

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: October 31, 2016

TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk

FROM: Sonica C. Bruce, Economic Analyst, Division of Economics *SCB*

RE: Docket No. 160030-WS - Application for increase in water and wastewater rates in Lee and Pasco Counties by Ni Florida, LLC.

Please place the attached responses to an email in reference to Harold Sherman's complaint.

RECEIVED FPSC
OCT 31 11:12:03
COMMUNICATIONS SECTION

Sonica Bruce

From: Benny Wilkinson <bwilkinson@NiAmerica.com>
Sent: Tuesday, October 18, 2016 2:33 PM
To: Sonica Bruce; Shannon Hudson
Subject: FW: Ni Florida - response to customer complaint - Harold Sherman

Below is some information our customer service group was able to find out. Please consider that it is not Ni Florida-Hudson that is the focal point of this man's complaint.

Thanks...Benny
713.574.7772

From: Laura Pacheco [<mailto:Laura.P@ug-fl.com>]
Sent: Tuesday, October 18, 2016 1:05 PM
To: Benny Wilkinson; Marty Deterding; Mark Daday
Cc: Corey Wittenzellner; April Braswell; Renee Jaffee
Subject: RE: Ni Florida - response to customer complaint - Harold Sherman

Good Afternoon,

I spoke with Cindy from Hudson Waterworks. She confirmed that the meter at this property was pulled; therefore, customer had to pay a reinstallation fee \$450.00 to place back the meter plus they have a charge called "capacity fee" billed to this customer's account of \$20.00 monthly. She did not go into detail what this fee is about. I guess once they receive a copy of the customer's bill, they will confirm it is Hudson WaterWorks and not us.
Hope this helps.

Thank you

Laura Pacheco

Ni Florida, LLC
10130 Scenic Drive
Port Richey, Fl 34668

email: laura.P@ug-fl.com

Tel: 727-863-0205

Fax: 727-869-5913

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Sonica Bruce

From: Marty Deterding <mdeterding@sfflaw.com>
Sent: Tuesday, October 04, 2016 4:22 PM
To: Sonica Bruce
Cc: Shannon Hudson; Benny Wilkinson
Subject: RE: Hudson Water & NI

Sonica

We are in receipt of your email from late last week from a Customer by the name of Harold Sherman. While no information is given about a customer number or address or even the system to which this relates, we have researched our customer records and found that we do have a SEWER ONLY customer by that name on our Hudson wastewater system. We have no water customer by that name at Tamiami. So we must assume that this is the Hudson customer.

Mr Sherman's complaint seems to be about a water meter charge of \$499.00. We do not own or operate water meters at the Hudson system since we only provide wastewater service there. Our meter charge at the Tamiami system is much less than that amount. We can only conclude that this is a complaint against Pasco county for the conditions and cost of the water meter installation fee. But being unfamiliar with the county rules or charges we cannot be sure. Since it appears from the email string below that this complaint went through the county first I assume they have or will address this issue.

It is also possible that this customer is a water customer of Hudson Water Works, another local water company in the vicinity. They do provide service in Ni Floridas wastewater service area. About one-half of our wastewater customers in Pasco county receive water service from the county and the other half from Hudson Water Works.

The second part of the complaint seems to center around a charge of *"\$20.00 per month if there is no service and it has to be paid before they will turn on service for new property owner..."*.

The only monthly charge we impose is the BFC charge which is authorized by Commission approved tariffs and that is currently \$24.66 under Commission approved interim rates. The utility also has a one time "Initial Connection" fee currently approved at \$27 which the Commission has authorized the utility to charge under its tariff for new customers. It may have been applied to this customer if he requested turn on of wastewater service as a new customer in accordance with this tariff.

I hope that the above information helps. We would be glad to address this further as needed if we can have a customer number, the dates these charges were applied and a service address, but the above seems to indicate that his primary complaint is with the water utility provider, which in our service area is Pasco County or Hudson Water Works.

Let me know if you need anything else from us.

F. MARSHALL DETERDING

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From: Sonica Bruce [mailto:SBruce@PSC.STATE.FL.US]

Sent: Friday, September 30, 2016 2:20 PM

To: Marty Deterding <mdeterding@sfflaw.com>

Subject: FW: Hudson Water & NI

Importance: High

From: Shannon Hudson

Sent: Friday, September 23, 2016 2:00 PM

To: Sonica Bruce

Subject: FW: Hudson Water & NI

Importance: High

From: Patti Daniel
Sent: Friday, September 23, 2016 11:30 AM
To: Shannon Hudson
Cc: Greg Shafer
Subject: FW: Hudson Water & NI
Importance: High

Can you ask someone to look into this? See if you can get something in writing from the company. Tks.

From: Andrew Maurey
Sent: Friday, September 23, 2016 11:17 AM
To: Patti Daniel; Laura King; Mark Cicchetti
Cc: Todd Brown
Subject: FW: Hudson Water & NI
Importance: High

From: Katherine Fleming
Sent: Friday, September 23, 2016 11:07 AM
To: Andrew Maurey
Subject: FW: Hudson Water & NI
Importance: High

Do you know which docket this pertains to? Is it Docket 160030-WS for Ni?

From: Jack Mariano [<mailto:jmariano@pascocountyfl.net>]
Sent: Friday, September 23, 2016 10:33 AM
To: hsherman13@aol.com
Cc: JR Kelly; Office of Commissioner Brown
Subject: Re: Hudson Water & NI

Please allow these comments into the record

Sent from my iPhone

On Sep 22, 2016, at 6:50 PM, "hsherman13@aol.com<<mailto:hsherman13@aol.com>>" <hsherman13@aol.com<<mailto:hsherman13@aol.com>>>>
wrote:

I am complaining about the fees these companies charge

I have bought and sold several properties they service in the past 2 years taking Derelict Properties and making them attractive and occupied .
The rip off \$499.00 to reinstall the water meter is Criminal and should not be legal

They both also charge \$20.00 per month if there is no service and it has to be paid before the will turn on service for new property owner (some of these properties have been empty for years)

Also they charge a lot more for services than Pasco (not fair to citizens)

I will not buy any more properties that they service Because there fees and rates are so absorbent

Thank You
Harold Sherman
Concerned Citizen



"Bringing Opportunities Home"

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