



FRIEDMAN,
FRIEDMAN & LONG, P.A.
ATTORNEYS & COUNSELORS

September 15, 2014

E-FILING

Ann Cole, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

RE: Docket No. 140153-WS- Complaint No. 1139452W by Ahman Atshan against Pluris
Wedgefield, Inc. for alleged overbilling
Our File No.: 43085.09

Dear Ms. Cole:

In connection with the above-referenced Docket, attached is an email with attachments that Pluris Wedgefield, Inc. sent to Ms. Roberts of the Commission Staff.

Should you have any questions, please do not hesitate to give me a call.

Very truly yours,

A handwritten signature in blue ink, appearing to read "Martin S. Friedman".

MARTIN S. FRIEDMAN
For the Firm

MSF/
Enclosure

cc:

Maurice Gallarda (via e-mail)
Beverly Yopp (via e-mail)
Lydia Roberts (via e-mail)
Ahmam Atshan (via US Mail)

Martin S. Friedman

Subject: FW: 2813 Village Pine Terr
Attachments: 20140826145211192.pdf

From: Beverly Yopp
Sent: Tuesday, August 26, 2014 3:08 PM
To: 'lroberts@psc.state.fl.us'
Subject: 2813 Village Pine Terr

Dear Ms. Roberts,

I am following up to provide copies of the work orders documenting the readings when the old, temporary and new meters were removed and installed at the above referenced property.

Please let me know if I can be of any more help.

Regards,

Beverly Yopp
Director, Customer Care



Pluris Holdings LLC

M 813.359.8415 / F 910.327.0374

O 1095 Hwy 210, Sneads Ferry, NC 28460

This e-mail is subject to the Pluris Holdings email disclaimer.
[Click to read full disclaimer.](#)



Wedgefield Utilities
Water - Field Service
3100 Bancroft Blvd
Orlando, FL, 32812 Map

Work Order
03801324
Create Date: 10/28/2013
Status: In Progress

Originator:

Name Beverly Yopp
Department ADMINISTRATION
Company Pluris
Address North Topsail Utilities: Billing - Customer Service
North Topsail
Sneads Ferry, NC, 28460
Phone (910) 327-0349
Fax (910) 327-0374

General Information:

Service Type Meter Test
Assignee Roger Holsapple (In-House Staff)
Materials Costs 0.00
Billable No
Billable Amount 0.00
Approved By Brooke Duff
Schedule Date 10/28/2013
Firm No
Overdue Date 11/7/2013
Recurring No
Frequency One Time
Work Order Type Non-Asset - Corrective
Asset ID/Name

Location : Area:

Water - Field Service: 2813 VILLAGE PINE TER - METER ID
29761096 - REMOVE METER FOR BENCH TEST - RABEHA
BEATNEH - 01.000063

Task/Procedure : Work Description:

Custom Task : 2813 VILLAGE PINE TER - METER ID
29761096 - REMOVE METER FOR BENCH TEST - RABEHA
BEATNEH - 01.00006320.00

Audit Trail:

Attachments:

File Name
2813 Village Pine test meter.pdf

Labor Tracking:

Employee	Date	Time	Notes
John Coffee	10/29/2013	0.75	

Completed By:	Verified By:	Start Time:	End Time:
JM			

Accepted By:

Date: 10/28/13

R-1149280
#-29761096

Roller meter and sent
to Lab for testing
Test Failed Please Replace

TEST METER REPORT

Customers Address: 2813 Village Pine

WO# 03801324

Test Meter Number: 36041238

Test Meter Start Read: 0048390

Customers Meter Number: 29761096

Customers Meter Read: 1149230

Date Meter Pulled for Test: 10/29/13

Test Results: Failed

High: 97.66%

Int: 96.47%

Low: 94.28%

Date Meter is Reinstalled/Replaced 11-8-13 Badger Meter X 10gal.

Test Meter Stop Read After Test: 0056040

Customers Reinstalled/Replaced Read: 10 GAL new M# 13351338

Field Tech: J m

Comments:

METER EXCHANGE REPORT

Customers Address: 2813

WO# 03801324

Reason for Change Failed Bench Test

Old Meter # 29761096

Old Meter Read 1149280

Date of exchange 11-8-13

New Meter # 13351338

New Meter Read 106a1

Comments:



P.O. Box 772887
 Ocala, Florida 34477-2887
 (352) 694-7195
 (800) 782-5268

NOVEMBER 6, 2013

**PLURIS – WEDGEFIELD
 3100 BANCROFT BLVD
 ORLANDO, FL 32833**

RG M-1713

				TEST				
				START	UNIT	FINISH	ACTUAL	
METER BRAND	SIZE	SERIAL#	FLOWRATE	READING	GAL	READING	VOLUME	PERCENTAGE
BADGER								
PLURIS	5/8"	29764096	15 GPM	1149361.1	100	1149458.8	100.04	97.66%
ROGER WHOLSAPPER			2 GPM	1149458.8	10	1149468.1	9.64	96.47%
M-1713		FAILED	.75 GPM	1149468.1	10	1149477.5	9.97	94.28%

METER TEST CERTIFICATION

This letter certifies that the meter tested, was tested on an AWWA approved test bench with a gravimetric weight scale system that is traceable to NIST handbook 44.

FLOYD S. SALSER, JR. & ASSOCIATES INC.
 dba/MARS COMPANY INC.

Gene Salsler
 Customer Service
 3925 SW 13th Street
 Ocala, Fl. 34474
 800-782-5268
 352-694-7195
 352-694-7397

www.marswater.com
gsalsler@marswater.com



Wedgefield Utilities
 Water - Field Service
 3100 Bancroft Blvd
 Orlando, FL, 32812 [Map](#)

Work Order
03801324
Create Date: 10/28/2013
Status: Closed
Total WO Cost: 0.00

Originator:

Name Beverly Yopp
 Department ADMINISTRATION
 Company Pluris
 Address North Topsail Utilities: Billing - Customer Service
 North Topsail
 Sneads Ferry, NC, 28460
 Phone (910) 327-0349
 Fax (910) 327-0374

General Information:

Service Type Meter Test
 Assignee Roger Holsapple (In-House Staff)
 Budget Hrs 0.00
 Actual Hrs 1.50
 Labor Costs 0.00
 Materials Costs 0.00
 Billable No
 Billable Amount 0.00
 Approved By Brooke Duff
 Schedule Date 10/28/2013
 Time Zone US Eastern Standard Time
 Firm No
 Overdue Date 11/7/2013
 Date/Time Completed 11/8/2013
 Recurring No
 Frequency One Time
 Work Order Type Non-Asset - Corrective
 Asset ID/Name

Location : Area:

Water - Field Service: 2813 VILLAGE PINE TER - METER ID
 29761096 - REMOVE METER FOR BENCH TEST - RABEHA BEATNEH -
 01.000063

Task/Procedure : Work Description:

Custom Task : 2813 VILLAGE PINE TER - METER ID 29761096 -
 REMOVE METER FOR BENCH TEST - RABEHA BEATNEH -
 01.00006320.00

Labor Tracking:

Employee	Date	Time	Notes
Johnny Meadows	11/08/2013	0.75	
John Coffee	10/29/2013	0.75	

Audit Trail:

Attachments:

File Name
 2813 Village Pine test meter.pdf
 2813 Village Pine new meter.pdf

Closing Notes:

meter failed the bench test
 results are attached
 high 97.66%
 medium 96.47%
 low 94.28%
 installed new meter
 failed meter# 29761096
 failed test meter read 1149470
 test meter #36041238
 test meter start read 0048390
 test meter stop read 0056040
 new meter is a Badger X 10 gal.
 new meter# 13351338
 new meter read 0000010
 johnny said that when he installed the meter
 he went to let the air out of the lines and the
 water was barely coming out of the spigot
 checked the meter
 all okay
 johnny : 11/8/2013 3:00:00 AM

Completed By:	Verified By:	Start Time:	End Time:

Accepted By:

Date: