** Friday, June 07, 2013 10:56 AM  
**To:** Barbara J. Oliveira  
**Subject:** Re: Venus

---

Barbara, we have people headed your way!

Sent from iPhone.

On Jun 7, 2013, at 8:44 AM, "Barbara J. Oliveira" <[Barbara@tamiamicomunity.com](mailto:Barbara@tamiamicomunity.com)> wrote:

Rick:

You have a MAJOR!!!! Water pipe break on Venus Lane. John Palmer has been contacted with the office being told he was there handling the situation. Just came back

15 minutes ago – he was not there and was on hold with your FL office for over 5 minutes with no one answering and told to leave a message.

Please advise!!

*Barbara J. Oliveira, PCAM®*

Association Manager

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*~ Eleanor Roosevelt ~*

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**Barbara J. Oliveira**

---

**From:** Barbara J. Oliveira [Barbara@tamiamicomunity.com]  
**Sent:** Friday, August 02, 2013 2:16 PM  
**To:** 'Rick Melcher'  
**Subject:** Friendship at the meter

Rick:

The Association has been remodeling Friendship Hall and installed a new filtration system for the pool at this location. During the process we discovered problems with the water line to the building and had contracted to have a brand new water line run from the meter at Venus Lane to the building. During the process the Gate Valve at the meter fell apart and broke off similar to what occurred at Flamingo Hall.

A person stating they were a NiFL employee stopped by while the plumber was working and became very loud and very rude to our contractor.

Would you please follow-up with the necessary people to have the valve replaced and if possible speak with the person who represents your company to let them know that the Association is trying very hard to do everything correctly?

We will have no water to Friendship until the valve gets replaced.

Thank you in advance for your assistance.

*Barbara J. Oliveira, PCAM®*  
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*~ Eleanor Roosevelt ~*

4-A

Barbara J. Oliveira

---

**From:** Barbara J. Oliveira [Barbara@tamiamicommunity.com]  
**Sent:** Friday, August 02, 2013 2:50 PM  
**To:** 'Rick Melcher'  
**Subject:** RE: Friendship at the meter

Thank you again for your help. Try to have a great weekend.

*Barbara J. Oliveira, PCAM®*  
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~ Eleanor Roosevelt ~

---

**From:** Rick Melcher [<mailto:rmelcher@niamerica.com>]  
**Sent:** Friday, August 02, 2013 2:53 PM  
**To:** Barbara J. Oliveira  
**Subject:** Re: Friendship at the meter

Hello Barbara,  
Absolutely! I'm on it.

---

And we apologize for any rudeness. I will visit with John Wittenzelner immediately and see who that was. Absolutely no excuse.  
Rick.

Sent from iPhone.

On Aug 2, 2013, at 1:31 PM, "Barbara J. Oliveira" <[Barbara@tamiamicommunity.com](mailto:Barbara@tamiamicommunity.com)> wrote:

Rick:

**Barbara J. Oliveira**

---

**From:** Barbara J. Oliveira [Barbara@tamiamcommunity.com]  
**Sent:** Friday, August 09, 2013 2:27 PM  
**To:** 'Rick Melcher'  
**Subject:** RE: 3564 Celestial Way

Thank you

*Barbara J. Oliveira, PCAM®*  
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*~ Eleanor Roosevelt ~*

---

**From:** Rick Melcher [mailto:rmelcher@niamerica.com]  
**Sent:** Friday, August 09, 2013 2:33 PM  
**To:** Barbara J. Oliveira  
**Subject:** RE: 3564 Celestial Way

Thanks Barbara - will get on it right now!

---

*Rick Melcher*  
Public Relations Manager  
Ni America  
979-319-0966

---

**From:** Barbara J. Oliveira [Barbara@tamiamcommunity.com]  
**Sent:** Friday, August 09, 2013 1:16 PM  
**To:** Rick Melcher  
**Subject:** 3564 Celestial Way

Rick:

5-A

Mrs. Doris Brumley a widow at 3564 Celestial Way called me for help. She has been with her family this summer and received a water bill for \$51.48 for 7000 gallons for 6-17-13 to 7-16-13.

She called Ni of FL on July 29<sup>th</sup> and spoke with Claudia who said she would have the meter checked. On August 5<sup>th</sup> she spoke with Rebecca who was to check into the situation and call her back which she has not heard the results of the reason for the high bill.

Would you please check and see who our residents should be contacting and what would be a reasonable amount of time to expect a response. Mrs. Brumley does not have a computer or access to one so am trying to help her.

Due to the water bill being high her sewer bill also was higher, but they cannot adjust the bill without Ni of FL submitting information about the water meter.

If there is updated information for contacting the representative for information and/or billing, please let me know and we will put it on our website and in our newsletter.

Thanks in advance for your help and have a great weekend.

*Barbara J. Oliveira, PCAM®*  
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~ Eleanor Roosevelt ~

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**Barbara J. Oliveira**

---

**From:** Barbara J. Oliveira [Barbara@tamiamcommunity.com]  
**Sent:** Wednesday, August 28, 2013 1:36 PM  
**To:** 'Rick Melcher'  
**Subject:** RE: Plumber

This benefits everyone –

*Barbara J. Oliveira, PCAM®*  
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~ Eleanor Roosevelt ~

**From:** Rick Melcher [mailto:rmelcher@niamerica.com]  
**Sent:** Wednesday, August 28, 2013 12:13 PM  
**To:** Barbara J. Oliveira  
**Subject:** RE: Plumber

Thank you Barbara! Great info. I am passing this on immediately.

---

*Rick Melcher*  
Public Relations Manager  
Ni America  
979-319-0966

---

**From:** Barbara J. Oliveira [Barbara@tamiamcommunity.com]  
**Sent:** Wednesday, August 28, 2013 10:59 AM  
**To:** Rick Melcher  
**Subject:** Plumber

Rick:



As discussed, I have spoken with Tony and he is interested in speaking with you regarding servicing your plumbing needs here at Tamiami. He is a young man who owns his own company, does outstanding work at a reasonable price and is prompt with service and repairs.

A Good Plumber (Tony Guadagno) 239-223-3425. Email: [1goodplumber@gmail.com](mailto:1goodplumber@gmail.com)

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