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November 8, 2013

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Utility Services
Mr. Bruce E. Kennedy P.E.
Assistant County Administrator, Utilities
7536 State Street, Suite 118
New Port Richey, Florida 34654

COMMISSION
CLERK

Sent: Via email and certified mail with return receipt

RE: Request to Enter into Contract to Provide Shut-offs and Meter Readings to Mutually Served Customers.

Dear Mr. Kennedy,

This letter is written to request that Pasco County enter into an agreement with Ni Florida – Hudson, LLC (Ni), to provide a contract to shut-off water to mutually served customers when a customer account becomes delinquent. It is my understanding that the County has experienced similar issues with its sewer customers being served by another water utility and has created a requirement of the water providers to provide this service.

Presently, the only means of terminating service to a delinquent account is to install an inflatable plug in the cleanout or an Elder Valve installed on the property line where the sewer lateral leaves the property to connect to the gravity main. The current practice raises two issues; the first being the expense of the installation (to the customer and/or Ni), and the second being the environmental impact (should a customer illegally open a cleanout to relieve the sewage trapped within the homeowner's plumbing).

Ni would also like to explore the possibility of the County providing monthly meter reading for the same customers. At the present time, we purchase the monthly meter readings from Hudson Water for the customers that we mutually serve. This practice allows the amount of sewer billed to match the water bill for the northern part of the system. It is impossible for us to read the County's meters for the mutually served customers on the exact frequency as your meter reading department. Therefore, our billing volume is not likely to match the County's billing volume, creating the largest category of calls to the Customer Service Department with the customers questioning why the volume listed on the bills do not match. Of course, when the account is reviewed over a 6-12 month period, the billing volumes will match, but each inquiry requires the same amount of work to explain why the difference occurs. I would not be surprised if your CSD receives calls from our customers regarding this same issue.

Ni respectfully requests an agreement with Pasco County to provide the above-mentioned services at your earliest convenience, or written notification if either of these services are not available at this time.

Respectfully submitted,

A handwritten signature in cursive script that reads "Ed Wallace".

Ed Wallace
President

10913 Metronome Drive • Houston, Texas 77043
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Cc: John Wittenzellner Jr. Utility Group of Florida
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 **Ni America**

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