

Ashley Quick

From: Office of Commissioner Brown
Sent: Friday, March 25, 2016 11:10 AM
To: Commissioner Correspondence
Subject: FW: Key West Resorts Utilities Billing Practices
Attachments: LettertoPSCreGeneralServicestatus03102016.doc

Please place the attached in Docket Correspondence, Consumers and their Representatives, in Docket No. 150071-SU.

Thank you,
Katherine

From: Akta@aol.com [<mailto:Akta@aol.com>]
Sent: Wednesday, March 23, 2016 11:51 AM
To: Office of Commissioner Patronis; Office of Commissioner Brown; Office of Commissioner Brisé; Office Of Commissioner Edgar; Office Of Commissioner Graham
Cc: sayler.erik@leg.state.fl.us; Amber Norris; Julie I. Brown; Martha Barrera; akta@aol.com
Subject: Key West Resorts Utilities Billing Practices

Dear Commissioners,

Attached is a letter regarding the recently approved rate increases for the Key West Resorts Utilities and their billing practices as it relates to our Harbor Shores Condo Unit Owners Association here in Stock Island.

We will very much appreciate your attention to this matter and we thank you in advance for your time and consideration.

Please feel free to call me with any questions or concerns.

Sincerely,

Ann Aktabowski
Finance Admin.

Harbor Shores Condo Unit Owners Association

770 862-6200
AKTA@AOL.COM

HARBOR SHORES CONDO UNIT OWNERS ASSOCIATION INC.
6800 Maloney Ave. Lot 100
Key West, FL 33040
March 20, 2016

Dear Commissioners,

This letter is being written to request your assistance in addressing an issue that has arisen due to your recent approval of the extraordinary increase in rates for Key West Resorts Utilities (KWRU) here in Stock Island.

Currently the Harbor Shores Unit Owners do not receive an individual invoice or bill from KW Resorts Utilities. Instead the Homeowners Association is sent all 69 bills (cards) each month in one envelope with a spreadsheet, and the Association pays all 69 bills with one monthly check as a General Service customer would do each month. In fact the Homeowners Association itself does not actually have an account with KW Resorts.

There are two Master Water 2inch Meters in the whole park and each Unit Owner has a water meter of their own, The FKAA bills each Owner individually for water usage and the Association pays the difference between what the combined Owners pay and what the two Master Units read for the whole park.

I hope I am making myself clear with the above description of the billing process for both FKAA and KWRU.

It is our opinion that based on the above billing process, we in Harbor Shores are effectively a **General Services Customer of KWRU**. The Association takes all the responsibility for collecting monthly charges from the Unit Owners and also takes all the responsibility for any Unit Owners failure to pay.

In reviewing the Staff Recommendations in [Docket No. 150071-SU](#) we, as a General Services customer, would save substantial amounts of money each month over the new rates that were approved for individual customers at the hearing on March 1, 2016.

As an example:

Month of December 2015: Total gallons of Water 182,700

We paid for 69 Units at old rates for Residential Services: \$1859.36

We will pay at new rates for Residential Services for 69 Units : **\$3380.47**

If we are classified as a General Service Customer, which is how we are being treated, the result will be as follows:

General Service User with New Rates:

2 Meters @ 2 inches @ BFC \$316.56 = \$633.12

182700 Gallons @ \$5.07 per 1000 gallons = \$926.29

Total new rate = **\$1559.41**

We are requesting your assistance in bringing this matter to the attention of KWRU since it is apparent to us that they will not be open to changing our status without your intervention.

Please do not hesitate to contact me should you need further clarification.

I may be reached at the phone number listed below;

770 862-6200

Sincerely,

Ann M. Aktabowski
Finance Administrator
akta@aol.com