

<p align="center">Consumer Information</p> <p>Name:</p> <p>Business Name:TIJUANA FLATS INC.</p> <p>Svc Address: 2518 STATE ROAD 580 SUITE A</p> <p>County: Pinellas Phone: (407)-339-2222</p> <p>City/Zip: Clearwater / 33761-</p> <p>Account Number:</p> <p>Caller's Name: NINA ZYNKO</p> <p>Mailing Address: 2518 STATE ROAD 580 SUITE A</p> <p>City/Zip: CLEARWATER ,FL 33761-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RJC</p> <p>Date: 06/28/2013</p> <p>Time: 09:02</p> <p>Via: PHONE</p> <p>Prelim Type: DELAY IN</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: SU291</p> <p>Company: MID-COUNTY SERVICES, INC.</p> <p>Attn. Elise S Christian1114696W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/22/2013</p> <p>Fax: (407) 869-6961 B</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 07/17/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 08/07/2013</p> <p>Closeout Type: GI-29</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Delay in Connection

Are you currently without service?
Yes.

What date did you contact the company to order service?
06/27/2013

What date did the company say the service would begin?
Customer states that utility representative said that they would not connect service until they receive \$20,000.

Did the company contact you with a reason for the delay?
Customer states that utility representative said that they would not connect service until they receive \$20,000.

Has the company given you a new installation date?

None.

Other comments:Customer states that she would like for the PSC to determine if service connection fee of \$20,000.00 charged by Mid-County Services, Inc. is compliant with current regulations. Customer states that she feels that the service connection charge is excessive.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by R.Castillo

07/17/2013 - Company response received via e-mail. /ewe

7/19/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Ms. Zynko indicated that she disagreed with the calculation of capacity fees totaling \$18,903.90.
- * The fee amount is based on the plans submitted by the developer for a 90-seat restaurant and the application of approved schedule of fees for this type of establishment.
- * The wastewater usage calculation for the restaurant is 50 gallons per day per seat at \$4.49 per gallon per day.

Request No. 1114696W

Name ZYNKO ,NINA MRS

Business Name TIJUANA FLATS INC.

* The total capacity to be reserved in order to provide sewer service to this restaurant is 4,500 gallons per day, which, when multiplied by the rate of \$4.49 per gallon per day, generates a plant capacity fee of \$20,205.00 (per Mid-County Services, Inc. Tariff - Second Revised Sheet No. 22.0)

* A credit was provided to the customer for 390 gallons that was paid by the original developer of the shopping plaza.

* That reduced the capacity fee to 4,110 gallons per day at \$4.49 per gallon plant capacity fee or \$18,453.90.

* The plan review fee charged is \$300.00 and the inspection fee is \$150.00.

* The required fee that was submitted to the developer was \$18,903.90.

* Ms. Zynko was contacted and the fees were explained to her.

* She acknowledged that she understood that the fees are regulated and were based on the plans that her developer provided and that the fees are correct.

* She expressed that the restaurant does not use 50 gallons per day per seat and she requested that the Utility monitor the restaurant's capacity and that a refund credit be provided if the restaurant does not meet the 50 gallons per day schedule.

* She was informed that the Utility must follow the tariff and bill all customers under the same schedule.

* On 7/9/13, the developer, Mr. Patrick Fore was contacted by the Regional Director and the fees were explained to him.

* His request was similar to Ms. Zynko's.

* The schedule of fees and charges were explained to him.

* He was informed that the company must apply the tariff uniformly to all developers so that each is treated fairly and consistently.

* On 7/11/13, Ms. Zynko submitted new plans to Mid-County Services with less seats.

* Ms. Zynko was informed that the plans would be reviewed and that the applicable fees would be calculated according to the plan changes for the connection and will be resubmitted to her.

* The service connection to Mid-County Services, Inc.'s wastewater system that will serve the Tijuana Flats restaurant will be constructed after the connection fee calculation has been revised to reflect the revised 80-seat plan has been provided to Ms. Zynko, a developer agreement is executed and returned, all fees are paid and the necessary building permits have been received from Pinellas County.

* Ms. Zynko expressed satisfaction with Mid -County Services' response to her request.

Shonna McCray

8/7/13: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: EZMA COLE</p> <p>Business Name:</p> <p>Svc Address: 4245 MORLOCK LN</p> <p>County: Pasco Phone:</p> <p>City/Zip: Holiday / 34691-</p> <p>Account Number: 8377810000</p> <p>Caller's Name: EZMA COLE</p> <p>Mailing Address: 4245 MORLOCK LN</p> <p>City/Zip: HOLIDAY ,FL 34691-</p> <p>Can Be Reached: (727)-938-8980</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: NH</p> <p>Date: 12/14/2011</p> <p>Time: 16:16</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 664.95</p>
	<p align="center">Utility Information</p> <p>Company Code: SU640</p> <p>Company: UTILITIES, INC. OF FLORIDA</p> <p>Attn. Elise Christian1044241W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/06/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 12/15/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 01/23/2012</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

.....CUSTOMER IS WITHOUT SERVICE.....

What is the amount of the bill in dispute? \$664.95

What is the date of the bill? 11/27/11

Why do you believe you have been billed improperly? Customer states that her service normally runs her an average of \$30.00 a month

Other Comments:

Customer states that she has been disconnected for this balance. Customer indicated that the technician who disconnected her service said he made a mistake on the reading, however, company representatives will not

acknowledge the error and refuse to adjust the bill. Customer states that Utilities Inc. just recently removed the meter from her wooden fence and placed it in the ground. She believes that this change in location may have something to do with this error.

Customer mailed two separate payment of \$23.48 and \$16.10 in the month of December. Customer requests that you consider restoring her service and a payment arrangement be made during the complaint process.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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 - a) the cause of the problem
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by NHollinhead

12/15/2011 - Company response received via e-mail. /EEstelle

12/15/2011- Reviewed Company Response:

Ms. Cole's meter was incorrectly read for the service period billed. Her meter was reread and the error was found and corrected. The bill has been adjusted to her average usage. The account was credited for \$620.02. A corrected bill has been sent to Ms. Cole. She was contacted by the area manager and also by executive office to inform her about the error. An apology was extended to her for the error. Ms. Cole was satisfied with the correction. VFaria

01/23/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 1044241W

Name COLE ,EZMA MS.

Business Name _____

2/27/12- Customer called to say she was satisfied. NHollinhead

Request No. 1054174W Name TYREE ,LAURIE MS. Business Name _____

Consumer Information Name: LAURIE TYREE Business Name: Svc Address: 2516 FLINTWOOD DRIVE County: Pasco Phone: (727)-937-1917 City/Zip: Holiday / 34690- Account Number: 7731810000 Caller's Name: LAURIE TYREE Mailing Address: 2516 FLINTWOOD DRIVE City/Zip: HOLIDAY ,FL 34690- Can Be Reached: E-Tracking Number: 31062	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: AC Date: 02/24/2012 Time: 08:59 Via: E-FORM Prelim Type: QUALITY OF PO: Disputed Amt: 0.00
	Utility Information Company Code: SU640 Company: Attn. Elise Christian1054174W Response Needed From Company? Y Date Due: 03/16/2012 Fax: (407) 869-6961 R Interim Report Received: / / Reply Received: 03/13/2012 Reply Received Timely/Late: T Informal Conf.: N	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: SDM Date: 03/30/2012 Closeout Type: GI-30 Apparent Rule Violation: N

Request No. 1044241W Name COLE ,EZMA MS. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" CUSTOMER INFORMATION

Name: Laurie Tyree
Telephone: 7279371917
Email: laurie_dresser@hotmail.com
Address: 2516 Flintwood Drive Holiday FL 34690

BUSINESS INFORMATION

Business Account Name: Laurie A. Tyree
Account Number: 7731810000
Address: 2516 Flintwood Drive Holiday Florida 34690

Water County Selected: PASCO

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The alarm on the lift station at the north end of Flintwood Drive, in Holiday, FL has now been going off for fourteen hours! We have contacted the 800 number, the local 727 number and Pasco County Sheriff's Office. Today is NOT the first time this neighborhood has experienced this company's lack of maintenance, caring and consideration. There is NO reason we have to put up with such poor customer service! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer

Request No. 1054174W

Name TYREE ,LAURIE MS.

Business Name _____

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

03/13/2012 - Company response received via e-mail. /EEstelle

3/14/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o The incident occurred after normal business hours therefore, the call was transferred to the after hours answering service.
 - o The customer was not sure if the answering service obtained the necessary information concerning the alarm when she spoke with the Operator because the Answering Service Operator took the information from her very fast and rushed her off of the telephone.
 - o The investigation has been completed concerning Ms. Tyree's complaint.
 - o It was determined that the alarm problems were between the hours of 5:00 p.m. and 11:00 p.m.
 - o The Answering Service received the necessary information from Ms. Tyree and dispatched the problem to the Utility's on call person.
 - o The Utility's records indicate that the on call person was at the site by 6:00 p.m.
 - o It was determined that the Answering Service was either understaffed or was experiencing a high call volume day which caused Ms. Tyree's call to not be answered in a timely manner.
 - o This resulted in the delay of a response to the alarm by the Utility.
 - o The alarm was caused by unusually high amount of debris lodged in the pumps which caused the pumps to fail.
 - o It was determined that a part of the pump was weak and continued to cause the frequent alarms that Ms. Tyree addresses in her complaint.
 - o The problems were corrected and restored back to normal.
 - o The Answering Service Manager was informed about the delayed performance in answering the calls.
 - o The Area Manager contacted Ms. Tyree and explained to her what had occurred and what had been done to correct the problem.
 - o She was provided the Area Manager's cell phone number for future contacts if this incident occurs again.
- Shonna McCray

3/30/12: This inquiry closed. Shonna McCray

Request No. 1054174W

Name TYREE ,LAURIE MS.

Business Name

<p align="center">Consumer Information</p> <p>Name: EILEEN DUNCAN</p> <p>Business Name:</p> <p>Svc Address: 1650 BORDER LN</p> <p>County: Pasco Phone: (727)-237-5203</p> <p>City/Zip: Holiday / 34691-</p> <p>Account Number: 5477311287</p> <p>Caller's Name: EILEEN DUNCAN</p> <p>Mailing Address: 1650 BORDER LN</p> <p>City/Zip: HOLIDAY ,FL 34691-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: MAB</p> <p>Date: 07/30/2013</p> <p>Time: 11:26</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 205.91</p>
	<p align="center">Utility Information</p> <p>Company Code: SU640</p> <p>Company:</p> <p>Attn. Elise S Christian1117773W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/20/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/15/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 09/06/2013</p> <p>Closeout Type: WB-26</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$253.71

What is the date of the bill? 06/26/2013

Why do you believe you have been billed improperly? Caller states she didn't receive a bill from Utilities Inc from 12/2012 thru 05/2013.

Other Comments:

Caller states she started her services in 11/2012 and she recieved a bill for those services but then she stopped receiving a bill. Caller states she contacted the Company every month asking what her balance is and kept being told that she had a \$0.00 balance. Caller states she felt this was odd so she contacted the Company several times and spoke with any Company employee that would hear her out. Caller states now she

receives a bill for \$253.71 with a note saying that there was an error in the billing department and that her bills would now arrive on time. Caller states she contacted the Company and was told the same thing and that they had to push for her bill to be sent out. Caller states she doesn't understand with an error causing her not to receive her bills when she spoke with her neighbors and she was the only one in the area that was having this problem. Caller states she also doesn't understand why the Company kept telling her that she had a \$0.00 balance if the error was just with sending her a bill.

Caller states she had paid the current charges on the bill of \$47.80 but isn't trusting the remaining balance being correct. Caller states it doesn't sound right that for 6 months she was told she didn't owe anything and now she has \$205.91 that she has to pay.

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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

08/15/2013 - Company response received via e-mail. /ewe

8/16/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

* Ms. Duncan started service with the Utility on 11/1/12.

* A first bill was issued on 11/25/12, for \$51.00.

* The billed amount was

\$30.00 - Security Deposit

\$21.00 - new account fee

Request No. 1117773W

Name DUNCAN ,EILEEN MS.

Business Name _____

* That bill was processed manually.
* Ms. Duncan's account did not automatically generate any bills on the scheduled bill dates after the 11/25/12 bill.
* The error was discovered with her billing in June.
* At that time, her account was back billed for service from 11/1/11 to 5/21/13. (Date should be 11/1/12,)

* Each period of service and usage was billed on a separate bill to equal 6 back bills and one current period billed.
* Copies of those bills provided to PSC.
* Ms. Duncan was informed about the billing error that occurred on her account and the regulations that allowed the Utility to back bill a customer when it was the Utility's error.
"25-30.350 Backbilling.
A utility may not backbill customers for any period greater than 12 months for any undercharge in billing which is the result of the utility's mistake. The utility shall allow the customer to pay for the unbilled service over the same time period as the time period during which the under billing occurred or some other mutually agreeable time period. The utility shall not recover in a ratemaking proceeding, any lost revenues which inure to the utility's detriment on account of this provision. Rulemaking Authority 350.127(2), 367.121 FS. Law Implemented 367.121 FS. History-New 11-10-86."
* Ms. Duncan disputed the bills because she felt that it was the Utility's error and that she should not have to pay for the service that was available to her and that she had used.
* An apology was extended to Ms. Duncan and a deferred payment arrangement was made available to Ms. Duncan to pay the 6 bills in 6 monthly installments along with her current monthly bills.
* She was somewhat agreeable to that at the time.
* She later contacted our office to state that she disagreed with the bills and would only pay the bill that was issued 7/25/13 for service period of 6/20/13 to 7/23/13 for \$40.41.
* A payment for \$40.41 was received from Ms. Duncan on 8/6/13.
* She said that she received a letter from PSC that informed her that if she did not receive a bill monthly that she did not have to pay the back bills.
* Ms. Duncan informed the Utility that she forwarded that letter to the company's office.
* The Utility is not in receipt of the letter.
* On 8/14/13 a telephone call was made to the contact telephone number on Ms. Duncan's complaint, 727-237-5203, which is the same telephone number that is on her account, to address her concerns, the call went to her voice mail.
* A message was left with Elise Christian's direct telephone number and a request for a return call.
* Written correspondence was mailed to her on 8/14/13, that addressed her concerns.

Shonna McCray

NOTE: It appears the company has violated PSC rules---bills not sent at regular intervals. Shonna McCray

8/16/13: 8:34 a.m. Called Ms. Eileen Duncan at 727-237-5203 to discuss her concerns. Explained backbilling to Ms. Duncan and requested she provide a copy of the letter she received from the PSC indicating she did not

Request No. 1117773W

Name DUNCAN ,EILEEN MS.

Business Name _____

have to pay the back billed amount. She advised she did not indicate she had such a letter; she told the company she would be re-contacting the PSC. Explained backbilling in detail. Ms. Duncan stated she received a shut-off notice advising her water would be turned off in 10 days. She called Elise yesterday, but was advised she would be out of the office until next Wednesday. Advised Ms. Duncan her service should not be interrupted for the disputed amount during the complaint process. Shonna McCray

8/16/13: ATTN COMPANY:

PLEASE CONTACT THE CUSTOMER TO ESTABLISH PAYMENT ARRANGEMENTS. PLEASE PROVIDE RESPONSE TO PSC BY 8/27/13.
Shonna McCray

8/27/13: Response received via email. Shonna McCray

8/28/13: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

* Elise Christian called Ms. Duncan at 727-237-5203, on 8/21/13, 8/22/13 and 8/26/13, to make the arrangements with her.

* Each call went to her voice mail.

* A message was left each time with Ms. Christian's direct telephone number and a request for a call back.

* As of 8/27/13, she has not returned the call to make the arrangements.

* Ms. Christian has placed Ms. Duncan's account on a deferred payment arrangement for 7 months.

* Her account balance as of 8/27/13, is \$242.70.

* She was sent a corrected bill dated 8/25/13, that requested a first installment for \$34.68.

* Her September bill will include a 2nd installment and her current bill for service from 8/21/13 to around 9/21/13.

* If Ms. Duncan decides that she does not want the deferred payment arrangement, she can request that it be canceled and the bill will be due in full for the past due amount.

Shonna McCray

9/6/13: This inquiry closed. It appears the company has violated PSC rules---bills not sent at regular intervals. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: MICHAEL HATEM</p> <p>Business Name:</p> <p>Svc Address: 12132 LOB LOLLY PINE DRIVE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: MARCOS</p> <p>Entered By: RJC</p> <p>Date: 07/10/2015</p> <p>Time: 14:24</p>
<p>County: Pasco Phone: (860)-933-1170</p> <p>City/Zip: New Port Richey / 34654-</p> <p>Account Number: 82101 16344</p> <p>Caller's Name: MICHAEL HATEM</p> <p>Mailing Address: 12132 LOB LOLLY PINE DRIVE</p>	<p align="center">Utility Information</p> <p>Company Code: SU640</p> <p>Company:</p> <p>Attn. Elise S Christian1185956W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/31/2015</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 23.50</p>
<p>City/Zip: NEW PORT RICHEY ,FL 34654-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 07/27/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: MAB</p> <p>Date: 08/17/2015</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer stated that he is disputing the amount of \$23.50 .

What is the date of the bill?

Customer stated that it is his most recent billing statement.

Why do you believe you have been billed improperly?

Customer stated that the water utility is overcharging him for waste water service because not all of the water that they are utilizing is being disposed of. Customer stated that his wife utilizes a significant portion of water for her garden. Customer stated that it is not fair for the water utility to charge him the

same amount of gallons consumed for the amount of water being disposed.

Other Comments: Customer requests assistance from the PSC to resolve this dispute.

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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by R. Castillo

07/27/2015 - Company response received via Email. DScott.

08/17/2015 - The Company has provided the following information regarding the Customer's concerns:

"Dear Mr. Castillo:

This correspondence is in reference to Mr. Michael Hatem's complaint concerning Improper Bills issued to him by Utility Inc. of Florida for wastewater service provided to him at his residence. Mr. Hatem is a customer at 12132 Loblolly Pine Dr., New Port Richey, Fl.

On 7/27/15 a telephone call was made 860-933-1170 in an effort to reach Mr. Hatem and to address his concerns about the wastewater charges. There was not an answer and there was not a voice mail for leaving a message for a return call. On 7/27/15, an e-mail correspondence was sent to Mr. Hatem at the e-mail address on file and his concerns were addressed in the electronic correspondence. The regulated tariffed rates were explained to him about the allowed wastewater charges. He was informed that the wastewater allowable charges include the

Request No. 1185956W Name HATEM ,MICHAEL MR. Business Name _____

fact that all of the water that registers through the meter is not used as wastewater and there is a maximum/cap on the amount of wastewater that the utility is allowed to charge to the Consumer on a one month bill. The maximum is no more than 6,000 gallons no matter how much water is used.

He was informed that the charge for wastewater on his 5/29/15 bill for 3,290 gallons was correct per the tariff and his request to have his account credited for \$23.50 for improper bills was denied. Your office was copied in the correspondence that was sent to Mr. Hatem and a copy of that correspondence is also included with this correspondence.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

08/17/2015 - Having received no further contact from the Customer, this case shall be closed as GI-25.

MBermudez

<p align="center">Consumer Information</p> <p>Name:</p> <p>Business Name: TIERRA VERDE MARINA RESORT, LLC</p> <p>Svc Address: 200 MADONNA BOULEVARD</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: ECO</p> <p>Entered By: RJC</p> <p>Date: 08/01/2013</p> <p>Time: 10:24</p>
<p>County: Pinellas Phone: (727)-461-1818</p> <p>City/Zip: Saint Petersburg / 33715-</p> <p>Account Number:</p> <p>Caller's Name: JEFF APPLEANG</p> <p>Mailing Address: P O BOX 1368</p> <p align="center">ATTENTION: JEFF APPLEANG</p>	<p align="center">Utility Information</p> <p>Company Code: SU682</p> <p>Company: TIERRA VERDE UTILITIES, INC.</p> <p>Attn. Elise S Christian1118116W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/22/2013</p> <p>Fax: (407) 869-6961 B</p>	<p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: CLEARWATER ,FL 33757-1368</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 08/22/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: RR</p> <p>Date: 07/02/2014</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute?
 Customer states that the utility requires that they pay \$65,166.00 in a service reservation fee in order for services to be connected.

What is the date of the bill?
 Customer states that this is the most recent information provided by the utility.

Why do you believe you have been billed improperly?
 The customer states that he has reviewed the tariff from Tierra Verde Utilities, Inc. and determined that such fee is not required to connect services.

Other Comments: Customer requests from Tierra Verde Utilities, Inc. a written explanation for the service reservation fee as imposed by the utility and also provide a written explanation for the delay of connection

of services.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R. Castillo

08/22/2013 - Company response received via e-mail. /ewe

8/26/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * In early 2012, representatives of Tierra Verde Marina Resort, LLC (Developer) contacted Tierra Verde Utilities and discussed the planned redevelopment of the existing Tierra Verde Marina property, which is located within Tierra Verde Utilities' certificated service area.
- * Developer, through his agent, requested information regarding the provision of sanitary sewer service to the project.
- * The Developer's Engineer, Avid Engineering, submitted site plans for review and comment to Tierra Verde Utilities as well as provided a detailed description of the project's proposed facilities requiring sewer service.
- * This information was subsequently revised and then used by Tierra Verde Utilities to generate a Developer Agreement, which was transmitted to Developer in November 2012.
- * Tierra Verde Utilities calculated sewer capacity fees to be paid by Developer in conformance with Tierra Verde Utilities' current tariff as approved by the PSC.
- * A worksheet describes the computation of the capacity fees, which total \$65,166.00.
- * Developer has yet to execute the referenced Developer Agreement or pay the capacity fees due Tierra Verde Utilities.
- * Unless and until a Developer Agreement has been executed and all fees paid, Tierra Verde Utilities cannot

Request No. 1118116W

Name ,

Business Name TIERRA VERDE MARINA RESORT, LLC

provide sewer service to the project.

* In addition, Developer made application to the Florida Department of Environmental Protection (FDEP) for a General Use Permit to allow the construction of certain sewer facilities as described by the plans, drawings, and specifications provided by Developer's engineer, Avid Engineering.

* However, the permit application was not submitted to Tierra Verde Utilities for review and signature, in spite of Avid Engineering and the Developer being aware that the project would be connected to Tierra Verde Utilities' collection system for transmission to the City of St. Petersburg's treatment facilities.

* Instead, Developer falsely executed the application as the owner of the collection system.

* Upon notification that FDEP had issued a construction permit for this project in error, Tierra Verde Utilities notified FDEP and Avid Engineering of this error and requested that the construction permit be revoked.

* Tierra Verde Utilities requires that a new application be submitted to FDEP that properly reflects that Tierra Verde Utilities is the owner of its existing collection system, will own, operate and maintain its collection system, will receive sewer flow from this project and will convey the sewer flow to St. Petersburg's facilities through Tierra Verde Utilities' collection system.

* Absent a properly executed permit application and properly generated construction permit, Tierra Verde Utilities cannot provide service to this project.

* Tierra Verde Utilities staff has peripherally observed construction activity on the project site.

* The sewer facilities constructed by Developer do not conform with the plans and specifications submitted to Tierra Verde Utilities as referenced above.

* Tierra Verde Utilities must be provided with an accurate and complete set of site plans for review and comment in order to insure that the sewer facilities constructed by the developer conform with the plans and drawings submitted to FDEP, with FDEP's construction permit and with the Developer Agreement.

* Tierra Verde Utilities must be provided the opportunity to inspect the materials and observe the construction methods to be used to construct the sewer facilities.

* Developer informed Tierra Verde Utilities that the project is to be built in phases but has not provided any documentation to Tierra Verde Utilities in support of a phased project.

* In July 2013, Avid Engineering provided a sewage flow determination worksheet in support of Developer's contention that the capacity fees due Tierra Verde Utilities should be substantially less than the amount identified in the Developer Agreement and that the sewer flows associated with the existing development should be credited against the future planned development.

* However, the Avid sewer flow calculations do not accurately describe the facilities to be built, do not reference a phased construction schedule, and do not accurately apply the tariff to the project's elements.

* No documentation has been provided by Avid or Developer regarding the sewer capacity reserved by the original marina developer in order to determine any credit due Developer.

* The original marina's development predates Tierra Verde Utilities' ownership of the collection system; there are no records in the company's files referencing the provision of service to the marina property.

* Absent such information, the calculation of developer fees must be based on the plans presented to Tierra Verde Utilities.

* Tierra Verde Utilities is ready, willing and able to provide sanitary sewer service to the Tierra Verde Marina Resort project provided the Developer complies with all FDEP and PSC rules and regulations governing

the provision of sewer service to this project as well as complying with Tierra Verde Utilities' specifications and requirements, executing a Developer Agreement and making payment in full of all applicable fees.

* There have been several contacts with the Developer concerning the information and documentation that is needed from them before the connections can be made by Tierra Verde Utilities.

* Mr. Appleang was contacted by telephone on 8/22/13, to address his concerns, to explain how the fees are designed and to remind him about the required documentation that is necessary before the connections can be provided for the development.

* Included with the response are copies of written communication to the President, Mr. Gary Boesch dated 11/1/12, Sewer Flows Determination per Avid Engineering and the approved tariff schedule for the calculation of fees are included with this correspondence.

Shonna McCray

08/29/2013 Mr. Appleang indicates that he has not received a complete response from the company, the phone call did not answer his questions. He was advised that he would receive a copy of the response from the company, but has not received it. He states that he is seeking a copy of the company response sent to the FPSC, and verification whether the charges are correct. ACalhoun

9/03/2013 Customer correspondence received via U.S. mail, and forwarded to SMcCray. DHood

9/4/13: Reviewed customer correspondence and added to file. Shonna McCray

9/4/13: Forwarded company response to customer's attorney, Jeff Appleang, via mail. Shonna McCray

9/4/13: Complaint will remain open pending contact by 9/13/13. Shonna McCray

9/4/13: Complaint forwarded to Supervisor for additional review. Shonna McCray

09/05/13: Delivered case file to R. Hicks for transfer to ECO. RRoland

07/02/14: Received the following E-mail. Complaint closed. RRoland

-----Original Message-----

From: Rhonda Hicks

Sent: Wednesday, July 02, 2014 3:52 PM

To: Randy Roland; Ruth McHargue

Subject: FW: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

-----Original Message-----

From: Patti Daniel
Sent: Wednesday, July 02, 2014 2:52 PM
To: Rhonda Hicks; Veronica Washington
Cc: Jim Dean; Shannon Hudson
Subject: FW: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

Complaint No. 1118116W can be closed. The customer signed a developer agreement with the Utility.

-----Original Message-----

From: Joseph W. Gaynor [mailto:josephg@jpfirm.com]
Sent: Wednesday, July 02, 2014 2:28 PM
To: Patti Daniel
Cc: Patrick Flynn
Subject: Re: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

Agreed thanks Patti for your help and follow up

Sent from my iPhone

On Jul 2, 2014, at 12:20 PM, "Patti Daniel" <PDaniel@PSC.STATE.FL.US<mailto:PDaniel@PSC.STATE.FL.US>> wrote:

Wonderful. Does this mean I can close our file?

From: Patrick Flynn [mailto:PCFlynn@uiwater.com]
Sent: Wednesday, July 02, 2014 12:49 PM
To: Patti Daniel
Subject: RE: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

Patti, good afternoon.

I want you to know that we recently received an executed developer agreement from Tierra Verde Marina Resort along with payment of applicable connection fees. This represents Ph. 1 of a multi-phase project that will include construction of a restaurant and a hotel or motel in the future.

Thanks,
Patrick

From: Patti Daniel [mailto:PDaniel@PSC.STATE.FL.US]

Request No. 1118116W Name , Business Name TIERRA VERDE MARINA RESORT, LLC

Sent: Thursday, April 17, 2014 10:52 AM
To: Patrick Flynn
Subject: RE: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

Patrick,

Have to been able to resolve this?

Patti

From: Patrick Flynn [mailto:PCFlynn@uiwater.com]
Sent: Monday, February 17, 2014 1:14 PM
To: Patti Daniel
Subject: RE: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

No. We asked the developer for some updated plans and discussed what else needs to be done. It's not resolved at this point.

Thanks,
Patrick

From: Patti Daniel [mailto:PDaniel@PSC.STATE.FL.US]
Sent: Monday, February 17, 2014 9:24 AM
To: Patrick Flynn
Subject: RE: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

Patrick,

Hope all is well. Haven't seen any communication on this lately. Has it been resolved?

Patti

From: Patrick Flynn [mailto:PCFlynn@uiwater.com]
Sent: Thursday, December 12, 2013 12:44 PM
To: Joseph W. Gaynor; Patti Daniel; Jeff Appleang
Cc: Shannon Hudson; Justin Floyd (jfloyd@wholedevelopment.com<mailto:jfloyd@wholedevelopment.com>); David McComas; Mike Wilson
Subject: RE: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra

Request No. 1118116W Name , Business Name TIERRA VERDE MARINA RESORT, LLC

Verde Utilities, Inc.)

Joe,

I apologize for the lengthy quiet period. I've been tied up on other matters for the last six weeks or so. I would like to talk with you about the issues that I see that need to be resolved. Would you be available to discuss tomorrow morning or Monday or Tuesday morning next week?

Thanks,
Patrick

From: Joseph W. Gaynor [mailto:josephg@jpfirm.com]
Sent: Wednesday, December 11, 2013 8:46 AM
To: Patrick Flynn; Patti Daniel; Jeff Appleang
Cc: Shannon Hudson; Justin Floyd (jfloyd@wholedevelopment.com<mailto:jfloyd@wholedevelopment.com>); David McComas; Jeff Appleang
Subject: RE: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

Patrick, I believe several weeks ago you received all of the documents you requested from Justin Floyd on the Flow Meter and visuals and I was expecting a formal settlement agreement based on the phased improvements according to the new Avid schedule of flows and future uses. The Owner is prepared to sign the settlement and execute the memorandum of agreement to bind future owners of the restaurant and hotel sites and fund its prorata share of your fees for only the marina based on the new schedule of flows and phasing.. Can we get this accomplished before yearend ? I would like to dismiss the action before the PSC. I now understand that all improvements to the infrastructure will be completed by mid January so I would like our agreement on the public records so I can include it in our final draft of the land condominium documents, which I hope to finalize and record in February.

Joe

From: Patrick Flynn [mailto:PCFlynn@uiwater.com]
Sent: Monday, October 14, 2013 3:56 PM
To: Patti Daniel; Jeff Appleang
Cc: Joseph W. Gaynor; Shannon Hudson
Subject: RE: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

Patti,

Good afternoon. In the past week, Mr. Gaynor and I have had some back and forth that has been informative and helpful in addressing some of my concerns. Consequently, I suggest a postponement of the response deadline to 10/21/13 in order to allow sufficient time for the parties to reach agreement.

Request No. 1118116W Name , Business Name TIERRA VERDE MARINA RESORT, LLC

Mr. Gaynor,
Please let both Patti and me know if this date is acceptable.

Thanks,
Patrick

From: Patti Daniel [mailto:PDaniel@PSC.STATE.FL.US]
Sent: Tuesday, October 01, 2013 12:37 PM
To: Jeff Appleang
Cc: Patrick Flynn; Joseph W. Gaynor; Shannon Hudson
Subject: RE: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

Mr. Flynn has had a death in his immediate family. At his request, his response is now due on Oct 11. Please feel free to let me know if you have any questions.

Patti

From: Patti Daniel
Sent: Tuesday, September 24, 2013 12:10 PM
To: Patrick Flynn (PCFlynn@uiwater.com<mailto:PCFlynn@uiwater.com>)
Cc: Joseph W. Gaynor; 'Jeff Appleang'; Shannon Hudson
Subject: FW: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

Mr. Flynn,

I am forwarding a letter to you that was prepared by Mr. Appleang on behalf of Tierra Verde Marina Resort, LLC. regarding their Complaint No. 1118116W.

Could you or someone in your office please review and respond. In particular, please address:

1. The demand the marina was placing on the system prior to the recent improvements. It is reasonable to assume that the marina paid service availability charges at the time it was originally constructed and, therefore, that some credit should be considered in determining the amount of additional service availability charges, if any. A billing history, based on available records, would help address this issue, since records regarding the original service availability charges are not available. I understand that flows may have changed over the years with changes in the economy and marina ownership. I've asked our staff to see if they can find the original developer agreement, if one existed. If you have any additional information regarding the original connection of the marina to the utility, please include it in your response.

Request No. 1118116W Name , Business Name TIERRA VERDE MARINA RESORT, LLC

2. The appropriate service availability charges for the recent improvements (Phases 1 and 2). The letter provided by Mr. Appleang includes a revised estimate of proposed demand for the dry dock and boat slips. The letter is the only documentation I have seen regarding the various phases of the improvements. Mr. Appleang indicated that he believes the utility was provided this information.

3. Whether service availability charges should be paid for the additional phases of improvements (Phases 3 and 4). I understand that there is a possibility that the additional improvements will never be made. If there is an agreement to postpone payment of service availability charges for Phases 3 and 4, the utility would need assurance that, should additional improvements be made, the utility would be contacted re the additional demand and the resulting additional service availability charges. This is often a problem because, absent the developer contacting the utility, the utility may not be aware of the new construction and potential for additional demand.

4. The construction and interconnection of the new collection system to the utility's existing collection system. Please refer to Rule 25-30.545, Florida Administrative Code, and any other rules or guidelines that you believe are applicable.

If there are other issues that you believe should be addressed, please feel free to do so. Please provide your response to Mr. Appleang, Mr. Gaynor, and me by October 2.

Please let me know if you have any questions.

Sincerely,

Patti Daniel

Chief of Economic Impact and Rate Design

(850) 413-6808

From: Jeff Appleang [mailto:JeffA@jpfirm.com]

Sent: Tuesday, September 24, 2013 9:31 AM

To: Patti Daniel

Cc: Joseph W. Gaynor

Subject: Florida Public Service Commission Case No.: 1118116W (Tierra Verde Marina Resort, LLC/Tierra Verde Utilities, Inc.)

Request No. 1118116W Name , Business Name TIERRA VERDE MARINA RESORT, LLC

Patty:

I am writing to follow up our telephone conversation of earlier this morning in connection with the above referenced matter. As we discussed, attached hereto for your review is my September 20, 2013 letter to Shonna McCray. This letter replies to Tierra Verde Utilities, Inc.'s response letter to the Public Service Commission.

Thank you for your prompt attention to this matter. If you have any questions or comments, please do not hesitate to contact me.

<image001.jpg>

Jeff E. Appleang, Esquire
911 Chestnut Street
Clearwater, FL 33756
Phone: 727.461.1818
Fax: 727.462.0365

The information contained in this transmission may be attorney/client privileged and therefore confidential. This information is intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, printing or copy of the communication is strictly prohibited. If you receive this transmission in error, or if you are not the individual or entity named above, the receipt of this transmission is not intended to and does not waive any privilege, attorney/client or otherwise. If you have received this communication in error, please notify us by telephone or e-mail. Thank you.

Request No. 0969647W

Name NEUMEIER ,GUNTER MR.

Business Name

Consumer Information

Name: GUNTER NEUMEIER

Business Name:

Svc Address: 314 W. HORNBEAM DR.

County: Seminole Phone: (407)-862-5712

City/Zip: Longwood / 32779-

Account Number: 4163210000

Caller's Name: GUNTER NEUMEIER

Mailing Address: 314 W. HORNBEAM DR.

City/Zip: LONGWOOD ,FL 32779-

Can Be Reached:

E-Tracking Number: 26387

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: SU761

Company: UTILITIES, INC. OF LONGWOOD

Attn. Ann Raponi0969647W

Response Needed From Company? Y

Date Due: 10/14/2010

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 10/14/2010

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 09/23/2010

Time: 14:23

Via: E-FORM

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 10/29/2010

Closeout Type: GI-30

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Thursday, September 23, 2010 12:23 PM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 26387

Complaint filed with PSC

Select County: SEMINOLE

CUSTOMER INFORMATION

Name: Gunter Neumeier

Request No. 0969647W

Name NEUMEIER ,GUNTER MR.

Business Name

Telephone: 4078625712
Email: guntern1936@peoplepc.com
Address: 314 W. Hornbeam Dr. Longwood 32779

BUSINESS INFORMATION

Business Account Name: Gunter Neumeier
Account Number: 4163210000
Address: 314 W. Hornbeam Dr. Longwood Florida 32779

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Longwood

Details:

Hello,

I have been trying to get some information regarding my billing statement from Utilities Inc. To this end I did first call the Customer service number at 800-272-1919 and listened to at least 15 to 20 announcements about how important my call is, and the next customer service agent will be with me in a moment. After about 15 minutes I hung up the phone and called the local number, 407-869-1919, and experienced exactly the same situation; as a matter of fact, it is the identical recorded announcement as for the 800 number. Nobody answered the phone within the next 15 minutes either. The big question is: why list a customer service number at all if you do not provide an such service?

Gunter Neumeier "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/14/2010 - Company response received via e-mail. /EEstelle

10/15/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 9/23/10, the company was experiencing a high volume of calls.
- o Ann Raponi provided her direct contact number (800-272-1919 ext 1367) to the customer.
- o Customer provided with resolution via mail.

Shonna McCray

10/29/10: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: SHAWN HARRS</p> <p>Business Name:</p> <p>Svc Address: 209 W. SWEETWATER CREEK DR.</p> <p>County: Seminole Phone:</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number:</p> <p>Caller's Name: SHAWN HARRS</p> <p>Mailing Address: 209 W. SWEETWATER CREEK DR.</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 10/11/2011</p> <p>Time: 08:22</p> <p>Via: E-FORM</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: SU761</p> <p>Company:</p> <p>Attn. Elise Christian1033739W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/01/2011</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 10/13/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 11/18/2011</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Catherine Harrs [mailto:catherineharrs@gmail.com]
 Sent: Monday, October 10, 2011 10:35 PM
 To: customerservice@uiwater.com
 Cc: Consumer Contact
 Subject: Tree cuttings left on my property by your employees

Hello,
 An employee of Utilities, Inc. of Longwood cut down the trees around the lift station on my property last week.
 The cuttings were piled on my lawn and have been there since, causing not only an unsightly mess on my property, but also causing my lawn under the pile of cuttings to begin to die.

As such, I am asking that the like to have the cuttings be removed immediately.

Thank you,

Shawn HARRS
209 W. Sweetwater Creek Dr.
Longwood, FL 32779 "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
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 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/13/2011 - Company response received via e-mail. /EEstelle

10/14/11: REVIEWED COMPANY RESPONSE. The response indicates the following:

o The following letter was sent to customers earlier this year and again to Mr. Catron along with a resolution letter:

"On June 16, 2011 Black Bear Reserve Irrigation Corporation met with officials of St. Johns River Water Management District in Altamonte Springs. The purpose of the meeting was to bring resolution to the Potable Water and Irrigation Cup Permit. CUP permits are required in Florida to allow for the distribution of potable and irrigation water. All waters of the state of Florida is the property of the people of Florida and St.

Request No. 1033739W Name HARRS ,SHAWN MR. Business Name _____

Johns River Water Management District is the entity who oversees and ensures proper use of that water. Through the advice of counsel, the board of directors decided to split the permit. We, Black Bear Reserve Water Corporation would be issued the potable permit, and we will wait until the conclusion of the legal proceedings to acquire the irrigation permit. In the meantime we will be issued a temporary irrigation permit. We have removed all of Black Bear Reserve Irrigation Corporations equipment from the old irrigation site in the Lakes.

Rapid Retrieval, Inc. a part of Chalcopyrite, Inc., was informed of the split in permit and has proceeded to place their own equipment on the site in the Lakes. They have mistakenly interpreted the split as a opportunity to bilk the people of Black Bear of money for irrigation water. Although we cannot stop them from spending money on the irrigation site, we will make every effort to keep them from damaging or contaminating water company water and property. We have every reason to believe they will again be trying to bill for irrigation water. We ask that you respond the same way you did before and refuse to pay anything to Rapid Retrieval. After reconfiguring the supply of water for irrigation, we are experiencing the best water quality ever provided to each of our homes and is supplied through the water plant on 44A.

As we have discussed at Black Bear Reserve Water Corporation meetings in the past, we have split the water company into two entities. The first is the Black Bear Reserve Water Corporation, with its purpose to deliver potable water, and secondly, Black Bear Reserve Irrigation Corporation, with its purpose to deliver irrigation water. By splitting the irrigation from the water company, we are not restricted from making adjustments to the price of the irrigation water. Therefore, the board of directors has decided to lower the rate of irrigation water to a base rate of \$ 60.00 per month for Black Bear Reserve Homeowner Association members. The new billing will take effect for August billing that will be due in September. Please note and take the proper measures if you use auto pay or online bill pay. The bill will still have the same due date and meter readings will be taken as they always have.

Please use all water with conservation in mind. Irrigation water should only be used on your particular address schedule. Watering should also be done evenings and early morning. Be sure to check your systems controls and make sure the water sensor is in working order. We do not need to water while receiving regular rainfall. All new lawns, seed or sod, are given special use of water and the board welcomes them. Please use water wisely! We have installed a timer to shut down power for irrigation water between the hours of 10AM and 4PM.

As always, if you have a question or concern please contact one of your board representatives.

Board of Directors

Black Bear Reserve Water Corporation"

- o This matter is being resolved through legal venues.
- o Black Bear reserve supplied the water to Mr. Catron's residence.

Shonna McCray

NOTE: It appears the company has violated PSC rules---failure to provide response to customer and PSC within 15 days. Shonna McCray

11/18/11: This inquiry closed. Shonna McCray

Request No. 1042425W Name CALHETA ,APRIL MS. Business Name _____

<p align="center">Consumer Information</p> <p>Name: APRIL CALHETA</p> <p>Business Name:</p> <p>Svc Address: 102 CASHEW CT</p> <p>County: Seminole Phone: (407)-312-5909</p> <p>City/Zip: Longwood / 32750-</p> <p>Account Number: 2663124769</p> <p>Caller's Name: APRIL CALHETA</p> <p>Mailing Address: 102 CASHEW CT</p> <p>City/Zip: LONGWOOD ,FL 32750-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: MAB</p> <p>Date: 12/06/2011</p> <p>Time: 09:36</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 341.49</p>
	<p align="center">Utility Information</p> <p>Company Code: SU761</p> <p>Company:</p> <p>Attn. Elise Christian1042425W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/28/2011</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 12/15/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 01/17/2012</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Request No. 1033739W Name HARRS ,SHAWN MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$341.49

What is the date of the bill? 12/01/2011

Why do you believe you have been billed improperly? Caller states she just started her account with Utilities Inc but doesn't understand her past due balance.

Other Comments:

Caller states she just started services with the Company because she didn't realize that her city utility didn't provider her wastewater services along with her water services. Caller states the Company is back billing her from 04/01/2011 - 10/30/2011 for a total balance of \$341.49. Caller is not understanding how the Company came to this balance and is wanting them to provide her with a break down of her back billed balance.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

12/15/2011 - Company response received via e-mail. /EEstelle

Request No. 1042425W

Name CALHETA ,APRIL MS.

Business Name

12/15/2011- Reviewed Company Response: Company sent an email response :
"This correspondence is in reference to Ms. April Calheta's complaint concerning bill dated December 1, 2011 for sewer service at 102 Cashew Ct., Longwood, Fl. Ms. Calheta indicated that she did not understand the reason for receiving a bill from Utilities, Inc. of Longwood and she also questioned the amount of the bill.

December 13, 2011, a telephone contact was made to the customer and the bill was explained. The bill is for sewer service that includes a back billed amount for service that had been provided to the customer since April 1, 2011 to the current service period ending November 29, 2011. The monthly rate is a flat rate of \$37.34. There is a new customer charge for \$21.00 and a Security Deposit for \$60.00. These charges were explained to the customer. A deferred payment arrangement was provided to the customer that will allow her to pay the back billed portion in six monthly installments along with each current month bill. The customer will make the first payment for \$37.34 by December 23, 2011 and the balance will be on monthly installments starting with the January 2012 bill. The customer was satisfied with the resolution.

Respectfully,
Elise S Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com". Reviewed by Vfaría

01/17/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Consumer Information

Name:

Business Name: MSKP SPRINGS PLAZA, LLC

Svc Address: SPRINGS PLAZA SHOPPING CENTER

County: Seminole Phone: (407)-219-3239

City/Zip: Longwood / 32779-

Account Number: 4261110000

Caller's Name: BELINDA ALANIZ

Mailing Address: 10923 FERNANDO ST.

City/Zip: ORLANDO ,FL 32825

Can Be Reached:

E-Tracking Number: 31016

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: SU761

Company:

Attn. Elise Christian1053196W

Response Needed From Company? Y

Date Due: 03/08/2012

Fax: (407) 869-6961

B

Interim Report Received: / /

Reply Received: 03/08/2012

Reply Received Timely/Late: T

Informal Conf.: Y

PSC Information

Assigned To: NEAL FORSMAN

Entered By: DH

Date: 02/16/2012

Time: 14:20

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NEF

Date: 05/24/2012

Closeout Type: GI-32

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, February 16, 2012 1:55 PM

Cc: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 31016

CUSTOMER INFORMATION

Name: Belinda Alaniz

Telephone: 407-219-3239

Email: balaniz@kitsonpartners.com

Address: 10923 Fernando Street Orlando FL 32825

BUSINESS INFORMATION

Business Account Name: MSKP Springs Plaza, LLC Account Number: 4261110000

Address: springs plaza shopping center longwood Florida 32779

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Longwood

Details:

I am a real estate manager for the aforementioned account number. Early in 2011 we (Utilities, Inc. did not) realized the excessive use of water consumption (over 2 Million gallons a month) at this shopping center. After further investigation the source of an undetermined water leak was found in the main water line. Best corrective action was taken immediately, and request for credit / reimbursement for water sewer fees that were in excess of the amount of actual consumption was requested to Utilities Inc. A copy of a report provided by The Leak Doctor (contractor recommended by Utilities Inc.) was submitted to Utilities Inc. and denied because there was no determination of the water running through the sanitary system. There was also no evidence that the water was not running through the sanitary system. I would appreciate help to minimally obtain full refund for sewer fees that were paid in excess of the water use that would have otherwise been used if not for a main line leak. I believe that Utilities Inc. also has a fiduciary responsibility for water conservation and management of utilities for Sanlando. Respectfully requested, Belinda Alaniz "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

03/08/2012 - Company response received via e-mail. /EEstelle

3/9/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Sanlando Utilities found that the leaks in the service was due to a failure in the customer's plumbing at no fault of the Utility.
 - o The Utility met with the customer on several occasions at no cost to the customer, to assist with finding the reason for the high consumption that concerned the customer.
 - o There are more than 19 units/businesses in this plaza that are metered under one master meter.
 - o It was recommended to the customer that their plumbing should be checked.
 - o The customer requested that the meter be tested for accuracy. The meter was tested on 8/23/11, in the presence of the customer.
 - o The meter accuracy test was 95%.
 - o The customer was informed that the meter was not capturing all of the water that was passing through it.
 - o Sanlando Utilities regrets that the customer experienced the unfortunate situation that was described in their complaint and letter.
 - o The customer was notified on 3/7/12, by email that the Utility does not assume the responsibility for the maintenance to the customer's plumbing and that the request for the adjustment to the account was denied.
- Shonna McCray

03/22/2012 - Company response received via e-mail. /EEstelle

3/23/12: Correspondence received 3/22/12, is from the customer. Shonna McCray

3/23/12: The customer sent the following email to Elise Christian with Utilities, Inc:
"Ms. Christian,

I will be responding with a formal letter, however, I disagree that at a minimum Sanlando Utilities needs to reimburse the Owner Sewer charges that were in excess of the normal amount that was used prior to the plumbing repair. I see in no way Sanlando Utility offering a resolution for sewer charges.

I do not deem this case closed.

Belinda Alaniz

Request No. 1053196W Name , Business Name MSKP SPRINGS PLAZA, LLC

Kitson & Partners Commercial
995 North State Road 434
Suite 2720
Altamonte Springs, Florida 32714
Phone (407) 219-3239
Fax (407) 682-4127
balaniz@kitsonpartners.com
kitsonpartners.com"
Shonna McCray

3/23/12: Customer's objection noted based on above email. Shonna McCray

3/23/12: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE ADDRESS CUSTOMER'S ADDITIONAL CONCERNS STATED IN EMAIL DATED 3/22/12. PLEASE PROVIDE COPIES OF THE BILLING STATEMENTS FOR THE PAST 12 MONTHS TO THE PSC. PLEASE PROVIDE RESPONSE TO PSC BY 4/3/12. Shonna McCray

03/29/2012 - Company response received via e-mail. /EEstelle

3/30/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o Sanlando Utilities certainly appreciates the customer's position concerning the leak and what was defined as water loss due to the unit that was indicated from customer's contractor's findings.
- o The findings did not appear to be consistent with the fluctuation of the water used during the periods that were identified.
- o The Utility does not monitor the occupancy level of the units and it does not monitor the requirement for water by customer's tenants.
- o The Utility has the responsibility to make sure that the meter is registering accurately when measuring the water that is billed to the customer.
- o The accuracy check of the meter was completed.
- o The customer indicated that the long history of high usage was caused by a leak in one of their units.
- o It is unfortunate that the usage was not audited by the customer until approximately two years after it first occurred and was not repaired earlier to prevent the water loss that the customer indicated during this period.
- o As stated in letter to customer dated 3/7/12, if the Utility were to provide adjustments of this nature to any customer, the innocent customers who have not been a part of this will experience a possible rate increase in their bills.
- o This type of adjustment would be included in the components that are used when and if the Utility requests rate relief from PSC in the future.
- o The Utility is unable to provide any adjustment to MSKP Springs Plaza, LLC account.
- o Customer provided with additional response via email.

Request No. 1053196W Name , Business Name MSKP SPRINGS PLAZA, LLC

Shonna McCray

3/30/12: Called Elise Christian with Utilities, Inc to request a credit be issued for the wastewater portion of the billing as the water did not run through the system; received recording advising she is out of the office. Shonna McCray

3/30/12: 10:21 a.m. Called Belinda Alaniz (customer) to discuss the supplemental response; advised she is out of the office; left message requesting a return call. Shonna McCray

3/30/12: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE ADJUST THE GALLONS BILLED FOR WASTEWATER TO THE AVERAGE GALLONS BILLED SINCE THE REPAIRS WERE MADE (APPROXIMATELY 450,000 GALLONS) AND ISSUE CREDIT, AS ALL OF THE WATER DID NOT RUN THROUGH THE WASTEWATER SYSTEM. PLEASE PROVIDE RESPONSE TO PSC BY 4/10/12. Shonna McCray

03/30/12 Transferred to SMcCray. ACalhoun

3/30/12: Ms. Alaniz transferred by Angie. Reviewed the company's supplemental response and explained the company has been re-contacted and a request made to issue an adjustment for the wastewater charges. Advised Ms. Alaniz I requested the wastewater gallons be adjusted to 450,000 (approx.) gallons per month. She stated that is an acceptable amount. She asked what happens if the company does not adjust the charges. Explained Process Review and advised I would follow up with her after receiving the next response and then forward to the Process Review Team, if necessary. Shonna McCray

04/02/2012 - Company response received via e-mail. /EEstelle

4/3/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Elise Chapman is requesting that I contact her at 800-272-1919 ext 1356, as she does not have a direct contact number for me. Shonna McCray

4/3/12: 9:22 a.m. Called Elise Chapman at 800-272-1919 ext 1356. Explained reason for requesting an adjustment. Elise explained the company's reason for denying the request for an adjustment. She advised she will send a response summarizing the company's position. Shonna McCray

04/05/2012 - Company response received via e-mail. /EEstelle

4/6/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o The Utility is not in agreement to the adjustment that the PSC has directed Sanlando Utilities to provide to MSKP Springs Plaza, LLC.
o The Utility does not feel that the adjustment is in order because there is not any comprehensible evidence as to how the water was used at this Plaza by the customer or by its tenants for more than 30 months.

Request No. 1053196W Name , Business Name MSKP SPRINGS PLAZA, LLC

- o The first bill with the high usage and an increase in the customer's bill was issued to the customer on 2/10/09.
- o That bill indicated an increase of more than \$2,000.00 when compared to the customer's previous bills.
- o Before the bill was issued to the customer, the Utility rechecked the read and made a genuine effort to make sure that the usage and the bill were correct before issuing it.
- o The next bill was issued on 3/19/09.
- o That bill was approximately \$1,000.00 less than the February bill but was higher than the bills that were issued prior.
- o The company rechecked the read again to ensure that the read and the bill were correct.
- o Each month going forward the bills fluctuated but were all higher than bills before the 2/10/09 bill.
- o The usage history became normal for the customer's average usage for more than two years.
- o There was not any contact from the customer concerning more than two years of bills until August, 2011.
- o That contact was made after more than thirty bills later.
- o The company feels that it has been more than fair and was very cognizant about the customer's usage history change starting with the February 2009 bill.
- o The company does not feel that the customer has been as cognizant about their usage and their bills to have allowed them to continue for more than 30 months if they did not feel that the water was being used.
- o The company's position remains the same as indicated in the previous response concerning an adjustment to the customer's account.
- o The company does not find credible cause to be required to adjust the customer's account for water or for wastewater.
- o The company request that the PSC reconsider its order requesting Sanlando Utilities, Corp. to assume the responsibility and the expense for the customer's usage by providing this adjustment.
- o A copy of the customer's usage history is provided.
- o If the PSC considers it to be fair that the company is at fault and that an adjustment is in order, please advise and please provide the company with the regulation that will be used to support the request.

Shonna McCray

4/6/12: 8:55 a.m. Called Belinda Alaniz at 407-219-3239 to advise the company denied the request to issue an adjustment/credit; left message requesting a return call. Shonna McCray

04/06/12

Customer requested analyst Shonna, transferred. tkemp

4/6/12: Ms. Alaniz transferred by Tekeyshia. Reviewed the supplemental response and explained the company is not willing to issue an adjustment. Explained to Ms. Alaniz because the meter was tested and found to be registering within the guidelines, the PSC cannot require the company to issue a credit. Explained to Ms. Alaniz the company advised the PSC that the owner of the property did not contact the company regarding the high bills. The company re-read the meter several times when the high usage first began. Ms. Alaniz stated the company should have done more to find out why the usage was so high. Explained again the company is only

responsible up to the meter. Discussed her concerns more and advised I would forward the case to my Supervisor for referral to the Process Review Team. Shonna McCray

4/9/12: Complaint forwarded to Supervisor for referral to the Process Review Team. Shonna McCray

04/09/12: Case file delivered to Process Review. RRoland

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name _____

Consumer Information Name: JOANN BOGLE Business Name: Svc Address: 1020 WENTWORTH COURT County: Seminole Phone: (407)-920-1532 City/Zip: Longwood / 32750- Account Number: 8170005150 Caller's Name: JOANN BOGLE Mailing Address: 1020 WENTWORTH COURT City/Zip: LONGWOOD ,FL 32750- Can Be Reached: E-Tracking Number: 33973	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: ELLEN PLENDL Entered By: AC Date: 07/22/2013 Time: 09:08 Via: E-FORM Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company Code: SU761 Company: Attn. Elise S Christian1116783W Response Needed From Company? Y Date Due: 08/12/2013 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: 08/30/2013 Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 08/05/2013 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 09/30/2013 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 1053196W Name , Business Name MSKP SPRINGS PLAZA, LLC

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" -----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Sunday, July 21, 2013 9:51 PM

Cc: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 33973

CUSTOMER INFORMATION

Name: Joann Bogle

Telephone: 407-920-1532

Email: joabog3@aol.com

Address: 1020 Wentworth Court Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Joann Bogle

Account Number: 8170005150

Address: 1020 Wentworth Court Longwood Florida 32750

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Longwood

Details:

I moved into my home 7/1/2010 and in late November 2011 I received a bill from Utilities Inc for over \$500.00. I dont even know what made me open this piece of mail, as I didnt know who Utilities Inc. was. I went to a few neighbors asking if they knew Utilities Inc. is, and they stated that they received bills also for this outrageous amount of money. I contacted the City of Longwood, whom I have my services set up with. They stated that Utilities Inc. is my sewer provider. I was not made aware that I needed these services with Utilities Inc. at the time I set up my services with City of Longwood. So I contacted my city commissioner and also wrote a letter to Utilities Inc. regarding this bill and how they could wait 15 months to start billing me. My city commissioner expressed his apologies for City of Longwood not informing me of this additional service I needed. In January 2012 he informed me that he spoke with a Utilities Inc. representative and was waiving my deposit and set up fee, which amounts to \$81.00. Prior to this agreement I did receive a letter back from Utilities Inc. stating that Im fraudulently using my sewer service. It explained that total amount for back bill is \$406.28. I paid this on 02/02/2012. Since then I have written and emailed Utilities Inc. regarding the balance they are showing on my billing statements. After a year of asking, they finally

Request No. 1116783W

Name BOGLE ,JOANN MS.

Business Name _____

sent me details of my account. In the last few months I have been receiving emails and notices that if I dont pay my outstanding balance they will have an elder valve installed at my expense (\$448.00). I have been over and over with them in email communications that I do not owe them any past due money. I paid off my 12 months back bill in 2/2012. The details they sent me shows that they are back billing me for 13 months, which does not match the amount from the letter I received in 12/2011, and the deposit and set up fees that were to be waived are still being reflected as owed. I did express to them that in my findings that I do owe them approx \$30.00 in late fees. I have yet to receive a reply from them regarding my findings of the details of my account that they sent me. This has been the issue for over a year now. Instead of answering my questions and addressing my findings and correcting their records, they instead leave me threats of shutting off my sewer. I have expressed to them in all my communications that email is the only way I can communicate with them as my phone does not work very well at my place of work and I can not make personal phone calls during my work hours. I tried twice last week to call and my phone just would not connect the call. I am at my wit ends with them at this point and need assistance in getting this resolved. I hope that you can help with this billing issue. Please contact me if you have any questions.

Thank you
Joann Bogle"

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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name _____

07/23/2013 FAX TO CO. Please include the following information in the final report.

- 1) Please indicate date account was established.
- 2) Please indicate the type of service the company is providing to the customer and the first date the company was aware of the customer's use of service.
- 3) Please provide an account history of all meter readings from inception of service to present day, meter reading date, meter reading, billing date, billed amount, balance forward, payments and accrued balance by month.
- 4) Please indicate if the company will consider a payment arrangement.

A report is due by August 12, 2013. eplendl

07/26/2013 Customer correspondence received via email and added to file. Forwarding to EPlendl. ACalhoun

"-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Thursday, July 25, 2013 8:15 PM

To: Webmaster

Cc: joabog3@aol.com

Subject: My contact

Contact from a Web user

Contact Information:

Name: Joann Bogle

Company:

Primary Phone: 407-920-1532

Secondary Phone:

Email: joabog3@aol.com

Response requested? Yes

CC Sent? Yes

Comments:

I submitted a complaint on 7/22/13 and am wondering how long it typically takes for it to be reviewed.

Complaint #1116783W. Best way to contact me at this time is via email. joabog3@aol.com

Thank you,

Request No. 1116783W

Name BOGLE ,JOANN MS.

Business Name _____

Joann Bogle "

08/05/2013 FAX TO CO. Additional information requested.

- 1) Please contact Ms. Bogle regarding the above inquiry at joabog3@aol.com or at 407-920-1532.
- 2) Please provide a written report by August 12, 2013, including proposed resolution and answers to the questions posed by the PSC above in original inquiry.

08/05/2013 Left message for the customer on 407-920-1532 explaining complaint process and that the company report is due by August 12, 2013. eplendl

08/05/2013 Received email as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, August 05, 2013 9:43 AM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 1116783W JOANN BOGLE

Ms. Plendl,

A telephone call was made to Ms. Bogle on 7/30/13 at the original phone number that is on her complaint, 407-920-1532. Her voice mail picked up. I left my personal telephone number for a return call and as of today, 8/5/13 I have not receive a call from her. I am in the process of preparing the financial history on her account for an email communication that will be sent to her today and your office will be copied on the correspondence to her. I am not sure if the request sent to Utilities, Inc. of Longwood this morning, 8/5/13 by your office is old because of the webmaster date on it for 7/25/13 and our attempt to reach Ms. Bogle by telephone was on 7/30/13 is a later date. The requested due date of 8/12/13 for a reply to your office will be met by Utilities, Inc. of Longwood.

08/05/2013 Email to the company as follows:

From: Ellen Plendl
Sent: Monday, August 05, 2013 10:22 AM
To: 'Elise Christian'
Subject: RE: FL. PSC CATS NO: 1116783W JOANN BOGLE

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name

Good morning, Ms. Christian.

Ms. Bogle communicated to the Commission that she works during daytime hours and is unable to take calls. She states that her best method of communication is by email at joabog3@aol.com.

Please contact Ms. Bogle at joabog3@aol.com to provide an action plan/proposed resolution.

Please provide a final report that includes the following:

- 1) Please indicate date account was established.
- 2) Please indicate the type of service the company is providing to the customer and the first date the company was aware of the customer's use of service.
- 3) Please provide an account history of all meter readings from inception of service to present day, meter reading date, meter reading, billing date, billed amount, balance forward, payments and accrued balance by month.
- 4) Please indicate if the company will consider a payment arrangement.

Please contact me at 850-413-6123 to discuss this matter further.

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

08/05/2013 - Company response received via e-mail. /ewe

08/05/2013 Reviewed report. On December 14, 2011, the company sent the following letter to the customer.

December 14, 2011

Ms. Joann Bogle Re: Sewer Backbilling

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name _____

1020 Wentworth Court
Longwood, FL 32750

Service Address -1020 Wentworth Court
Account Number 8170005150

Dear Ms. Bogle:

This is in response to your letter dated December 2, 2011 in which you expressed concerns regarding the back-bill for UI Sewer services at your residence. When a customer applies for water service with the City of Longwood they are usually informed that Utilities Incorporated of Longwood handles the processing of sewer for your community. Please know that we had a UI Service Technician visit your residence on October 5, 2011 and placed a tag on your front door requesting that you contact our office regarding your Sewer Service.

Since we did not receive a response from you immediately we had verified your information via Seminole County Property Records which shows you have owned this property since April, 2010 and have not contacted UI and we regard this as fraudulent usage. We then exercised our rights as stated in the FL Administrative code for the Public Service Commission Chapter for water and Wastewater Utility Rule 25-30.350 and the Rules and Regulations in our Utilities, Inc Longwood Sewer Tariff, Seminole County 8.0 (Authority no. WS-96-0077, Docket No. 950959-SU, Order No. PSC-96-0448-FOF-SU effective, May 10, 1996 (both stated below) to back-bill your for Sewer services rendered at your residence.

Utilities Incorporated is governed by Florida Public Service Commission and State Tariffs. For your convenience I have stated the FL Administrative Code of Public Service Commission Chapter for Water and Wastewater. Please note that failure to pay for services rendered will result in the consequences stated in the UI Longwood Sewer Tariff 6.0.

FL Administrative Code of Public Service

25-30.350 Backbilling.

A utility may not back-bill customers for any period greater than 12 months for any Undercharge in billing which is the result of the utility's mistake. The utility shall allow The customer to pay for the unbilled service over the same time period as the time Period during which the under billing occurred or some other mutually agreeable time Period. The utility shall not recover in a ratemaking proceeding, any lost revenues which inure to the utility's detriment on account of this provision.

Utilities, Inc of Longwood Sewer Tariff Rules and Regulations

6.0 Withholding Service - Service may also be refused, withheld or discontinued under the Following conditions: Item j.

(J) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of such service, the Company, before restoring service, may require the Customer to make Its own expense all changes in piping or equipment necessary to eliminate 'illegal use' and

Request No. 1116783W

Name BOGLE ,JOANN MS.

Business Name _____

to pay an amount reasonably estimated as the deficiency in Revenue resulting from such fraudulent use.

As of now your account balance is \$563.62 in which \$526.28 is past due and \$37.34 current charges (due December 21, 2011). We are willing to work out a payment arrangement on \$406.28 after you pay the \$60.00 deposit and \$21.00 set up fee.

We look forward to working with you and hope to hear from you soon.

Sincerely,

Marc Fragos
Manager of Customer Care
Utilities, Inc.
FL Customer Service Office

MF/lm

On August 5, 2013, the company sent the following letter to the customer.

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, August 05, 2013 1:20 PM
To: joabog3@aol.com
Cc: PSCREPLY
Subject: REQUEST NO: 1116783 - JOANN BOGLE - IMPROPER BILL

Dear Ms. Bogle:

This correspondence is in reference to your complaint to Florida Public Service Commission concerning improper bills issued to you by Utilities, Inc. of Longwood for wastewater service provided to 1020 Wentworth Court, Longwood, Fl. A chart is provided with this communication in attached to assist you with following the billed periods, charges and payments received since your account was activated.

In your complaint you indicated that you moved into the residence around July 1, 2010 and did not receive a bill from Utilities, Inc. of Longwood until November, 2011. The bills issued to you dated November 10, 2011 were for unbilled wastewater service that was provided to your service address since from October 1, 2010 thru September 30, 2011. (12 Months) Wastewater service had been provided to you at 1020 Wentworth Court since July 1, 2010 and was for 15 months of unbilled service.

The wastewater service at 1020 Wentworth Court is billed at a flat monthly rate. The City of Longwood owns the potable water that is supplied to your residence. As stated in earlier correspondence sent to you around

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name

December, 2011, (Attached) The City of Longwood normally informs the water customer to contact Utilities, Inc. of Longwood for wastewater service. The City is not obligated to inform the customer however, as a courtesy to the customer, they have done this in the past. When a customer closes service at this location, Utilities, Inc. of Longwood places a tag on the door of the property for the new homeowner with contact information for wastewater. It continues to check the premises that appear on its service as vacant at different times and additional tags or left at the premise with contact information. Most times the landlord or the realtor will include the utility information for the property to the buyer or renter.

In your complaint you stated that after you received the bill around late November 2011, you contacted The City of Longwood, your water provider and was informed that Utilities, Inc. of Longwood was your wastewater provider. You mentioned that your City Commission informed you that he/she had contacted Utilities, Inc. of Longwood and that the \$60.00 security deposit and the \$21.00 account fee charges were waived. We do not have any information about this contact. Utilities, Inc. of Longwood will waive a security deposit when a customer presents a letter of credit from another utility where he/she has had service for two years or more with the utility and has established a good payment history. The deposit will be waived if the customer has had service within one of Utilities, Inc.'s service areas and has established a good payment history. The new account fee is not a negotiable fee. It is required from all customers. We apologize that you were misinformed about these charges being removed from your account.

In your complaint you questioned the number of months that you were back billed. You were back billed for 12 months with separate bills dated November 10, 2011. There are a total of 13 bills with that date. The current bill dated November 10, 2011 is for service period September 30, 2011 - October 31, 2011. It is not a back bill. It is a current bill for November 2011.

Please see the attached chart provided to review all service periods that you have been billed for up to July 30, 2013 bill and the flat wastewater rate billed for each month. Please see the chart that itemizes all late fees and dates that they were applied to your account. Please see the chart for all payments and the dates that they were posted to your account. The summary on the chart explains the total amount billed to your account, the total late fees applied and adjustment credit to your account, the total payments received and posted to your account and your account balance as of August 5, 2013. The Summary shows that as of August 5, 2013, your wastewater account balance is \$165.69. It shows that \$125.12 is past due and \$40.57 is your current bill dated July 30, 2013 and that the current portion is not due until August 21, 2013. A copy of July 30, 2013 corrected bill attached with the late fees credit adjustment.

Please review the chart for payments credited to your account. If you find that all payments that you have made to Utilities, Inc. of Longwood have not been applied to your account, please do not hesitate to contact us and the missing payment will be researched. We will need the method of payment, date paid, amount of the payment and documentation from your bank or credit card company if either of these vendors was used.

If you require additional time to pay the past due amount, \$125.12, please contact our office and a deferred payment arrangement can be made to pay this amount in 4 monthly installments along with each month's current

bill and by the current month's due date. That would mean that the July 30th bill, \$40.57 will need to be paid by the due date, August 21, 2013 and starting with your bill issued August 30, 2013 you will have an installment for approximately \$31.28 plus your current month's bill amount that will be due in September, 2013 and for the next 3 months' bills you will have an installment on each plus the current bill until the past due amount is paid in full. Please contact our office if you wish to exercise this deferred payment arrangement.

I apologize that it has taken this long for the requested information to be provided to you. If you require additional information concerning this correspondence and the attached, please contact me at 1-800-272-1919 extension 1356 or by email at eschristian@uiwater.com.

A copy of this correspondence and attached information will be provided to Florida Public Service Commission.

Regards,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

08/05/2013 - Company response received via e-mail. /ewe

08/12/2013 - Company response received via e-mail. /ewe

8/26/2013 Customer correspondence received via email, added to file, and forwarded to EPlendl. DHood
"From: Joann Bogle [<mailto:joabog3@aol.com>]
Sent: Saturday, August 24, 2013 11:01 AM
To: Consumer Contact; PSCREPLY
Subject: Fwd: REQUEST NO: 1116783 - JOANN BOGLE - IMPROPER BILL

Hello,

I am following up on a complaint I filed. The below email is a response I received from Utilities Inc regarding my complaint along with my reply and added comments and additional questions. I added these comments and questions in purple font color in italic and bold type at the end of Utilities Inc statements.

I'm unsure if it has been received as I have not heard back from anyone. So I am forwarding this on to the

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name

email contact information from your web site along with the email contact information that Utilities Inc. cc their response to, which I also cc my reply to.

I will continue to check my email daily. I still do not have a working phone to make calls, so again I'm sorry if this is an inconvenience to all, but all communications need to be done via email.

Thank you,
Joann Bogle
1020 Wentworth Court
Longwood, FL 32750
joabog3@aol.com

-----Original Message-----

From: Joann Bogle <joabog3@aol.com>
To: ESChristian <ESChristian@uiwater.com>
Cc: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Sent: Sun, Aug 11, 2013 10:25 pm
Subject: REQUEST NO: 1116783 - JOANN BOGLE - IMPROPER BILL

Hello,

I have received and reviewed your response. Please see my comments in purple following your statements. And, again, all communications need to be done via email. My phone is now broken and can not receive or make calls. Sorry if this is an inconvenience to all, but I can not afford to buy a new phone right now.

Once I receive more information, answers and a report of claim determination from PSC then we can discuss and communicate balance owed payment arrangement, if any.

Thank you.
Joann Bogle
1020 Wentworth Court
Longwood, FL 32750
joabog3@aol.com

-----Original Message-----

From: Elise Christian <ESChristian@uiwater.com>
To: joabog3 <joabog3@aol.com>
Cc: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Sent: Mon, Aug 5, 2013 1:19 pm
Subject: REQUEST NO: 1116783 - JOANN BOGLE - IMPROPER BILL

Dear Ms. Bogle:

This correspondence is in reference to your complaint to Florida Public Service Commission concerning improper bills issued to you by Utilities, Inc. of Longwood for wastewater service provided to 1020 Wentworth Court,

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name

Longwood, Fl. A chart is provided with this communication in attached to assist you with following the billed periods, charges and payments received since your account was activated.

In your complaint you indicated that you moved into the residence around July 1, 2010 and did not receive a bill from Utilities, Inc. of Longwood until November, 2011. The bills issued to you dated November 10, 2011 were for unbilled wastewater service that was provided to your service address since from October 1, 2010 thru September 30, 2011. (12 Months) Wastewater service had been provided to you at 1020 Wentworth Court since July 1, 2010 and was for 15 months of unbilled service.

(Please let me first correct the statement of "did not receive a bill". My statement is "I received a bill". My first reaction was to call City of Longwood, which lead me to the City Commissioner to find out who Utilities Inc. is.)

The wastewater service at 1020 Wentworth Court is billed at a flat monthly rate. The City of Longwood owns the potable water that is supplied to your residence. As stated in earlier correspondence sent to you around December, 2011, (Attached) The City of Longwood normally informs the water customer to contact Utilities, Inc. of Longwood for wastewater service. The City is not obligated to inform the customer however, as a courtesy to the customer, they have done this in the past. When a customer closes service at this location, Utilities, Inc. of Longwood places a tag on the door of the property for the new homeowner with contact information for wastewater. It continues to check the premises that appear on its service as vacant at different times and additional tags or left at the premise with contact information. Most times the landlord or the realtor will include the utility information for the property to the buyer or renter.

(Very poor statement regarding your business practices to say "the city is not obligated to inform the customer". If they are not obligated then how are we to know that we need services from Utilities Inc.? Your company was not listed as a service provider I would need, which I received from my realtor and the bank I purchased my home from. So if your going to partner with Cities to bill sewer service separate from City services then you should be making the Cities obligated & require them to inform all new residents that require your services. You do not service all of Longwood, as I have a brother who lives three miles from me and is billed by the City for his sewer, with that said, what would have made me think or know that my sewer is billed under your company? As for placing tags on doors to notify us of your service, well your staff is not doing a good job, as I didn't receive my first tag till right after I received that bill in Nov. 2011.)

In your complaint you stated that after you received the bill around late November 2011, you contacted The City of Longwood, your water provider and was informed that Utilities, Inc. of Longwood was your wastewater provider. You mentioned that your City Commission informed you that he/she had contacted Utilities, Inc. of Longwood and that the \$60.00 security deposit and the \$21.00 account fee charges were waived. We do not have any information about this contact. Utilities, Inc. of Longwood will waive a security deposit when a customer presents a letter of credit from another utility where he/she has had service for two years or more with the utility and has established a good payment history. The deposit will be waived if the customer has had service within one of Utilities, Inc.'s service areas and has established a good payment history. The new account fee is not a negotiable fee. It is required from all customers. We apologize that you were misinformed about these charges being removed from your account.

Request No. 1116783W Name BOGLE, JOANN MS. Business Name

(I would not expect that would have any information about the agreement to waive the deposit and set up fee. My stupidity for not asking for agreement in writing, it was all over the phone. Now I have a question. How long do you hold the deposit for? I do expect the deposit to be retro back to 2010, as I did pay billings back to then. If three years then I would be receiving my deposit back now as I have paid the back billing, so why do I need to pay it at this point? If longer then three year I do expect the deposit to be retro back to July 2010. So, How long do you hold the deposit?)

In your complaint you questioned the number of months that you were back billed. You were back billed for 12 months with separate bills dated November 10, 2011. There are a total of 13 bills with that date. The current bill dated November 10, 2011 is for service period September 30, 2011 - October 31, 2011. It is not a back bill. It is a current bill for November 2011.

(I do not agree with billing explanation. You billed me twice in November 2011 which means you billed me for 14 months of service. The error was yours not mine, so it was explained to me that you can only back bill me 12 months. Your Nov 10, 2011 billing is out of billing cycle which in my accounting knowledge should represent the back billings of 12 months only and then start current billings on the normal billing cycle or you add the back billings to the first normal billing cycle after finding the error. Sounds to me that you are trying to get around the back billing rule by issuing an out of cycle billing. The letter I received in Dec 2011 stated "we are willing to work out a payment arrangement \$406.28 after you pay the \$60 deposit and \$21 set up fee". I did not receive any details to this amount, but my City Commissioner had been in contact with your office and he told me that I do have to pay \$406.28 which is the 12 months of back billings, which not knowing the details I calculated $\$406.28/12=\33.85 . Sounds correct, as your rate has changed but I have no proof of what your rate was. So again I paid this in Feb 2012 with my current billing, did not pay deposit and set up fee as I was told it was being waived. So what does the \$406.28 represent now? I would like for PSC to please explain to me how this billing practice is acceptable.)

Please see the attached chart provided to review all service periods that you have been billed for up to July 30, 2013 bill and the flat wastewater rate billed for each month. Please see the chart that itemizes all late fees and dates that they were applied to your account. Please see the chart for all payments and the dates that they were posted to your account. The summary on the chart explains the total amount billed to your account, the total late fees applied and adjustment credit to your account, the total payments received and posted to your account and your account balance as of August 5, 2013. The Summary shows that as of August 5, 2013, your wastewater account balance is \$165.69. It shows that \$125.12 is past due and \$40.57 is your current bill dated July 30, 2013 and that the current portion is not due until August 21, 2013. A copy of July 30, 2013 corrected bill attached with the late fees credit adjustment.

Please review the chart for payments credited to your account. If you find that all payments that you have made to Utilities, Inc. of Longwood have not been applied to your account, please do not hesitate to contact us and the missing payment will be researched. We will need the method of payment, date paid, amount of the payment and documentation from your bank or credit card company if either of these vendors was used.

If you require additional time to pay the past due amount, \$125.12, please contact our office and a deferred payment arrangement can be made to pay this amount in 4 monthly installments along with each month's current bill and by the current month's due date. That would mean that the July 30th bill, \$40.57 will need to be paid by the due date, August 21, 2013 and starting with your bill issued August 30, 2013 you will have an installment for approximately \$31.28 plus your current month's bill amount that will be due in September, 2013 and for the next 3 months' bills you will have an installment on each plus the current bill until the past due amount is paid in full. Please contact our office if you wish to exercise this deferred payment arrangement.

I apologize that it has taken this long for the requested information to be provided to you. If you require additional information concerning this correspondence and the attached, please contact me at 1-800-272-1919 extension 1356 or by email at eschristian@uiwater.com .

A copy of this correspondence and attached information will be provided to Florida Public Service Commission.

Regards,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com"

08/27/2013 - Company response received via Email. DScott.

08/30/2013 Reviewed report dated August 5, 2013. The company sent it's report in the form of a letter to the customer as follows:

From: Elise Christian
Sent: Monday, August 05, 2013 1:20 PM
To: 'joabog3@aol.com'
Cc: 'PSCREPLY'
Subject: REQUEST NO: 1116783 - JOANN BOGLE - IMPROPER BILL

Dear Ms. Bogle:

This correspondence is in reference to your complaint to Florida Public Service Commission concerning improper bills issued to you by Utilities, Inc. of Longwood for wastewater service provided to 1020 Wentworth Court, Longwood, Fl. A chart is provided with this communication in attached to assist you with following the billed periods, charges and payments received since your account was activated.

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name _____

In your complaint you indicated that you moved into the residence around July 1, 2010 and did not receive a bill from Utilities, Inc. of Longwood until November, 2011. The bills issued to you dated November 10, 2011 were for unbilled wastewater service that was provided to your service address since from October 1, 2010 thru September 30, 2011. (12 Months) Wastewater service had been provided to you at 1020 Wentworth Court since July 1, 2010 and was for 15 months of unbilled service.

The wastewater service at 1020 Wentworth Court is billed at a flat monthly rate. The City of Longwood owns the potable water that is supplied to your residence. As stated in earlier correspondence sent to you around December, 2011, (Attached) The City of Longwood normally informs the water customer to contact Utilities, Inc. of Longwood for wastewater service. The City is not obligated to inform the customer however, as a courtesy to the customer, they have done this in the past. When a customer closes service at this location, Utilities, Inc. of Longwood places a tag on the door of the property for the new homeowner with contact information for wastewater. It continues to check the premises that appear on its service as vacant at different times and additional tags or left at the premise with contact information. Most times the landlord or the realtor will include the utility information for the property to the buyer or renter.

In your complaint you stated that after you received the bill around late November 2011, you contacted The City of Longwood, your water provider and was informed that Utilities, Inc. of Longwood was your wastewater provider. You mentioned that your City Commission informed you that he/she had contacted Utilities, Inc. of Longwood and that the \$60.00 security deposit and the \$21.00 account fee charges were waived. We do not have any information about this contact. Utilities, Inc. of Longwood will waive a security deposit when a customer presents a letter of credit from another utility where he/she has had service for two years or more with the utility and has established a good payment history. The deposit will be waived if the customer has had service within one of Utilities, Inc.'s service areas and has established a good payment history. The new account fee is not a negotiable fee. It is required from all customers. We apologize that you were misinformed about these charges being removed from your account.

In your complaint you questioned the number of months that you were back billed. You were back billed for 12 months with separate bills dated November 10, 2011. There are a total of 13 bills with that date. The current bill dated November 10, 2011 is for service period September 30, 2011 - October 31, 2011. It is not a back bill. It is a current bill for November 2011.

Please see the attached chart provided to review all service periods that you have been billed for up to July 30, 2013 bill and the flat wastewater rate billed for each month. Please see the chart that itemizes all late fees and dates that they were applied to your account. Please see the chart for all payments and the dates that they were posted to your account. The summary on the chart explains the total amount billed to your account, the total late fees applied and adjustment credit to your account, the total payments received and posted to your account and your account balance as of August 5, 2013. The Summary shows that as of August 5, 2013, your wastewater account balance is \$165.69. It shows that \$125.12 is past due and \$40.57 is your current bill dated July 30, 2013 and that the current portion is not due until August 21, 2013. A copy of July 30, 2013 corrected bill attached with the late fees credit adjustment.

Please review the chart for payments credited to your account. If you find that all payments that you have made to Utilities, Inc. of Longwood have not been applied to your account, please do not hesitate to contact us and the missing payment will be researched. We will need the method of payment, date paid, amount of the payment and documentation from your bank or credit card company if either of these vendors was used.

If you require additional time to pay the past due amount, \$125.12, please contact our office and a deferred payment arrangement can be made to pay this amount in 4 monthly installments along with each month's current bill and by the current month's due date. That would mean that the July 30th bill, \$40.57 will need to be paid by the due date, August 21, 2013 and starting with your bill issued August 30, 2013 you will have an installment for approximately \$31.28 plus your current month's bill amount that will be due in September, 2013 and for the next 3 months' bills you will have an installment on each plus the current bill until the past due amount is paid in full. Please contact our office if you wish to exercise this deferred payment arrangement.

I apologize that it has taken this long for the requested information to be provided to you. If you require additional information concerning this correspondence and the attached, please contact me at 1-800-272-1919 extension 1356 or by email at eschristian@uiwater.com .

A copy of this correspondence and attached information will be provided to Florida Public Service Commission.

Regards,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

08/30/2013 Reviewed December 14, 2011, Utility letter to the customer as follows:

December 14, 2011

Ms. Joann Bogle Re: Sewer Backbilling
1020 Wentworth Court Service Address -1020 Wentworth Court
Longwood, FL 32750 Account Number 8170005150

Dear Ms. Bogle:

This is in response to your letter dated December 2, 2011 in which you expressed concerns regarding the

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name

back-bill for UI Sewer services at your residence. When a customer applies for water service with the City of Longwood they are usually informed that Utilities Incorporated of Longwood handles the processing of sewer for your community. Please know that we had a UI Service Technician visit your residence on October 5, 2011 and placed a tag on your front door requesting that you contact our office regarding your Sewer Service.

Since we did not receive a response from you immediately we had verified your information via Seminole County Property Records which shows you have owned this property since April, 2010 and have not contacted UI and we regard this as fraudulent usage. We then exercised our rights as stated in the FL Administrative code for the Public Service Commission Chapter for water and Wastewater Utility Rule 25-30.350 and the Rules and Regulations in our Utilities, Inc Longwood Sewer Tariff, Seminole County 8.0 (Authority no. WS-96-0077, Docket No. 950959-SU, Order No. PSC-96-0448-FOF-SU effective, May 10, 1996 (both stated below) to back-bill your for Sewer services rendered at your residence.

Utilities Incorporated is governed by Florida Public Service Commission and State Tariffs. For your convenience I have stated the FL Administrative Code of Public Service Commission Chapter for Water and Wastewater. Please note that failure to pay for services rendered will result in the consequences stated in the UI Longwood Sewer Tariff 6.0.

FL Administrative Code of Public Service

25-30.350 Backbilling.

A utility may not back-bill customers for any period greater than 12 months for any Undercharge in billing which is the result of the utility's mistake. The utility shall allow The customer to pay for the unbilled service over the same time period as the time Period during which the under billing occurred or some other mutually agreeable time Period. The utility shall not recover in a ratemaking proceeding, any lost revenues which inure to the utility's detriment on account of this provision.

Utilities, Inc of Longwood Sewer Tariff Rules and Regulations

6.0 Withholding Service - Service may also be refused, withheld or discontinued under the Following conditions: Item j.

(J) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of such service, the Company, before restoring service, may require the Customer to make Its own expense all changes in piping or equipment necessary to eliminate 'illegal use' and to pay an amount reasonably estimated as the deficiency in Revenue resulting from such fraudulent use.

As of now your account balance is \$563.62 in which \$526.28 is past due and \$37.34 current charges (due December 21, 2011). We are willing to work out a payment arrangement on \$406.28 after you pay the \$60.00 deposit and \$21.00 set up fee.

We look forward to working with you and hope to hear from you soon.

Sincerely,

Marc Fragos
Manager of Customer Care
Utilities, Inc.
FL Customer Service Office

MF/lm

08/30/2013 Reviewed customer correspondence dated August 11, 2013, as an email in which the customer protests that she was unaware that she was required to set up an account with Utilities, Inc., that a city commissioner negotiated a deposit and initial connection waiver, and that she believed she was being backbilled for 13 or 14 months instead of 12 months.

08/30/2013 Reviewed report dated August 5, 2013, as an email to the PSC as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, August 05, 2013 4:53 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1116783W JOANN BOGLE

Dear Ms. Plendl:

This correspondence is in reference to Ms. Joann Bogle's complaint concerning improper bills that were issued to her by Utilities, Inc. of Longwood for wastewater service at 1020 Wentworth Court, Longwood, FL.

The service that is provided by Utilities, Inc. of Longwood to 1020 Wentworth Court is wastewater service. It is unmetered service and is billed at a flat monthly rate. There is not a meter read history for this unmeasured service. January 7, 2010, Utilities, Inc. of Longwood checked the premise for occupancy. A tag was left at the residence with contact information for the utility. There was not any application for service or contact received. October 1, 2010 County Property Records showed Ms. Bogle as owner of the property around April 2010. The service was started in her name as of October 1, 2010.

Ms. Bogle indicated that she moved into the residence around July 1, 2010 and did not receive a bill from Utilities, Inc. of Longwood until November, 2011. The bills issued to her dated November 10, 2011 were for unbilled wastewater service that was provided to her service address from October 1, 2010 thru September 30, 2011. (12 Months) Wastewater service was provided to her at 1020 Wentworth Court since July 1, 2010 and was for 15 months of unbilled service.

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name _____

Ms. Bogle stated in her complaint that after she received the bill around late November 2011, she contacted The City of Longwood, her water provider and was informed that Utilities, Inc. of Longwood was her wastewater provider. She mentioned that her City Commissioner informed her that he/she had contacted Utilities, Inc. of Longwood and that the \$60.00 security deposit and the \$21.00 account fee charges were waived. Utility Inc. of Longwood does not have any information about that contact or an agreement to waive the charges. Utilities, Inc. of Longwood will waive a security deposit when a customer presents a letter of credit from another utility where he/she has had service for two years or more with that utility and has established a good payment history. The deposit will be waived if the customer has had service within one of Utilities, Inc.'s service areas and has established a good payment history. The new account fee is not a negotiable fee. It is required from all customers. We apologize that she was misinformed by her City Commissioner about these charges being removed from her account.

The service provided to Ms. Bogle at 1020 Wentworth court by Utilities Inc. of Longwood is unmeasured wastewater service and is billed at a flat rate. Attached is a copy of her account financial history that includes months and periods billed to her for service at 1020 Wentworth Court, late payment charges that have been assessed on her account for payments that were not paid by the due date of her current bills that were issued, payments and the dates they were posted to her account and a copy of her July 30, 2013 bill with her current account balance as of today August 5, 2013.

July 30, 2013 an attempt was made to contact Ms. Bogle by telephone at 407-920-1532 to address her concerns. A message was left on her voice mail for a return call to me with my direct telephone number provided. As of today, I have not received a return call.

August 5, 2013, Ms. Bogle was sent written communication by email to joabog3@aol.com that addressed her concerns. A chart with her financial and billed history was included with that communication, a copy of her current bill and a copy of written communication that was mailed to her December 2011 that provided information concerning back billed charges. Ms. Bogle was offered a deferred payment arrangement for the delinquent amount on her account. She was requested to contact our office or to contact me by email or telephone to arrange for the payment arrangement or if she required additional assistance. FPSC was copied on the communication that was sent to Ms. Bogle.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name

08/30/2013 Reviewed report dated August 5, 2013, which was written as an email to the customer as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, August 05, 2013 4:57 PM
To: joabog3@aol.com
Cc: PSCREPLY
Subject: FW: REQUEST NO: 1116783 - JOANN BOGLE - IMPROPER BILL

Ms. Bogle,

Please find a copy of your running balances that I failed to include on the first email. Please contact me if additional information is required.

Elise

08/30/2013 Sent email to the company as follows:

From: Ellen Plendl
Sent: Friday, August 30, 2013 1:28 PM
To: 'ESChristian@uiwater.com'
Subject: Inquiry Request No: 1116783 - JOANN BOGLE - IMPROPER BILL

Hello Elise:

I have a few questions to ask in conjunction with the inquiry we filed on behalf of Ms. Joann Bogle (1116783W):

- 1) Indicate how/when Utilities, Inc. learned that the prior customer was terminating service.
- 2) Indicate exact date of prior customer's service disconnection/account closure.
- 3) Indicate the circumstances/event that prompted Utilities, Inc. after more than 12 months to realize that there was a customer at the premise and to backbill the customer in November 2011.

I will look forward to hearing from you.

Sincerely,

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name _____

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
850-413-6123 (phone)
850-413-6124 (fax)

09/03/2013 - Company response received via Email. DScott.

09/04/2013 Reviewed company report as an email response to questions posed as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Tuesday, September 03, 2013 12:21 PM
To: PSCREPLY
Subject: RE: Inquiry Request No: 1116783 - JOANN BOGLE - IMPROPER BILL

Ms. Plendl,

This is a flat service for wastewater only. We do not own water meters at this residence. The utility will check the premises that show as vacant/unbilled on our service and will either speak to the occupant and provide the information for contact on a tag to them or if no one is present, it will leave a tag with the contact information each time a visit is made to the premises.

Indicate how/when Utilities, Inc. learned that the prior customer was terminating service.

The prior customer's service was terminated on 5/30/08. Our records do not show any additional customers until Ms. Bogle moved into the residence.

Indicate exact date of prior customer's service disconnection/account closure.

The prior customer's service was closed on 5/30/08.

Indicate the circumstances/event that prompted Utilities, Inc. after more than 12 months to realize that there was a customer at the premise and to backbill the customer in November 2011.

The Utility checks the premises that appear on its service as vacant at various times. Because this is a wastewater only account at a flat rate, the Utility would do a vacancy check and leave a tag for the new occupant with the utility contact information each time the premise was checked. 1/7/10 the city meter showed

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name

water usage since the last tag was left at the residence. The utility realized that there was a customer occupying or using the service at 1020 Wentworth Ct. earlier than the 12 months that were billed to the customer. Several tags were left at the premise for the new occupant to apply for service. No one ever applied. The utility conducted a Record Search from the County Property Owners Records, the records showed Ms. Bogle as owner of the property. Additional tags were left at the premise for the new owner to apply for service. 11/10/11 the back bill was issued for 12 months of unbilled service. Ms. Bogle stated that she actually moved into the residence on 7/1/10.

Please see some of the notes that are on Ms. Bogle's account concerning contacts with her by the utility in an effort to explain to her why she should be billed for the wastewater that has been provided to her by Longwood Utilities, Inc.

12/5/11 - Cust. sent letter expressing discontent in having to pay UI for Sewer Services. She did some investigating with City of Longwood and discovered we do service her Sewer and reported payment (documented 12-5-2011). customer also stated 'she hopes to have her phone turned back on by/December 5th' if so she will call UI to go over again. Her letter was given to me by Marc Fragos. Can refer customer to me.*PREPARED DRAFT AND RECEIVED FINAL APPROVAL OF LETTER OF RESPONSE TO CUSTOMER, SIGNED BY MANAGER MARC FRAGOS, MAILED OUT ON 12-14-2011. LORIE

2/13/12 - CUSTOMER SENT E-MAIL QUESTIONING BILLING AGAIN,. I E-MAILED COPY OF MY DECEMBER, 2011 LETTER TO HER WITH THOROUGH EXPLANATION OF OUR SERVICE AND THE TARRIF RULES AND FL POLICIES THAT ALLOWS OUR SERVICE AND BACKBILLING. CUSTOMER SENT A 2ND E-MAIL SEEMS TO HAVE A PROBLEM WITH UI AND OUR PRACTICES. I REFERRED THIS CUSTOMER TO FERRI AND E-MAILED ALL INFORMATION TO FERRI LEAD CUSTOMER SERVICE REPRESENTATIVE AND SPOKE TO HER AS WELL SHE STATED SHE WOULD GET BACK TO CUSTOMER. LORIE

6/26/12 - CUSTOMER SENT E-MAIL UPSET OVER RECEIVING TAG REGARDING ELDER VALVE TO BE INSTALLED. I E-MAILED ALL OF MY PAST E-MAILS TO CUSTOMER FROM DECEMBER 2011 AND FEBRUARY 2012 AND GAVE BREAKDOWN OF BALANCE. GAVE CUST. INSTRUCTIONS ON HOW TO REGISTER HER ACCOUNT SO SHE MAY SEE HER ACCT. BILLING/PAYMENT HISTORY TO BETTER UNDERSTAND THE 'CHAIN OF EVENTS' THAT HAS LEAD TO THIS POINT 'AGAIN'. CUST. WAS ORIGINALLY STARTED AS A BACK BILL IN NOVEMBER, 2011 CUSTOMER HAS NOT KEPT CURRENT ON ACCOUNT AND OFTEN SEEMS CONFUSED. CUSTOMER HAS NOT GIVEN US HER PHONE NUMBER AND SEEMS TO SEND E-MAIL. THIS HAS BEEN EXPLAINED TO HER MULTIPLE TIMES, CUSTOMER HAD FREE SERVICE FOR MANY MONTHS WHICH WAS NOT INCLUDED IN HER BACKBILL. CUSTOMER OWES WHAT IS ON ACCT. WAS TAGGED YESTERDAY, JUNE 25TH ADVISING HER THAT A UI CONTRACTOR WILL BE OUT TO INSTALL ELDER VALVE WHICH WILL BE AT HER EXPENSE (\$448.00) AND WE WILL THEN SHUT OFF HER SEWER.*I CC'D LINDA JONES, UI COLLECTIONS SPECIALIST ALL SENT TO CUSTOMER TODAY. LORIE

8/1/12 - CUST. SENT E-MAIL CLAIMING NOT TO HAVE HEARD FROM ME. HOWEVER, CUSTOMER HAS BEEN CORRESPONDING WITH ME SINCE DECEMBER, 2011 IN WHICH I HAVE SENT INSTRUCTIONS FOR HER TO VIEW HER ACCOUNT ON LINE. SHE ACKNOWLEDGED RECEIVING BACK BILL IN NOVEMBER, 2011 IN WHICH SHE HAD BEEN USING UI SEWER WITHOUT CONTACTING UI. CUSTOMER STATED WENT TO CITY OF LONGWOOD TO CONFIRM HER SERVICES WITH THEM WHICH IS WATER. EACH TIME CUSTOMER CONTACTS ME I GIVE HER 'TOTAL' BREAKDOWN OF ACCOUNT. IN DECEMBER, 2011 SHE STATED IN WRITING THAT SHE WOULD

HOPE TO CONTACT UI ONCE HER PHONE WAS ACTIVATED THAT WAS EIGHT MONTHS AGO AND SHE HAS NOT CALLED SINCE RECEIVING HER FIRST SET OF BACK BILLS IN NOVEMBER, 2011. CUSTOMER CONSTANTLY E-MAILS DURING TIMES OF GETTING DOOR TAG AND HAS NOT REACHED OUT TO CONTACT UI COLLECTIONS SPECIALIST LINDA JONES AS LINDA HAS REQUESTED. I AGAIN SENT SCREEN SHOT OF CUSTOMER'S ACCOUNT SINCE IT'S IMPLEMENTATION IN NOVEMBER, 2011 SHOWING BACKBILLING AND ALL PAYMENTS RECEIVED UP THROUGH, JULY 31ST. I HAVE FORWARDED COPIES OF MY E-MAILS TO LEAD CSR, FERRI TROVINGER (WHO HAS BEEN AWARE OF THIS CUSTOMER) AND UI COLLECTIONS SPECIALIST LINDA JONES, WHO HAS TRIED CONSTANTLY TO GET AHOLD OF MS BOGLE REGARDING HER PAST DUE STATUS AND SHE WILL NOT CALL. IF CUSTOMER CALLS AT THIS POINT SHE SHOULD SPEAK DIRECTLY WITH LINDA JONES IN UI COLLECTIONS. THANKS, LORIE

1/21/13 - ON PMT. STUB: NEVER REC'D. NOV BILL. NO LONGER HAVE COMPUTER TO MAKE ONLINE PMTS. STILL WAITING FOR US TO CLEAR UP ISSUES W/ACCT. BAL. MADE PMT. OF \$78.46 ON 12/31/12. LORETTA

3/21/13 - # RINGS NO ANSWER----ISSUE FA TO CALL OFFICE.....LINDA

4/24/13 - # RINGS NO ANSWER.....LINDA

5/10/13 - MAILED COLLECTION LETTER TO ADVISED OF PAST DUE BALANCE TO PREVENT INSTALL OF ELDER VALVE.....LINDA

5/15/13 - Tag to call office update acct. F/A generated Kim-fl

5/21/13 - RCD LETTER FROM CUSTOMER REQUESTING ALL CHRGS FROM DEC 2011 TO TODAY,SENT FINANCIAL HISTORY OF ALL PMTS AND CREDITS ON HER ACCT VIA EMAIL,SYLVIA

5/31/13 - # RINGS NO ANSWERLINDA

6/4/13 - lft msg- & email customer about sewer acct-----linda

6/5/13 - I rec'd email from customer stating that she contacted her city commissioner: Back when this came about I contacted my city commissioner. He had told me that the deposit & set up fee was being waived as a courtesy to me for the error of not communicating to me that I needed your services, but you are still reflecting the \$81 in this statement.,Sylvia

6/26/13 - LFT MSG.....LINDA

The summary of notes provided in this correspondence are up to her complaint that was filed on 7/22/13 and the information that has been provided to your office and to Ms. Bogle as of today. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name _____

Customer Relation Specialist
 Phone: 1-800-272-1919
 Fax: 407-869-6961
 Email: eschristian@uiwater.com
 Website: www.uiwater.com

09/30/2013 Closed. The PSC has no record of further customer contact. eplend1

Request No. 1121532W Name MORCHE ,RUDY MR. Business Name _____

<p>Consumer Information</p> <p>Name: RUDY MORCHE</p> <p>Business Name:</p> <p>Svc Address: 255 HIGH CASTLE LANE</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RJC</p> <p>Date: 08/29/2013</p> <p>Time: 09:46</p>
<p>County: Seminole Phone: (407)-394-6636</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number:</p> <p>Caller's Name: RUDY MORCHE</p> <p>Mailing Address: 255 HIGH CASTLE LANE</p>	<p>Utility Information</p> <p>Company Code: SU761</p> <p>Company:</p> <p>Attn. Elise S Christian1121532W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/20/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 09/19/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 10/04/2013</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Request No. 1116783W Name BOGLE ,JOANN MS. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states he does not know exactly how much is the back billing for wastewater services going back to August 2012 because he does not have an account with Utilities, Inc. of Florida.

What is the date of the bill?

Customer states that he never received a bill or a notice from Utilities, Inc. of Florida until a few days ago saying that they will cap off the wastewater pipe at the street unless pays around \$400 to establish service with them.

Why do you believe you have been billed improperly?

Customer states he is not sure why he thinks he is being billed improperly but states that he does not understand how he is responsible for paying for services he thought were billed through the Home Owner's Association. Customer states that recently he spoke to an individual from Utilities, Inc. that said her name was Amanda and was told that they placed notices on his door bringing to his attention the wastewater bills that were past due on 06/21/2013 and 06/28/2013. Customer states that he never received those notices.

Other Comments:Customer states that he understands that he must pay for wastewater services but he thought that he was paying for this through his home owner's association.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R. Castillo

09/19/2013 - Company response received via e-mail. /ewe

9/20/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Mr. Morche questioned the reason for the back bills that were issued for the wastewater service.
- * On 9/19/13, Elise Christian contacted Mr. Morche to address his concerns about the bills.
- * He explained that he thought the wastewater was paid by the HOA.
- * Ms. Christian explained to him the reason for the back bills, the 12 months that they covered and why sometimes it takes the Utility longer than desired to make a personal contact with their wastewater only customers to inform them about who their wastewater provider is.
- * Ms. Christian explained that approximately twice a year, the Utility will check its vacant status services and will attempt to reach the occupant by knocking on the door and/or leaving a tag for them to apply for wastewater with the company.
- * Company records show that several tags were left at Mr. Morche's residence dating back to June 2012 to August 2013.
- * Mr. Morche travels frequently and he said that he did not receive the earlier tags.
- * He only received the tag that was left August 2013 and he responded to it.
- * An apology was extended to Mr. Morche for the improper handling of his request and that he was unable to obtain a satisfactory explanation when he contacted the office earlier after receiving the back bills.
- * Mr. Morche has paid his account in full so a deferred payment arrangement was not necessary.
- * He expressed satisfaction with the contact and did not require additional assistance from Ms. Christian concerning the back bills.

Shonna McCray

10/4/13: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: DAVID CHRIST</p> <p>Business Name:</p> <p>Svc Address: 556 MATILDA PL</p> <p>County: Seminole Phone: (321)-945-7440</p> <p>City/Zip: Longwood / 32750-</p> <p>Account Number: 7702407395</p> <p>Caller's Name: DAVID CHRIST</p> <p>Mailing Address: 556 MATILDA PL</p> <p>City/Zip: LONGWOOD ,FL 32750-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 34484</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 09/26/2013</p> <p>Time: 13:18</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 1571.59</p>
	<p align="center">Utility Information</p> <p>Company Code: SU761</p> <p>Company:</p> <p>Attn. Elise S Christian1124966W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/17/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 10/08/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 10/31/2013</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, September 26, 2013 12:03 PM
 Cc: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 34484

CUSTOMER INFORMATION

Name: David Christ
 Telephone: 321-945-7440
 Email: airwolf7440@netzero.com
 Address: 556 Matilda Pl. Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: David Christ
Account Number: 7702407395
Address: 556 Matilda Pl. Longwood Florida 32750

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Longwood

Details:

My name is David J. Christ, I have been living at 556 Matilda pl. since May of 2010. On August 20, 2013 I received a message on my door from "Utilities, Inc." The door hanger stated that it was a "FINAL NOTICE" and my sewer line will be dug up and a plug will be installed at an additional cost of \$448.15 which will be added to my account. Prior to this, I had never heard of "Utilities, Inc.". I then called "Utilities, Inc." and was told I would owe back pay for the services since I purchased the home adding up to \$1,476.93. I asked to speak to a supervisor and transferred to the voice mail of Mrs. Ferri Trovinger and left a detailed message on 8/20/2013. On 8/30/2013 I received four(4) separate bills from "Utilities,Inc."

adding up to \$1,571.59. All bills have the same post mark of 8/22/2013 just two days after I left the message for Mrs. Trovinger, to which she never replied. On 8/30/2013 I called "Utilities, Inc." and spoke to Mrs. Trovinger. She then told me I would only owe \$474.91 they would spread out the payments over a year.

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/8/13: Response received via email. Shonna McCray

10/8/13: Response received via email. Shonna McCray

10/9/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

* Mr. Christ receives service from Utilities, Inc. of Longwood for wastewater only.

* His water service is provided by The City of Longwood.

* Mr. Christ stated in his complaint that he has lived at the residence since May 2010 and was not aware that his wastewater service was provided by Utilities, Inc. of Longwood.

* In most cases, when a customer applies for water service with The City of Longwood, as a courtesy to Utilities, Inc. of Longwood, The City of Longwood usually informs the customer that Utilities, Inc. of Longwood handles the processing of wastewater for their premise.

* Because his service is a wastewater service only and the wastewater is billed at a flat rate, there is not a meter to be turned on to make the wastewater service available to the customer.

* The Utility does not plug the sewer between occupants because of the unnecessary inconvenience that can be caused to an occupant when he/she moves into the premise and starts to use the service before applying for it.

* By the Utility plugging the sewer and if the occupant does not apply for service with the Utility, it is possible for the waste to backup into the occupant's residence.

* Instead of plugging the sewer, the Utility leaves a tag at the residence for the new occupant so that he/she will know who to contact for wastewater service.

* In addition, the Utility conducts periodic vacant house checks for occupancy at those premises that appear as vacant on its records.

* If someone is present and is occupying the premise, the utility Staff will speak to the occupant and provide the information for contacting the Utility's office.

* If there is no one at the premise, it will leave a tag with the contact information at the premise.

* Mr. Christ has indicated that he did not receive any information about or from Utilities, Inc. of Longwood until around 8/20/13.

* On the most recent vacancy check.

* There was a tag left alerting the occupants that he/she needed to apply for wastewater to avoid interruption of the wastewater service.

Request No. 1124966W

Name CHRIST ,DAVID MR.

Business Name

* Mr. Christ's residence was notified with that information.
* He immediately contacted the office to apply for service.
* The Utility is in the process of negotiating a plan between The City of Longwood and Utilities Inc. of Longwood to work together with providing better information to its customers about their water and wastewater providers.
* "Utilities, Inc. of Longwood back billed Mr. Christ under FPSC Regulation 25-30.350 Back Billing - A utility may not back-bill customers for any period greater than 12 months for any undercharge in billing which is the result of the utility's mistake. The utility shall allow the customer to pay for the unbilled service over the same time period as the time period during which the under billing occurred or some other mutually agreeable time period. The utility shall not recover in a ratemaking proceeding, any lost revenues which inure to the utility's detriment on account of this provision."
* The back bills are dated 8/20/13 because each of the billed periods were billed on that date (12 bills).
* The current month bill for \$37.91, was for service period 7/30/13 to 8/31/13 and was issued on 8/31/13.
* As of 8/31/13, his account balance was \$512.82.
* On 9/27/13, a payment for \$156.21 was posted to his account leaving an account balance for \$356.61.
* This balance has been put on a deferred payment arrangement for 12 monthly installments for approximately \$29.72 each to be paid along with his current monthly bills starting with the bill issued on 9/30/13, and is due by 10/22/13.
* Mr. Christ's bill dated 9/30/13, for \$67.84 is his first bill with the monthly installment on it for \$29.72 plus his current bill amount for \$38.12 for a bill total for \$67.84.
* The bill is due 10/22/13.
* An email correspondence was sent to Mr. Christ on 10/8/13, that addressed his concerns and provided detailed information about the back billing that was issued to him for 12 months of service from 7/30/12 - 7/30/13.
* A copy of that correspondence provided with the response.
Shonna McCray

10/9/13: Complaint forwarded to Supervisor for review. Shonna McCray

10/9/13: Will request copies of the 4 bills the customer received. Shonna McCray

10/9/13: 11:02 a.m. Called Mr. David Christ at 321-945-7440; left message requesting a return call. Shonna McCray

10/28/13: No further contact from customer as of this date. Shonna McCray

10/31/13: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: KENNY MALONE</p> <p>Business Name:</p> <p>Svc Address: 224 SPRING RUN CIRCLE</p> <p>County: Seminole Phone: (407)-616-9789</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number:</p> <p>Caller's Name: ANNETTE MALONE</p> <p>Mailing Address: 224 SPRING RUN CIRCLE</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: CD</p> <p>Date: 10/21/2016</p> <p>Time: 09:24</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: SU761</p> <p>Company:</p> <p>Attn. Elise S Christian1225797W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/14/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 11/10/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 11/30/2016</p> <p>Closeout Type: GI-28</p> <p>Apparent Rule Violation: N</p>

Preclose type - Improper Disconnect

Are you currently without service? No

When was the service disconnected? 10/20/2016

Did you receive a disconnect notice? If so, what was the date of disconnection on the notice? No

Other Comments: Customer states that she started service and faxed in paper work to company with drivers license and social security number and service was commenced. On 10/20/16 at approximately 4:00PM without notice the service was discontinued. company states that service was never started and no paper work was received. Customer has statement dated 10/5/16 that was received saying that no payment was due until 10/27/16 with negative balance of \$43.43. Customer would like to wave installation fees and an apology from corporate office.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Kenny Davis

11/10/2016 - Company response received via Email. DScott.

11/15/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The water service was interrupted by the Utility because of unbilled usage that continued to register through the water meter each month at the premises since the water service had been turned off by the Utility on 2/4/16, and there was not an applicant on file to bill for service.
- * The Utility continued to find that the meter had been turned on when it checked the service on 7/18/16, 9/6/16 and on 10/20/16.
- * The meter was turned off each time by the Utility, a tag was left at the premises that stated the reason that the water was disconnected and to contact the Utility to apply for service.
- * A contact telephone number was included on the tags.
- * On 10/20/16, Mr. Malone contacted the Utility to apply for service because the water was off, he informed the Customer Service Representative that he moved into the residence on 10/1/16, and was not aware that Utilities, Inc. of FL - Sanlando was the water provider.
- * Mr. Malone was informed that on 10/21/16, in the a.m. was the earliest that the service could be turned on.
- * He expressed he was not satisfied and asked for his request to be expedited.
- * The service was turned on 10/21/16.

Request No. 1225797W

Name MALONE ,KENNY MR.

Business Name _____

* On 11/10/16, written communication was mailed to Mr. Malone that addressed his concerns in his complaint.
* In his complaint, he stated that he had applied for service and had provided certain documentation and service was commenced and yet on 10/20/16, his service was interrupted.
* He stated that he had a statement from the Utility dated 10/5/16 with a negative balance for \$43.43 and no payment was due until 10/27/16.
* The Utility records show that his application for service was received by telephone on 10/20/16 and as of 11/10/16, there has not been a bill or statement issued to him by the Utility for service at 224 Spring Run Cir.
* He requested the installation fees to be waived.
* The Utility does not find that the New Account Service Fees for water and wastewater were charged to him in error, they are approved and regulated by PSC and have been applied according to the tariff.
* The fees will remain as a charge on Mr. Malone's account and will appear on his first bill.
* Mr. Malone requested an apology from the Corporate Office.
* He was informed that the Utility requires a minimum of 24 business hours to turn water on or to restore disconnected service when the disconnect was properly applied by the Utility, there are times if a request is received early enough for Staff to add it to the current day schedule, it can be completed on the same day.
* Records show that he contacted the Utility on 10/20/16 to apply for the service and he was informed at that time that it would be turned on the next day, 10/21/16, and that was the earliest date available.
* The Utility apologized to him that he did not apply for service earlier in the a.m. on 10/20/16, so perhaps it would have been possible for his water service to be turned on the same day.
* A copy of the correspondence that was sent to Mr. Malone provided with the response.

Shonna McCray

11/30/16: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: RICHARD KEBUL</p> <p>Business Name:</p> <p>Svc Address: 1060 EAGLE PRESERVE DR</p> <p>County: Sarasota Phone: (314)-567-3247</p> <p>City/Zip: Englewood / 34224-</p> <p>Account Number: 0254110000</p> <p>Caller's Name: LAUREN KEBUL</p> <p>Mailing Address: 12033 ROBYN PARK DR</p> <p>City/Zip: SAINT LOUIS ,MO 63131</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <p align="center">Utility Information</p> <p>Company Code: SU959</p> <p>Company: UTILITIES, INC. OF SANDALHAVEN</p> <p>Attn. Elise Christian1191412W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/30/2015</p> <p>Fax: (407) 869-6961 R</p> <p>Interim Report Received: / /</p> <p>Reply Received: 09/30/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: MARCOS</p> <p>Entered By: BJ</p> <p>Date: 09/09/2015</p> <p>Time: 11:04</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: MAB</p> <p>Date: 10/16/2015</p> <p>Closeout Type: WB-01</p> <p>Apparent Rule Violation: Y</p>
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Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$54.45

What is the date of the bill? 08/31/2015

Other Comments:

Customer states that she has a concern with a recent bill from Utilities Inc of Sandalhaven. Customer states that the recent bill from the Company was \$54.45. Customer states that previous bills have only been \$28.42. Customer states that she is concerned by the increase and states that she is being billed for a reserve capacity service. Customer asks for a review of her account and an explanation for why the bill has increased.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Belkis Joiner

09/30/2015 - Company response received via Email. DScott.

10/06/2015 - Reviewed Company Response:

The Company provides that the Customer was charged at the incorrect rate for Docket No. 150102-SU. Due to an administrative error, the bill did not reflect the correct interim rates approved by the FPSC effective 07/29/2015. The Customer's October bill will reflect the accurate lower interim rates and also include a credit to correct the prior billing error. The Customer was contacted on 09/23/2015 and stated he was satisfied with the resolution to his complaint.

MBermudez

10/16/2015 - Having received no further contact from the Customer, this case shall be closed. Because the Company has provided that the Customer has been charged at the wrong rate, the case shall be closed as WB-01.

MBermudez

Consumer Information

Name:

Business Name: HARBORTOWN VILLAGE

Svc Address: 7070 PLACIDA RD

County: Charlotte Phone: (330)-507-9436

City/Zip: Placida / 33946-

Account Number: 2317610000

Caller's Name: THEODORE WILSON

Mailing Address: 11220 HACIENDA DE MAR BLVD,
UNIT 206

City/Zip: PLACIDA ,FL 33946

Can Be Reached:

E-Tracking Number: 39238

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: SU959

Company:

Attn. Elise Christian1192257W

Response Needed From Company? Y

Date Due: 10/08/2015

Fax: (407) 869-6961

B

Interim Report Received: / /

Reply Received: 09/30/2015

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 09/17/2015

Time: 13:05

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 10/27/2015

Closeout Type: WB-01

Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, September 17, 2015 12:05 PM

Cc: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 39238

CUSTOMER INFORMATION

Name: Theodore Wilson

Telephone: 330-507-9436

Email: tjwsailor@comcast.net

Address: 11220 Hacienda Del Mar Blvd, Unit#206 Placida FL 33946

BUSINESS INFORMATION

Business Account Name: Harbortown Village Account Number: 2317610000
Address: 7070 Placida Road Placida Florida 33946

Water County Selected: CHARLOTTE

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Sandalhaven

Details:

I am the president of the Harbortown Village Property Owners Association. We just received our waste water processing bill and the rate structure used is entirely wrong.

The approved interim rates are \$9.34 per gallon of waste water and the base rate approved based on a 6" meter is \$1,730.00.

We were billed at \$15..17 per gallon and the base rate charged was \$2,617.14.

We need to have this remedied in advance of the 9/29/15 due date in order to avoid a serious shortfall in our operating account as well as avoid any penalties for late payment.

Thank you for your help, Ted Wilson. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Request No. 1192257W Name , Business Name HARBORTOWN VILLAGE

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/30/2015 - Company response received via Email. DScott.

10/1/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The incorrect rates for wastewater service under Docket No. 150102-SU were billed to Mr. Wilson.
- * Due to an administrative error, the bill did not reflect the correct interim rates approved by the PSC effective 7/29/15.
- * His October bill will reflect the accurate lower interim rates and also include a credit to correct the prior billing error.
- * Mr. Wilson was contacted on 9/23/15, and his concerns were addressed.
- * He was provided the option to wait for the October bill with the correct rates and credit before making a payment or to pay an estimated amount towards the 9/9/15 bill.
- * Mr. Wilson was satisfied with the contact and explanation.
- * He made an estimated payment and will wait for the bill that will be issued in October with the corrections.

Shonna McCray

10/1/15: NOTE: It appears the company has violated PSC rules---improper rates applied. Shonna McCray

10/27/15: This inquiry closed. It appears the company has violated PSC rules---improper rates applied.
Shonna McCray

<p align="center">Consumer Information</p> <p>Name:</p> <p>Business Name: VILLA CAPRI</p> <p>Svc Address: 8501 PLACIDA RD, STE 4A</p> <p>County: Charlotte Phone:</p> <p>City/Zip: Placida / 33946-</p> <p>Account Number: 8684573474</p> <p>Caller's Name: NICHOLAS MACK</p> <p>Mailing Address: 8501 PLACIDA RD, STE 4A</p> <p>City/Zip: PLACIDA ,FL 33946-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 59243</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: MARCOS</p> <p>Entered By: DH</p> <p>Date: 09/18/2015</p> <p>Time: 14:05</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: MAB</p> <p>Date: 10/30/2015</p> <p>Closeout Type: WB-01</p> <p>Apparent Rule Violation: Y</p>
<p align="center">Utility Information</p> <p>Company Code: SU959</p> <p>Company:</p> <p>Attn. Elise Christian1192407W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/09/2015</p> <p>Fax: (407) 869-6961 B</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 09/30/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, September 18, 2015 1:55 PM
 Cc: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 59243

CUSTOMER INFORMATION

Name: Nicholas Mack
 Telephone:
 Email:
 Address: 8501 Placida Rd. Ste. 4A Placida FL 33946

BUSINESS INFORMATION

Business Account Name: Villa Capri
Account Number: 8684573474
Address: 8501 Placida Rd. Ste 4A Placida Florida 33946

Water County Selected: CHARLOTTE

COMPLAINT INFORMATION

Complaint: Other Complaint against
Details:
Docket No. 150102-SU, Utilities Inc. of Sandalhaven

As the owner of a small business, a restaurant, I would like to object to both the current approved interim and also the proposed rate increase. When a utility is looking to increase rates by 2.5x then this is nothing but gouging the public to pay stockholders and nothing more. They hope that by asking for a 2.5x increase they will get at least 1x if not more in the increase. As a small business owner who uses a lot of water but also operates on a very small profit margin, it would seriously impact my business. This increase could lead to either layoffs or the closing of many small businesses and restaurants in Charlotte county because we would have to cut cost someplace to pay these outlandish rates. There is no other way to absorb the costs but to either lay off staff, shut down, or raise prices and as both a commissioner and a consumer, you know that people are always complaining about rising prices for goods and services. Please do not allow this rate increase. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following

Request No. 1192407W Name , Business Name VILLA CAPRI

e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/30/2015 - Company response received via Email. DScott.

10/06/2015 - Reviewed Company Response:

The Company provides that the Customer was charged at the incorrect rate for Docket No. 150102-SU. Due to an administrative error, the bill did not reflect the correct interim rates approved by the FPSC effective 07/29/2015. The Customer's October bill will reflect the accurate lower interim rates and also include a credit to correct the prior billing error. The Customer was contacted on 09/23/2015 and stated he was satisfied with the resolution to his complaint.

MBermudez

10/30/2015 - Having received no further contact from the Customer, this case shall be closed. Because the Company applied the wrong rate to the Customer's account, the case shall be closed as WB-01. MBermudez

Consumer Information

Name: LORI ARMEN
Business Name:
Svc Address: 6800 PLACIDA RD, UNIT 116

County: Sarasota Phone:
City/Zip: Englewood / 34224-
Account Number: 7630099199
Caller's Name: BRIAN ARMEN
Mailing Address: 6800 PLACIDA RD, UNIT 116

City/Zip: ENGLEWOOD ,FL 34224-
Can Be Reached:
E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: SU959
Company:
Attn. Elise Christian1192563W
Response Needed From Company? Y
Date Due: 10/12/2015
Fax: (407) 869-6961 R

Interim Report Received: / /
Reply Received: 10/07/2015
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 09/21/2015
Time: 13:06
Via: FAX
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00
Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /
Closed by: SDM
Date: 10/27/2015
Closeout Type: WB-01
Apparent Rule Violation: Y

Please review the attached correspondence in which the customer reports the following:
Please be advised that Utilities Inc of Sandalhaven has issued a billing at an incorrect rate. *Please note the attached customer correspondence*
Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
a) the cause of the problem
b) actions taken to resolve the customer's complaint

- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood
Customer correspondence was forwarded to Docket 150102-SU.

10/07/2015 - Company responses received via Email. DScott.

10/9/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The incorrect rates for wastewater service under Docket No. 150102-SU were billed to Ms. Armen.
- * Due to an administrative error, the bill did not reflect the correct interim rates approved by the PSC effective 7/29/15.
- * Her October bill will reflect the accurate lower interim rates and also include a credit to correct the prior billing error.
- * On 10/7/15, an email communication was sent to Ms. Armen that addressed her concerns and explained the error, an apology was extended to her for the inconvenience,
- * A copy of the communication was provided with the response.

Shonna McCray

Note: It appears the company has violated PSC rules---improper rates applied. Shonna McCray

10/27/15: This inquiry closed. It appears the company has violated PSC rules---improper rates applied.
Shonna McCray

<p align="center">Consumer Information</p> <p>Name: DANIEL T LOUIS</p> <p>Business Name:</p> <p>Svc Address: 6610 GASPARILLA PINE BLVD UNIT 203</p> <p>County: Sarasota Phone: (513)-310-2375</p> <p>City/Zip: Englewood / 34224-</p> <p>Account Number: 81554 007528</p> <p>Caller's Name: DANIEL T LOUIS</p> <p>Mailing Address: 1040 WINDING CREEK LANE</p> <p>City/Zip: MASON ,OH 45040</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: SU959</p> <p>Company:</p> <p>Attn. Elise Christian1192602W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/12/2015</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 09/30/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RJC</p> <p>Date: 09/21/2015</p> <p>Time: 15:29</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 23.42</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 10/27/2015</p> <p>Closeout Type: WB-01</p> <p>Apparent Rule Violation: Y</p>
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Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer stated that he is disputing the amount \$23.42 from his total bill for \$52.76 .

What is the date of the bill?

Customer stated that the service period for this billing statement is from 07/24/2015 to 08/24/2015.

Why do you believe you have been billed improperly?

Customer stated that there is no one living in the home during this last service period or the previous.
 Customer stated that zero gallons were used last month and also zero gallons for the previous month according to his billing statements from Charlotte County. Customer stated that how can the utility charge him for water

that they claim to have treated when there was no usage of water to justify those particular billing charges.

Other Comments: Customer requests assistance from the PSC to resolve this dispute.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - a) the cause of the problem
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 - c) the company's proposed resolution to the complaint
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 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by R.Castillo

09/30/2015 - Company response received via Email. DScott.

10/2/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The incorrect rates for wastewater service under Docket No. 150102-SU were billed to Mr. Louis.
- * Due to an administrative error, the bill did not reflect the correct interim rates approved by the PSC effective 7/29/15.
- * His October bill will reflect the accurate lower interim rates and also include a credit to correct the prior billing error.
- * Mr. Louis was contacted on 9/23/15, and his concerns were addressed.
- * He was satisfied with the contact and the explanation.

Shonna McCray

10/2/15: NOTE: It appears the company has violated PSC rules---improper rates applied. Shonna McCray

Request No. 1192602W Name LOUIS ,DANIEL MR. Business Name

10/27/15: This inquiry closed. It appears the company has violated PSC rules---improper rates applied.
Shonna McCray

11/16/15: 1:26 p.m. Called Mr. Daniel Louis at 513-310-2375 in reference to the Customer Satisfaction Survey. No answer; left a message requesting a return call. Shonna McCray

11/20/15: 9:02 a.m. Called Mr. Daniel Louis at 513-310-2375. Discussed the base facilities charges with Mr. Louis in detail. Mr. Louis stated his main concern is how many customers are billed for base facilities charges only. Explained to Mr. Louis the PSC has not way of determining this. Suggested Mr. Louis contact Utilities, Inc. to determine if they have a vacation rate. He indicated that he would. Shonna McCray

Request No. 1192685W Name KING ,SHARON MS. Business Name _____

<p>Consumer Information</p> <p>Name: SHARON KING</p> <p>Business Name:</p> <p>Svc Address: 6800 PLACIDA ROAD #256</p> <p>County: Sarasota Phone:</p> <p>City/Zip: Englewood / 34224-</p> <p>Account Number:</p> <p>Caller's Name: SHARON KING</p> <p>Mailing Address: 12848 NAYSIDE POINT</p> <p>City/Zip: WINNEBAGO ,IL 61088-8019</p> <p>Can Be Reached: (815)-301-5800</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SDM</p> <p>Date: 09/22/2015</p> <p>Time: 11:16</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 48.97</p>
	<p>Utility Information</p> <p>Company Code: SU959</p> <p>Company:</p> <p>Attn. Elise Christian1192685W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/13/2015</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 10/07/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 10/27/2015</p> <p>Closeout Type: WB-01</p> <p>Apparent Rule Violation: Y</p>

Request No. 1192602W Name LOUIS ,DANIEL MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$48.97 wastewater base facility charge

What is the date of the bill?

Why do you believe you have been billed improperly?

Other Comments:

Ms. King states she has been billed \$48.97 even though the approved interim rate \$34.60. Customer request that for the overage be refunded to her.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Shonna McCray

10/07/2015 - Company response received via Email. DScott.

10/9/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The incorrect rates for wastewater service under Docket No. 150102-SU were billed to Ms. King.
- * Due to an administrative error, the bill did not reflect the correct interim rates approved by the PSC effective 7/29/15.
- * Her October bill will reflect the accurate lower interim rates and also include a credit for \$18.83 to

Request No. 1192685W Name KING ,SHARON MS. Business Name

correct the prior billing error.

* On 10/7/15, written correspondence was sent to Ms. King that explained the reason for the error and the action taken to correct it.

* An apology was extended to her for the error.

* A copy of the correspondence sent to Ms. King provided with this response.

Shonna McCray

Note: It appears the company has violated PSC rules---improper rates applied. Shonna McCray

10/27/15: This inquiry closed. It appears the company has violated PSC rules---improper rates applied.

Shonna McCray

Request No. 1192819W Name HESSLER ,JENNIFER MS. Business Name _____

Consumer Information Name: JENNIFER Q HESSLER Business Name: Svc Address: 6713 GASPARILLA PINES BLVD County: Sarasota Phone: (989)-634-5145 City/Zip: Englewood / 34224- Account Number: 1058510000 Caller's Name: JENNIFER Q HESSLER Mailing Address: 6897 MILLER RD City/Zip: BANCROFT ,MI 48414 Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: MARCOS Entered By: JM Date: 09/23/2015 Time: 10:11 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company Code: SU959 Company: Attn. Elise Christian1192819W Response Needed From Company? Y Date Due: 10/14/2015 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 09/30/2015 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MAB Date: 10/30/2015 Closeout Type: WB-01 Apparent Rule Violation: Y

Request No. 1192685W Name KING ,SHARON MS. Business Name _____

The customer is protesting the rate increase of the Company. The (interim) rate the PSC approved is viable for the customer; however, the customer states that the rate the Company is proposing is double the current rate. The customer states that is too exorbitant.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by J. Mclean-Sinatra

09/30/2015 - Company response received via Email. DScott.

10/06/2015 - Reviewed Company Response:

The Company provides that the Customer was charged at the incorrect rate for Docket No. 150102-SU. Due to an administrative error, the bill did not reflect the correct interim rates approved by the FPSC effective

Request No. 1192819W Name HESSLER ,JENNIFER MS. Business Name

07/29/2015. The Customer's October bill will reflect the accurate lower interim rates and also include a credit to correct the prior billing error. The Customer was contacted on 09/23/2015 and stated she was satisfied with the resolution to her complaint.

MBermudez

10/30/2015 - Having received no further contact from the Customer, this case shall be closed. Because the Company applied the wrong rate to the Customer's account, the case shall be closed as WB-01. MBermudez

Request No. 1192905W Name EKEL ,JANET MS. Business Name _____

<p>Consumer Information</p> <p>Name: JANET EKEL</p> <p>Business Name:</p> <p>Svc Address: 9092 KESTRAL CIRCLE</p> <p>County: Sarasota Phone: (989)-975-0260</p> <p>City/Zip: Englewood / 34224-</p> <p>Account Number: 5188456263</p> <p>Caller's Name: JANET EKEL</p> <p>Mailing Address: 9092 KESTRAL CIRCLE</p> <p>City/Zip: ENGLEWOOD ,FL 34224-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: JM</p> <p>Date: 09/23/2015</p> <p>Time: 14:53</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p>Utility Information</p> <p>Company Code: SU959</p> <p>Company:</p> <p>Attn. Elise Christian1192905W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/14/2015</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 10/07/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 10/30/2015</p> <p>Closeout Type: PR-68</p> <p>Apparent Rule Violation: N</p>

Request No. 1192819W Name HESSLER ,JENNIFER MS. Business Name _____

The customer states that the rate hike is out of line. The customer states the base rate increase is "gouging" people. The base rate is almost double that of other communities. The caller would like the above issue investigated.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by J Mclean-Sinatra

10/07/2015 - Company response received via Email. DScott.

10/9/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

* On 10/7/15, e-mail correspondence was sent to Ms. Ekel that provided information concerning the Customer meetings and addresses for sending any written comments regarding the Utility and the proposed rates, or request to be placed on the mailing list for this case.

* A copy of the correspondence provided with the response.

Shonna McCray

NOTE: The response to the customer states the following:

"Dear Ms. Ekel:

This correspondence is in reference to your request to the Florida Public Service Commission dated 9/23/15 to investigate the Application for Increase in Wastewater Rates in Charlotte County by Utilities, Inc. of Sandalhaven that is filed under Docket 150102-SU.

On 9/24/15, the Staff of the Florida Public Service Commission conducted a Customer meeting to discuss Utilities, Inc. of Sandalhaven's application for a rate increase and for all Customers present to be heard. The meeting was held at Tringali Community Center, 3400 N. Access Road., Englewood, FL. The Customers were sent a notice on 8/25/15 to the mailing address on file under their Sandalhaven Utility account number that informed them about the meeting. There will be procedures scheduled for later dates by the Commission's office after that Customer meeting. A Customer meeting will be scheduled and you will be provided with a separate notice of its date, time and location. Any person who wishes to comment or provide information to Commission staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to:

Florida Public Service Commission
Director, Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

A courtesy copy of written comments and complaints may be mailed to the following:

Martin S. Friedman Esquire
Friedman & Friedman, P.A.
766 North Sun Drive, Suite 4030
Lake Mary, Florida 32746

Please do not hesitate to contact our office if additional information is requested. The Florida Public Service Commission is included in this correspondence."

Shonna McCray

NOTE: It appears customer was not improperly billed. This appears to be a protest (PR-68). Shonna McCray

10/30/15: This inquiry closed. Shonna McCray

Request No. 1192905W Name EKEL ,JANET MS. Business Name

Consumer Information

Name: SUSAN BREWER
Business Name:
Svc Address: 6800 PLACIDA RD, UNIT 240

County: Sarasota Phone:
City/Zip: Englewood / 34224-
Account Number: 2460748241
Caller's Name: SUSAN BREWER
Mailing Address: 6800 PLACIDA RD, UNIT 240

City/Zip: ENGLEWOOD ,FL 34224-
Can Be Reached:
E-Tracking Number: 59272

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: SU959
Company:
Attn. Elise Christian1192908W
Response Needed From Company? Y
Date Due: 10/14/2015
Fax: (407) 869-6961 R

Interim Report Received: / /
Reply Received: 10/07/2015
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 09/23/2015
Time: 14:57
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00
Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /
Closed by: SDM
Date: 10/30/2015
Closeout Type: WB-01
Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, September 23, 2015 2:54 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 59272

CUSTOMER INFORMATION

Name: Susan Brewer
Telephone:
Email: slbrewer101@gmail.com
Address: 6800 Placida Road Englewood FL 34224

BUSINESS INFORMATION

Business Account Name: Utilities inc of Sandalhaven Account Number: 2460748241
Address: PO Box 11025 Lewiston ME Florida 04243-9476

Water County Selected: CHARLOTTE

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Sandalhaven

Details:

They made a mistake on our bill, the Commission has approved of an Interim Rate increase, but they billed us the rate they wanted. Called the company and they said they made a mistake on the bill but we would be credited for the next month. I would rather not give them that extra money. The increase that they want to get is an increase way over 50% a month. That is ridiculous. Susan Brewer "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Customer correspondence has been forwarded to Docket 150102.

Request No. 1192908W

Name BREWER ,SUSAN MS.

Business Name _____

10/07/2015 - Company response received via Email. DScott.

10/9/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The incorrect rates for wastewater service under Docket No. 150102-SU were billed to Ms. Brewer.
- * Due to an administrative error, the bill did not reflect the correct interim rates approved by the PSC effective 7/29/15.
- * Her October bill will reflect the accurate lower interim rates and also include a credit to correct the prior billing error.
- * On 10/7/15, e-mail correspondence was sent to Ms. Brewer that explained the reason for the error and the action taken to correct it.
- * An apology was extended to her for the error.
- * A copy of the correspondence sent to Ms. King provided with the response.

Shonna McCray

Note: It appears the company has violated PSC rules---improper rates applied. Shonna McCray

10/30/15: This inquiry closed. It appears the company has violated PSC rules---improper rates applied.
Shonna McCray

<p align="center">Consumer Information</p> <p>Name: JANICE MCHENRY</p> <p>Business Name:</p> <p>Svc Address: 9065 EVELYN RD</p> <p>County: Sarasota Phone:</p> <p>City/Zip: Englewood / 34224-</p> <p>Account Number: 9941610000</p> <p>Caller's Name: JANICE MCHENRY</p> <p>Mailing Address: 9065 EVELYN RD</p> <p>City/Zip: ENGLEWOOD ,FL 34224-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: MARCOS</p> <p>Entered By: DH</p> <p>Date: 09/24/2015</p> <p>Time: 10:12</p> <p>Via: MAIL</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: SU959</p> <p>Company:</p> <p>Attn. Elise Christian1192968W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/15/2015</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 10/07/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: MAB</p> <p>Date: 10/30/2015</p> <p>Closeout Type: WB-01</p> <p>Apparent Rule Violation: Y</p>

Please review the attached correspondence in which the customer reports the following:

Enclosed I have copies of bills for Sept. and Oct. The base rate has changed from \$29.34 to \$48.19. *Please note the attached customer correspondence*

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint

- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood
Customer correspondence was forwarded to Docket 150102-SU

10/07/2015 - Company response received via Email. DScott.

10/29/2015 - The Company has provided the following information regarding the Customer's concerns:

"Dear Mr. Bermudez-Frau:

This correspondence is in reference to Ms. Janice McHenry's complaint concerning Improper Bill issued to her by Utilities, Inc. of Sandalhaven dated 9/10/15. Ms. McHenry is a customer at 9065 Evelyn Rd., Englewood, FL.

The incorrect rates for wastewater service under Docket No. 150102-SU were billed to Ms. McHenry. Due to an administrative error, the bill did not reflect the correct interim rates approved by the FPSC effective 7/29/15. The bill was corrected to the approved rates. Ms. McHenry was issued a corrected bill for 9/10/15 that reflected the correct rates and the correct amount to be drafted from her bank account. 10/1/15 written correspondence was sent to Ms. McHenry that explained the reason for the error and a copy of the corrected bill was included. An apology was extended to her for the error. A copy of the correspondence sent to her is included with this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961

Request No. 1192968W Name MCHENRY ,JANICE MS. Business Name _____

Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

10/30/2015 - Having received no further contact from the Customer, this case shall be closed. Because the Company applied the wrong rate to the Customer's account, the case shall be closed as WB-01. MBermudez

Request No. 1193001W Name DIDIO ,EDITH MS. Business Name _____

Consumer Information Name: EDITH DIDIO Business Name: Svc Address: 6800 PLACIDA ROAD UNIT #126 County: Sarasota Phone: (941)-698-7999 City/Zip: Englewood / 34224- Account Number: 9782610000 Caller's Name: EDITH DIDIO Mailing Address: 6800 PLACIDA ROAD UNIT #126 City/Zip: ENGLEWOOD ,FL 34224- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: MARCOS Entered By: SGL Date: 09/24/2015 Time: 12:00 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 40.00
	Utility Information Company Code: SU959 Company: Attn. Elise Christian1193001W Response Needed From Company? Y Date Due: 10/15/2015 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 10/07/2015 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MAB Date: 12/11/2015 Closeout Type: WB-01 Apparent Rule Violation: Y

Request No. 1192968W Name MCHENRY ,JANICE MS. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$40.00

What is the date of the bill? September 2015

Why do you believe you have been billed improperly? Customer states her bill doubled while under the open docket 150102-SU for a rate increase. Customer states that even if there is an interim rate increase her bill should not have doubled for the current billing cycle.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Lynch

10/07/2015 - Company response received via Email. DScott.

10/29/2015 - The Company has provided the following information regarding the Customer's concerns:

"Dear Mr. Bermudez-Frau:

Request No. 1193001W Name DIDIO ,EDITH MS. Business Name

This correspondence is in reference to Ms. Edith Didio's complaint concerning Improper Bill issued to her by Utilities, Inc. of Sandalhaven dated 9/10/15. Ms. Didio is a customer at 6800 #126 Placida Rd., Englewood, FL.

The incorrect rates for wastewater service under Docket No. 150102-SU were billed to Ms. Didio. Due to an administrative error, the bill did not reflect the correct interim rates approved by the FPSC effective 7/29/15. Her October bill will reflect the accurate lower interim rates and also include a credit to correct the prior billing error. 10/1/15 written correspondence was sent to Ms. Didio that explained the reason for the error and the action taken to correct it. An apology was extended to her for the error. A copy of the correspondence sent to her is included with this response.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

10/30/2015 - Having received no further contact from the Customer, this case shall be closed. Because the Company applied the wrong rate to the Customer's account, the case shall be closed as WB-01. MBermudez

11/23/2015 - Received Customer Satisfaction Survey from the Customer which states the Company adjusted the bills, but the bills are still too high. Attempted to contact the Customer but received no answer. Left call back voicemail message to discuss her continued concerns further. MBermudez

11/30/2015 Customer called and asked to speak to analyst. Transferred caller to MBermudez who accepted the call. BJoiner

11/30/15: Complaint reopened. RRoland

11/30/2015 - Received a call from the Customer status that her bill is still very high. She states that her

Request No. 1193001W Name DIDIO ,EDITH MS. Business Name

bill used to be around \$30 monthly, then it jumped to \$80, and that bill was adjusted to \$50. Customer is still questioning the accuracy of her bills.

Reminded the Customer that the Company is only responsible for the usage until it reaches the meter. Everything past that point is considered the Customer's responsibility.

Advised the Customer that I will file the objection and request that her meter be tested for accuracy. Advised that once I received the final report from the Company and have had time to review the information, I will give her a call back. Customer understood.

MBermudez

11/30/2015 - ATTENTION COMPANY// SUPPLEMENTAL REQUEST// PLEASE RESPOND BY 12/09/2015

Please review the above note. The Customer is still questioning the accuracy of her bill.

Please provide a financial audit for the past 12 months and include bill copies for the past three months. Also, test the Customer's meter for accuracy and provide when the meter was tested and what the results were.

Provide all of this and anything else the Company feels is relevant to the case by 12/09/2015.

MBermudez

12/07/2015 - Company response received via Email. DScott.

12/11/2015 - Reviewed Company Response:

The Company provides that the Company receives the meter readings from Charlotte County Utility in order to bill the Customer for wastewater. It provides that because the water meter does not belong to the Company, the Customer would need to contact Charlotte County Utility in order to request that her meter be tested for accuracy.

MBermudez

12/11/2015 - Contacted the Customer and went over the Company Response. Advised the Customer that based on the Company's approved tariff, and assuming that the readings Charlotte County Utility has provided to the Company is correct, then the account is being properly billed, with the exception of her 09/10/2015 bill that was adjusted on 09/29/2015. Advised the Customer that the billing error on her 09/10/2015 has resulted with an infraction since she was charged at the wrong rate. Customer understood.

Advised the Customer that if she is questioning the accuracy of her meter, she will need to request a meter test through Charlotte County Utility. Advised that if she is having trouble making the request directly with the utility, she can contact the Charlotte County Commission to file a complaint. Provided the Customer with the contact number to Charlotte County Commission. Customer understood.

MBermudez

12/11/2015 - This case shall be closed as WB-01. MBermudez

Request No. 1194987W Name BURNEY ,NORMAN MR. Business Name _____

<p>Consumer Information</p> <p>Name: NORMAN BURNEY</p> <p>Business Name:</p> <p>Svc Address: 3042 AUDUBON AVENUE</p> <p>County: Sarasota Phone: (941)-697-5198</p> <p>City/Zip: Englewood / 34224-</p> <p>Account Number: 0339510000</p> <p>Caller's Name: MARY BURNEY</p> <p>Mailing Address: 3042 AUDUBON AVENUE</p> <p>City/Zip: ENGLEWOOD ,FL 34224-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RJC</p> <p>Date: 10/14/2015</p> <p>Time: 15:47</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 42.31</p>
	<p>Utility Information</p> <p>Company Code: SU959</p> <p>Company:</p> <p>Attn. Elise Christian1194987W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/04/2015</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 11/02/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 11/24/2015</p> <p>Closeout Type: WB-01</p> <p>Apparent Rule Violation: Y</p>

Request No. 1193001W Name DIDIO ,EDITH MS. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer stated that she is disputing the amount \$42.31 from her total bill for \$88.31.

What is the date of the bill?

Customer stated that it is her most recent billing statement received in October.

Why do you believe you have been billed improperly?

Customer stated that she attended a meeting on 09/24/2015 regarding the request from the utility to request a rate increase and she was informed that the bill she received on 09/10/2015 was incorrect. Customer stated that she was going to wait for adjusted billing statement before making a payment but she received a notice from the utility for a service disconnection if they do not receive the full amount. Customer stated that her average monthly wastewater bill is around \$46.00 based on the two previous billing statements. Customer does not understand how the utility can increase her bill to \$88.31 if she is utilizing the same amount of water as before.

Other Comments: Customer requests assistance from the PSC to resolve this dispute.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R.Castillo

Request No. 1194987W

Name BURNEY ,NORMAN MR.

Business Name _____

11/02/2015 - Company response received via Email. DScott.

11/3/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Written correspondence was sent to Mr. Burney on 10/29/15 that addressed his concerns and the disputed amount for \$42.31 on his bill dated 10/11/15.
- * Utilities, Inc. apologized for the incorrect rates billed for his wastewater service.
- * Due to an administrative error, his 9/11/15 bill did not reflect the correct interim rates approved by the PSC effective 7/29/15.
- * The error was corrected and his bill for October reflected the accurate lower interim rates and also included a credit for \$31.53 to correct the prior billing error.
- * A copy of the 10/11/15 bill with the credit and a copy of the written correspondence that was sent to Mr. Burney provided with response to PSC.

Shonna McCray

NOTE: It appears the company has violated PSC rules---improper rates applied. Shonna McCray

11/24/15: This inquiry closed. It appears the company has violated PSC rules---Improper rates applied.
Shonna McCray

<p align="center">Consumer Information</p> <p>Name: EDITH DIDIO</p> <p>Business Name:</p> <p>Svc Address: 6800 PLACIDA RD UNIT 126</p> <p>County: Sarasota Phone: (941)-698-7999</p> <p>City/Zip: Englewood / 34224-</p> <p>Account Number: 9782610000</p> <p>Caller's Name: EDITH DIDIO</p> <p>Mailing Address: 6800 PLACEDA RD UNIT 126</p> <p>City/Zip: ENGLEWOOD ,FL 34224-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: SU959 Company: UTILITIES, INC. OF FLORIDA Attn. Elise Christian1210968W Response Needed From Company? Y Date Due: 05/16/2016 Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 04/28/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: EAN</p> <p>Date: 04/25/2016</p> <p>Time: 16:05</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 36.42</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 06/10/2016</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
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Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$76.42

What is the date of the bill? April 2016

Why do you believe you have been billed improperly? Customer stated her average bill is no more than \$40.00

Other Comments:
Customer stated she contacted the company but did not get any clarifying information.
Customer requesting an account review.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Elodie Nau

04/28/2016 - Company response received via Email. DScott.

5/2/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * This correspondence is in reference to Ms. Edith Didio's complaint concerning rates charged to her for wastewater service by Utilities, Inc. of Florida-Sandalhaven on her bill dated 4/13/16.
 - * Ms. Didio is a customer at 6800 Placida Rd., Unit 126, Englewood, Florida.
 - * Ms. Didio was charged the correct rates on her April bill.
 - * On 4/28/16, written correspondence was sent to Ms. Didio that provided information concerning the current approved rates.
 - * Information was also provided to her concerning the Customer notices and the PSC Staff meeting for the Customers prior to the approved rates and she was also provided a copy of the approved tariff with the current rates.
 - * A copy of the correspondence and the documents that were provided to Ms. Didio provided with the response.
- Shonna McCray

6/10/16: This inquiry closed. Shonna McCray

Request No. 1210968W Name DIDIO ,EDITH MRS Business Name _____

<p align="center">Consumer Information</p> <p>Name: PATRICK MCCARTHY</p> <p>Business Name:</p> <p>Svc Address: 8793 CONCH AVE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: DH</p> <p>Date: 12/15/2016</p> <p>Time: 11:15</p>
<p>County: Charlotte Phone: (941)-698-0255</p> <p>City/Zip: Placida / 33946-</p> <p>Account Number: 5423755713</p> <p>Caller's Name: PATRICK MCCARTHY</p> <p>Mailing Address: 8793 CONCH AVE</p>	<p align="center">Utility Information</p> <p>Company Code: SU959</p> <p>Company:</p> <p>Attn. Elise Christian1230946W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/09/2017</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO: RICK SCOTT</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: PLACIDA ,FL 33946-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 121955</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 01/09/2017</p> <p>Reply Received Timely/Late:</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: 03/13/2017</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by:</p> <p>Date: / /</p> <p>Closeout Type:</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, December 14, 2016 2:41 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 121955

CUSTOMER INFORMATION
 Name: Patrick McCarthy
 Telephone: (941) 698-0255
 Email: paddy_mccarthy@hotmail.com
 Address: 8793 Conch Ave Placida FL 33946

BUSINESS INFORMATION

Business Account Name: Patrick McCarthy
Account Number: 5423755713
Address: 8793 Conch Ave Placida FL 33946

Water County Selected: Charlotte

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

The Utilities Inc. bill has been triple the amount of the Charlotte County bill. We moved in On 09/01/2016 and the total amount paid to date is 413.96. We understand some cost may be for a deposit, but these charges are way out of control. EX. Charlotte water charge = \$36.52, Utilities Inc. charges = 92.53. We moved from Sarasota Fl, and our average bill was not higher then \$66.00, for a home with 24' pool and over 3,000 sq. ft. There are two adults living at the Placida address with not irrigation in use and no pool. Thanking you in advance please look into this for us.

McCarthy's
8793 Conch Ave
Placida, FL 33946
941.698.0255 "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

Request No. 1230946W Name MCCARTHY ,PATRICK MR. Business Name

Case taken by Diane Hood

12/27/16- Customer called to leave a voice message for Rey, transferred to voice mail.-Kenny Davis

12/30/16: Mr. McCarthy called and stated he has not been contacted by the company. Explained to Mr. McCarthy the company is required to contact him by January 9, 2017. He will call back if he is not contacted. Shonna McCray

12/30/16: Rey advised of customer's call via email. Shonna McCray

01/09/2017 - Company responses received via Email. DScott.

01/10/17- Customer called transferred to Rey.-Kenny Davis

01/10/17 Mr. McCarthy called back regarding his complaint. Customer stated that he received an email message from Elise S. Christian a representative of the water utility and the message stated that basically the amount he owes is correct and was advised of the request from the utility for a rate increase was submitted to the PSC. I informed Mr. McCarthy to please forward the message you received from Mr. Christian and allow me time to review the company response so I can make a determination. R.Castillo

01/10/17 Customer received company response via email and forwarded the message to the PSC:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, January 9, 2017 11:21 AM
To: paddy_mccarthy@hotmail.com
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: FPSC REQUEST NO. 1230946W

Dear Mr. McCarthy:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the wastewater rates charged to you by Utilities, Inc. of Florida for service at 8793 Conch Ave., Placida, FL.

In your complaint you stated that charges for wastewater service by Utilities, Inc. of Florida are higher than the charges you pay to Charlotte County for water and requested FPSC to review the wastewater charges. The Utility filed an application/request with the FPSC to charge a certain rate for wastewater. The application/request included the required documentation for the requested rates. After the FPSC reviewed the filing and all required changes were made, the current rates were approved by FPSC. The current rates charged

to you for wastewater service at 8793 Conch Ave. are regulated and are approved by FPSC.

A copy of the current approved tariff dated 12/20/2016 with the current rates that were approved on 12/20/2016 is included with this correspondence. The new rates will be charged for service on and after 12/20/2016. On 12/23/2016, a notice was mailed to all Utilities, Inc. of Florida Customers informing the Customers that the Utility filed a request with FPSC to increase/decrease its rates. The notice provides information about the Docket Numbers for each area serviced by Utilities, Inc. of Florida, the dates for the Customer hearings, the time and the locations for the Customer hearings that are scheduled by FPSC. I have included a copy of the notice with this correspondence.

Please contact our Customer Service Department at 1-866-842-8432 if you require additional assistance. The FPSC is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Attachments: Customer notice for request for rate increase Docket #160101 - WS, Watewater Tariff with Residential Service Rate Schedule Uitlities Inc. of Florida

Company response entered by R.Castillo

01/12/2017 Received customer correspondence via email. R.Castillo

From: paddy mccarthy <paddy_mccarthy@hotmail.com>
Sent: Thursday, January 12, 2017 8:08 AM
To: Rey Castillo
Subject: Fw: FPSC REQUEST NO. 1230946W
Attachments: SANDALHAVEN DOCKET NO 150102 SU 1.6.16.pdf

Mr. Castill, are these people kidding me? I need some one, any one to explain to me why they are charging three times (3X) the amount for waste water. Do all their customers pay the same rate?. This avenue needs to be pursued. Their operation in other counties I believe has lower rates. I don't know if you can help, but if not I'm not going to let them get away with this. Her response to me was to the read the forty nine (49) pages and find it! I do THANK YOU for all you have done! Please respond so then I may go further with my complaint

Request No. 1230946W Name MCCARTHY ,PATRICK MR. Business Name

and concerns.

Paddy McCarthy

Customer correspondence entered by R.Castillo

01/12/2017 I attempted to contact Patrick McCarthy at telephone 941.698.0255 and he was not available so I left him a message to call me back at my office telephone number. R.Castillo

01/12/2017 Sent email message to Mr. Murphy to please provide copies of his billing statements so I can review the charges, provided Mr. Murphy my personal fax number and the PSC toll free fax number. R.Castillo

01/11/2017 - Company response received via Email. DScott.

Company response indicates the following:

Subject: RE: FPSC REQUEST NO. 1230946W
From: Elise Christian <ESChristian@uiwater.com>
Sent: Wed 1/11/2017 3:22 PM
To: paddy_mccarthy@hotmail.com
C.C.: PSCREPLY@PSC.STATE.FL.US
Attachments: Sandlahaven Docket No. 150102 SU 1.6.16 PDF

Dear Mr. McCarthy,

Please see the attached information from Docket No. 150102-SU filed by Utilities, Inc. of Sandalhaven July 6, 2015. The rate reflected on this Docket is the current rate billed prior to the new approved rate that became effective on 12/20/2016 for service on or after that date.

You asked why your rates for wastewater service provided to you by Utilities, Inc. of Florida, formally known as Utilities, Inc. of Sandalhave is higher than the rates you paid to Charlotte County or for the water that is provided to your residence by Charlotte County.

Response: Utilities, Inc. of Florida is regulated by the Florida Public Service Commission. The rates charged to the Customer have been reviewed and have been approved by the Florida Public Service Commission (FPSC). There are certain components that go into an application for a rate change that FPSC requires from the utility. The rates you are charged for wastewater service are approved and regulated by FPSC.

You mentioned that you do not have a swimming pool, so why are the rates so high? A swimming pool does not require wastewater service. The water used for a pool is billed under your water charges if or when water is added to the pool.

Request No. 1230946W

Name MCCARTHY ,PATRICK MR.

Business Name

If you don't mind reading some 49 pages of the application filed by Utilities, Inc. of Florida, aka Utilities, Inc. of Sandalhaven under Docket 150102 concerning the rates you question, the details of the process including the customers input are found in that Docket. It is found on the Florida Public Service Web page at: <http://www.psc.state> If you would like to follow the process for Consumers on a rate case, please follow the link I have provided at : <http://www.psc.state.fl.us/Publications/RateCaseOverviews> The records are all public information and there are also contact telephone numbers for assistance on pending rate cases.

Utilities, Inc. of Florida does not have any jurisdiction or authority to control the rates charged to you by Charlotte County or to any of their customers. In most cases, utilities of this nature are regulated by a municipality. I cannot tell you why Charlotte County rates are different from Utilities, Inc. of Florida's rate. Perhaps a better explanation can be obtained from them concerning how their rates are developed for the services that they provide.

I hope the information provided is helpful. Please do not hesitate to contact me if additional information is requested.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

1/17/2017 Customer correspondence received via U.S. mail, and forwarded to RCastillo. DHood

Customer correspondence includes the following:

First page is a letter typed out

Dated 01/12/17 at the top left corner it appears written by hand with a ball point pen.

Rey Castill,

Ray per our conversation here is the Utilities Bills. Since 09/01/2016 they have bill me a total of \$506.68 .

Charlotte county has billed me for the same time frame \$104.78, Utilities is charging 5X the amount. Please

Request No. 1230946W Name MCCARTHY ,PATRICK MR. Business Name

let me know what can be done.

Thanking you in advance.

////////// S //////////

Paddy McCarthy

941.698.0255

Attached are copies of billing statements from Utilities, Inc.

First copy attached

Bill Date 01/11/2017

Account number: 5423755713

Due Date: 02/02/2017

Please Pay: \$185.26

Name: Patrick McCarthy

Primary Phone #: (941) 698 - 0255

Service Address: 8793 Conch Avenue, Placida, FL 33946

Activity Since Last Bill

Previous Balance		\$92.53
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Payments received as of 01/11/2017	0.00	
------------------------------------	------	--

Balance as of 01/11/2017		\$92.53
--------------------------	--	---------

Wastewater Residential Service

Wastewater Base Charge		\$42.04
------------------------	--	---------

2,893 gallons at \$16.41 per 1,000 gallons	\$47.47	
--	---------	--

Total Wastewater Residential Service	\$89.51	
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Wastewater Residential Service

Wasterwater Base Charge		\$1.51
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107 Gallons at \$15.98 per 1,000 gallons	\$1.71	
--	--------	--

Total Wastewater Residential Service	\$3.22	
--------------------------------------	--------	--

Total Amount Due:		\$185.26
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Request No. 1230946W

Name MCCARTHY ,PATRICK MR.

Business Name _____

Second copy attached

Bill Date 12/13/2016

Account number: 5423755713

Due Date: 01/04/2017

Please Pay: \$92.53

Name: Patrick McCarthy

Primary Phone #: (941) 698 - 0255

Service Address: 8793 Conch Avenue, Placida, FL 33946

Activity Since Last Bill

Previous Balance		\$232.42
Payments received as of 12//2017	- \$232.72	
Balance as of 01/11/2017		- \$0.30

Wastewater Residential Service

Wastewater Base Charge		\$43.60
3,000 gallons at \$16.41 per 1,000 gallons	\$49.23	
Total Wastewater Residential Service	\$92.83	

Total Amount Due: \$92.53

These billing statements are included in the complaint file for further review.

Customer correspondence entered by R.Castillo

01/19/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: paddy mccarthy <paddy_mccarthy@hotmail.com>
Sent: Thursday, January 19, 2017 1:13 PM
To: Elise Christian
Cc: PSCREPLY; Rey Castillo
Subject: Re: FPSC REQUEST NO. 1230946W

Request No. 1230946W Name MCCARTHY ,PATRICK MR. Business Name

Elise, the new approved rate that became effective 12/20/2016, Docket No.2011-01-S is a reduction of Utilities rates. To date your request, Docket No. 150102-SU is still being reviewed by PSC and not approved. Will Utilities adjust their invoices from 12/20/2016 to reflect this reduction?

Regards,
Patrick McCarthy

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, January 11, 2017 3:22 PM
To: paddy mccarthy
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: RE: FPSC REQUEST NO. 1230946W

Dear Mr. McCarthy,

Please see the attached information from Docket No. 150102-SU filed by Utilities, Inc. of Sandalhaven July 6, 2015. The rate reflected on this Docket is the current rate billed prior to the new approved rate that became effective on 12/20/2016 for service on or after that date.

You asked why your rates for wastewater service provided to you by Utilities, Inc. of Florida, formally as Utilities, Inc. of Sandalhave is higher than the rates you paid to Charlotte County or for the water that is provided to your residence by Charlotte County.

Response: Utilities, Inc. of Florida is regulated by the Florida Public Service Commission. The rates charged to the Customer have been reviewed and have been approved by the Florida Public Service Commission (FPSC). There are certain components that go into an application for a rate change that FPSC requires from the utility. The rates you are charged for wastewater service are approved and regulated by FPSC.

You mentioned that you do not have a swimming pool, so why are the rates so high? A swimming pool does not require wastewater service. The water used for a pool is billed under your water charges if or when water is added to the pool.

If you don't mind reading some 49 pages of the application filed by Utilities, Inc. of Florida, aka Utilities, Inc. of Sandalhaven under Docket 150102 concerning the rates you question, the details of the process including the customers input are found in that Docket. It is found on the Florida Public Service Web page at: <http://www.psc.state> If you would like to follow the process for Consumers on a rate case, please follow the link I have provided at: <http://www.psc.state.fl.us/Publications/RateCaseOverviews> The records are all public information and there are also contact telephone numbers for assistance on pending rate cases.

Request No. 1230946W

Name MCCARTHY ,PATRICK MR.

Business Name

Rate Case Overviews - Florida Public Service Commission
www.psc.state.fl.us

Utilities, Inc. of Florida does not have any jurisdiction or authority to control the rates charged to you by Charlotte County or to any of their customers. In most cases, utilities of this nature are regulated by a municipality. I cannot tell you why Charlotte County rates are different from Utilities, Inc. of Florida's rate. Perhaps a better explanation can be obtained from them concerning how their rates are developed for the services that they provide.

I hope the information provided is helpful. Please do not hesitate to contact me if additional information is requested.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

From: paddy mccarthy [mailto:paddy_mccarthy@hotmail.com]
Sent: Monday, January 09, 2017 4:55 PM
To: Elise Christian <ESChristian@uiwater.com>
Subject: Re: FPSC REQUEST NO. 1230946W

Elise, not good enough, your approval was granted on 12/20/2016. Your bills are prior to that decision. This matter will not rest with your reply. I'm willing, able and can go all the way with this to the appropriate parties. As an old disabled Marine we always go towards the fight! Now is the time to answer the complaint why my bill is so high for two residents living in 1800 sq. ft., with out a pool! Please explain why my bill from you was three times (3X) what Charlotte county charged me for incoming water? None of this makes any sense.

Regards,
Patrick McCarthy

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, January 9, 2017 11:21 AM
To: paddy_mccarthy@hotmail.com

Request No. 1230946W Name MCCARTHY ,PATRICK MR. Business Name

Cc: PSCREPLY@PSC.STATE.FL.US
Subject: FPSC REQUEST NO. 1230946W

Dear Mr. McCarthy:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the wastewater rates charged to you by Utilities, Inc. of Florida for service at 8793 Conch Ave., Placida, FL.

In your complaint you stated that charges for wastewater service by Utilities, Inc. of Florida are higher than the charges you pay to Charlotte County for water and requested FPSC to review the wastewater charges. The Utility filed an application/request with the FPSC to charge a certain rate for wastewater. The application/request included the required documentation for the requested rates. After the FPSC reviewed the filing and all required changes were made, the current rates were approved by FPSC. The current rates charged to you for wastewater service at 8793 Conch Ave. are regulated and are approved by FPSC.

A copy of the current approved tariff dated 12/20/2016 with the current rates that were approved on 12/20/2016 is included with this correspondence. The new rates will be charged for service on and after 12/20/2016. On 12/23/2016, a notice was mailed to all Utilities, Inc. of Florida Customers informing the Customers that the Utility filed a request with FPSC to increase/decrease its rates. The notice provides information about the Docket Numbers for each area serviced by Utilities, Inc. of Florida, the dates for the Customer hearings, the time and the locations for the Customer hearings that are scheduled by FPSC. I have included a copy of the notice with this correspondence.

Please contact our Customer Service Department at 1-866-842-8432 if you require additional assistance. The FPSC is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

01/23/17 REQUEST FOR SUPPLEMENTAL RESPONSE

Request No. 1230946W Name MCCARTHY ,PATRICK MR. Business Name

Please provide the PSC the billing history for the customer going back to September 1, 2016 to the present.
Please respond to the PSC by February 1, 2017. R.Castillo

From: Rey Castillo
Sent: Wednesday, January 25, 2017 10:12 AM
To: 'paddy_mccarthy@hotmail.com'
Cc: 'ESChristian@uiwater.com'
Subject: FPSC Complaint #1230946W

Patrick Murphy,
Please understand that we are looking at only the Wastewater Residential Service Charges and what you pay Charlotte County for water is a completely different matter and we do not regulate government owned utilities. The PSC approved the rates for Utilities, Inc. of Florida that currently operates in Charlotte County as a Wastewater Utility.

If you had opened a wastewater service account with UIF back in September 2016 your rates would be based on the Wastewater Tariff for Residential Service approved by the PSC and effective on June 9, 2016 (Please review Tariff sheets 8.1 and 8.2 attached to this message)

The Residential Service amount of Deposit would be \$156.00 at that particular time.

Your billing statement (Bill Date 12/13/2016) you are being billed correctly based on Tariff for Residential Service approved by the PSC and effective on June 9, 2016

Please observe that the Billing statement for January (Bill Date 01/11/2017) the particularly the Meter Readings

Previous Meter Reading 11/22/2016 (Previous rate effective June 9, 2016)

Current Meter Reading 12/20/2016 (New rates are effective on December 20, 2016 and going forward)

Usage for the 28 days was actually 3,000 gallons

The bill states 2,893 gallons at \$16.41 per 1,000 gallons ... this is because the water consumed being charged at the rate of \$16.41 per 1,00 gallons based on the Tariff for Residential Service approved by the PSC effective on June 9, 2016 the water consumed at this rate is from November 22nd through December 19, 2016 . Then the other 107 gallons at \$15.98 per 1,000 gallons is charged for the water consumed on December 20, 2016. Now this new rate was approved by the PSC effective December 20, 2016 going forward (Please review Tariff attached to this message).

Request No. 1230946W Name MCCARTHY ,PATRICK MR. Business Name

01/25/2017 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, January 25, 2017 12:38 PM
To: paddy mccarthy
Cc: PSCREPLY; Rey Castillo
Subject: RE: FPSC REQUEST NO. 1230946W
Attachments: SANDALHAVEN APPROVED TARIFF 2.10.16.pdf

Mr. McCarthy,
Docket 150102-SU was approved by the Florida Public Service Commission on 2/10/2016. A copy of the signed and approved Tariff is attached. The Docket for the rate reduction is separate and was effective as of 12/20/2016. The reduction appeared on your January bill. There is not any adjustment or reduction for prior bills, they were billed correctly.

Please do not hesitate to contact me if additional information is required.

Elise Christian

From: paddy mccarthy [mailto:paddy_mccarthy@hotmail.com]
Sent: Thursday, January 19, 2017 1:13 PM
To: Elise Christian <ESChristian@uiwater.com>
Cc: PSCREPLY@PSC.STATE.FL.US; rcastill@psc.state.fl.us
Subject: Re: FPSC REQUEST NO. 1230946W

Elise, the new approved rate that became effective 12/20/2016, Docket No.2011-01-S is a reduction of Utilities rates. To date your request, Docket No. 150102-SU is still being reviewed by PSC and not approved. Will Utilities adjust their invoices from 12/20/2016 to reflect this reduction?

Regards,
Patrick McCarthy

From: Elise Christian <ESChristian@uiwater.com>
Sent: Wednesday, January 11, 2017 3:22 PM
To: paddy mccarthy
Cc: PSCREPLY@PSC.STATE.FL.US

Request No. 1230946W Name MCCARTHY ,PATRICK MR. Business Name

Subject: RE: FPSC REQUEST NO. 1230946W

Dear Mr. McCarthy,

Please see the attached information from Docket No. 150102-SU filed by Utilities, Inc. of Sandalhaven July 6, 2015. The rate reflected on this Docket is the current rate billed prior to the new approved rate that became effective on 12/20/2016 for service on or after that date.

You asked why your rates for wastewater service provided to you by Utilities, Inc. of Florida, formally known as Utilities, Inc. of Sandalhave is higher than the rates you paid to Charlotte County or for the water that is provided to your residence by Charlotte County.

Response: Utilities, Inc. of Florida is regulated by the Florida Public Service Commission. The rates charged to the Customer have been reviewed and have been approved by the Florida Public Service Commission (FPSC). There are certain components that go into an application for a rate change that FPSC requires from the utility. The rates you are charged for wastewater service are approved and regulated by FPSC.

You mentioned that you do not have a swimming pool, so why are the rates so high? A swimming pool does not require wastewater service. The water used for a pool is billed under your water charges if or when water is added to the pool.

If you don't mind reading some 49 pages of the application filed by Utilities, Inc. of Florida, aka Utilities, Inc. of Sandalhaven under Docket 150102 concerning the rates you question, the details of the process including the customers input are found in that Docket. It is found on the Florida Public Service Web page at: <http://www.psc.state.fl.us/Publications/RateCaseOverviews> If you would like to foplease follow the link I have provided at :<http://www.psc.state.fl.us/Publications/RateCaseOverviews> The records are all public information and there are also contact telephone numbers for assistance on pending rate cases.

Rate Case Overviews - Florida Public Service Commission www.psc.state.fl.us

Some publications and reports are Acrobat PDF files and require Acrobat Reader to view. Any PDF files will be labeled as a PDF. Download a free copy of ...

Utilities, Inc. of Florida does not have any jurisdiction or authority to control the rates charged to you by Charlotte County or to any of their customers. In most cases, utilities of this nature are regulated by a municipality. I cannot tell you why Charlotte County rates are different from Utilities, Inc. of Florida's rate. Perhaps a better explanation can be obtained from them concerning how their rates are developed for the services that they provide.

Request No. 1230946W

Name MCCARTHY ,PATRICK MR.

Business Name _____

I hope the information provided is helpful. Please do not hesitate to contact me if additional information is requested.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

From: paddy mccarthy [mailto:paddy_mccarthy@hotmail.com]
Sent: Monday, January 09, 2017 4:55 PM
To: Elise Christian <ESChristian@uiwater.com>
Subject: Re: FPSC REQUEST NO. 1230946W

Elise, not good enough, your approval was granted on 12/20/2016. Your bills are prior to that decision. This matter will not rest with your reply. I'm willing, able and can go all the way with this to the appropriate parties. As an old disabled Marine we always go towards the fight! Now is the time to answer the complaint why my bill is so high for two residents living in 1800 sq. ft., with out a pool! Please explain why my bill from you was three times (3X) what Charlotte county charged me for incoming water? None of this makes any sense.

Regards,
Patrick McCarthy

From: Elise Christian <ESChristian@uiwater.com>
Sent: Monday, January 9, 2017 11:21 AM
To: paddy_mccarthy@hotmail.com
Cc: PSCREPLY@PSC.STATE.FL.US
Subject: FPSC REQUEST NO. 1230946W

Dear Mr. McCarthy:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC)

Request No. 1230946W Name MCCARTHY ,PATRICK MR. Business Name

concerning the wastewater rates charged to you by Utilities, Inc. of Florida for service at 8793 Conch Ave., Placida, FL.

In your complaint you stated that charges for wastewater service by Utilities, Inc. of Florida are higher than the charges you pay to Charlotte County for water and requested FPSC to review the wastewater charges. The Utility filed an application/request with the FPSC to charge a certain rate for wastewater. The application/request included the required documentation for the requested rates. After the FPSC reviewed the filing and all required changes were made, the current rates were approved by FPSC. The current rates charged to you for wastewater service at 8793 Conch Ave. are regulated and are approved by FPSC.

A copy of the current approved tariff dated 12/20/2016 with the current rates that were approved on 12/20/2016 is included with this correspondence. The new rates will be charged for service on and after 12/20/2016. On 12/23/2016, a notice was mailed to all Utilities, Inc. of Florida Customers informing the Customers that the Utility filed a request with FPSC to increase/decrease its rates. The notice provides information about the Docket Numbers for each area serviced by Utilities, Inc. of Florida, the dates for the Customer hearings, the time and the locations for the Customer hearings that are scheduled by FPSC. I have included a copy of the notice with this correspondence.

Please contact our Customer Service Department at 1-866-842-8432 if you require additional assistance. The FPSC is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo
03/06/2017 A letter was sent to the customer. eplendl

March 6, 2017

Mr. Patrick McCarthy
8793 Conch Avenue
Placida, FL 33946

Request No. 1230946W Name MCCARTHY ,PATRICK MR. Business Name

RE: FPSC Inquiry Number 1230946W

Dear Mr. McCarthy:

The Governor's office forwarded a copy of your correspondence regarding Utilities, Inc. of Florida (UIF) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond to you.

You expressed concern that wastewater rates are higher than water rates. Most utilities' wastewater gallonage charge is higher than the water gallonage charge. The water gallonage charge recovers the costs of pumping the water to each residence. The gallonage charge for wastewater service recovers the reverse process of collecting and treating the wastewater. It is more expensive to collect and treat wastewater than it is to pump potable water. Also, the stringent requirements imposed by the Department of Environmental Protection on wastewater utilities has forced the utilities to make substantial investments in their operating plants.

The FPSC is aware that all potable water pumped to a residence is not personally consumed. Some is used for watering lawns, filling up pools, etc. To compensate for this fact, a cap is automatically placed on the wastewater bill so the consumption beyond that level is considered to be irrigational in nature. That cap is normally 10,000 gallons. Therefore, all water consumed in the residence beyond the cap does not return through the wastewater collection system for treatment.

You also expressed concern about Docket 150102-SU, UIF's application for increase in wastewater rates in Charlotte County by Utilities, Inc. of Sandalhaven. On August 10, 2015, the FPSC approved an interim rate increase. On April 18, 2016, the FPSC issued Proposed Agency Action (PAA) granting Sandalhaven's application for a rate increase. The interim rates were replaced by the final approved rates.

On April 12, 2016, the FPSC issued Order No. PSC-16-0143-FOF-WS for Docket No. 150235-WS, which approved the acknowledgement of corporate reorganization and request for approval of name change from Utilities, Inc. of Sandalhaven to Utilities, Inc. of Florida (UIF).

On August 31, 2016, UIF filed an application with the FPSC for an increase in water and wastewater rates in Charlotte County. At present, UIF customers in Charlotte County are billed approximately \$125.65 for 5,000 gallons of wastewater. Using UIF's requested final rates, a Charlotte County UIF customer would pay \$50.02 for 5,000 gallons of wastewater.

The FPSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, FPSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will

Request No. 1230946W

Name MCCARTHY ,PATRICK MR.

Business Name _____

carefully consider all evidence before making a decision. The Commissioners are tentatively expected to vote on this matter at the June 6, 2017 Commission Conference. We will add your comments to the correspondence side of Docket 160101-WS.

I have enclosed a rate case overview and our brochures "Utility Ratemaking in Florida" & "Rate Case Procedures" for your review. If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the FPSC's website, www.floridapsc.com and click on the Clerk's Office tab, then tap Dockets and type in number 160101-WS.

If you have any questions or concerns please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

Enclosures (3)

03/13/2017 Received correspondence from the customer stating that his monthly bills reflect 3,000 each month, including when family was visiting in February for ten days. eplendl

03/13/2017 FAX TO CO. See attached customer correspondence regarding his consumption concerns. He states that his monthly bills reflect 3,000 each month, including when family was visiting in February for ten days.

Please provide 24 month consumption history and all billed charges as well as monthly billing statement amounts.

Please indicate how the company receives/obtains the monthly meter reading for billing purposes.

Please provide another report by March 22, 2017. eplendl

03/20/2017 - Company response received via Email. DScott.

03/20/2017 Reviewed report. UIF indicated that it gets the consumption from Charlotte County Utilities. The

Request No. 1230946W

Name MCCARTHY ,PATRICK MR.

Business Name _____

consumption is rounded to the nearest 1000 gallons by Charlotte Utilities. The company provided the consumption history and all bills since the account was established on September 1, 2016. eplend1

03/21/2017 A letter was sent to the customer as follows:

March 21, 2017

Mr. Patrick McCarthy
8793 Conch Avenue
Placida, FL 33946

RE: FPSC Inquiry Number 1230946W

Dear Mr. McCarthy:

This is a follow up to your recent correspondence and the inquiry filed on your behalf by the the Florida Public Service Commission (FPSC) about Utilities, Inc. of Florida (UIF). You expressed concern about the wastewater gallonage billed to your account.

We have learned from UIF that the company provides your residence with wastewater service and Charlotte County Utilities provides your residence with water service. According to UIF, Charlotte County provides the meter reading to UIF each month. UIF also reports that the usage is billed in 1,000 gallon increments and is rounded up or down by Charlotte County to the closest gallon.

UIF indicates that the company established account 5423755713 in your name at 8793 Conch Avenue, Placida, Florida 33946 on September 1, 2016. I have enclosed the wastewater consumption history as provided by Charlotte County to UIF for your records.

You again expressed concern that wastewater rates are higher than water rates. Most utilities' wastewater gallonage charge is higher than the water gallonage charge. The water gallonage charge recovers the costs of pumping the water to each residence. The gallonage charge for wastewater service recovers the reverse process of collecting and treating the wastewater. It is more expensive to collect and treat wastewater than it is to pump potable water. Also, the stringent requirements imposed by the Department of Environmental Protection on wastewater utilities has forced the utilities to make substantial investments in their operating plants.

You may contact the Charlotte County Board of County Commissioners regarding your consumption concerns by using the following information:

Chairman Bill Truex
Charlotte County Board of County Commissioners
18500 Murdock Circle, Suite 536

Request No. 1230946W Name MCCARTHY ,PATRICK MR. Business Name

Port Charlotte, FL 33948

Telephone: 941-743-1300

Email: assistant@charlottecountyfl.gov

If you have any questions or concerns please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

Enclosure

03/23/2017 Received email as follows:

From: Randy Roland
Sent: Thursday, March 23, 2017 11:38 AM
To: Ellen Plendl
Subject: FW: Base Charge

FYI. Also, see the portion in red ..FYI

From: paddy mccarthy [mailto:paddy_mccarthy@hotmail.com]
Sent: Thursday, March 23, 2017 11:18 AM
To: Randy Roland
Subject: Fw: Base Charge

Mr. Roland FYI.

From: Elise Christian <ESChristian@uiwater.com>
Sent: Thursday, March 23, 2017 10:06 AM
To: paddy mccarthy
Subject: RE: Base Charge

Dear Mr. McCarthy:

This correspondence is in reference to your request for information concerning what the wastewater Base Facility Charge is for and what the charge is used for. I referred your questions to the Utility's Staff that is involved with the Rate Applications that are filed with the Florida Public Service Commission (PSC). Please see the information below and also please see the correct date for the hearing in July.

In any full rate case, the PSC determines the amount of the total revenue required per year. This reflects the sum of annual operating expenses, recovery of a portion of capital investments made, and a return on those investments and after completing an exhaustive investigation of the utility's books and records through its auditors. Once that total revenue requirement is determined by the PSC, the PSC then designs the rate structure encompassing two components:

1. The Base Facility Charge (BFC) is conceptually designed to generate revenue reflecting the fixed costs of providing service irrespective of volume of wastewater generated. The majority of the utility's expenses are fixed.
2. The Volumetric Charge (Usage) reflects revenue that covers costs that are dependent on the volume of wastewater generated each month. In the context of Sandalhaven, this includes the cost of power and the cost of wastewater treatment and disposal by a third party, the Englewood Water District (EWD). As of November 2015, we no longer treat and dispose of the daily wastewater flow at our treatment plant. Instead, EWD provides that function.

The sum of these two components reflects the full cost of providing wastewater service each month to your residence. The PSC has wide latitude in allocating the percentage of the total revenue that is recovered through the BFC and through the volumetric rate. The rate structure is designed to offer the utility an opportunity to earn a return on its investment, not a guarantee.

As noted in Mr. Roland's correspondence to you, the current rate structure limits the volumetric charge to no more than 10,000 gallons per month based on the measurement of the water volume that passes through your water meter. Water used in excess of 10,000 gallons per month is assumed to be used for irrigation or other outside uses and thus is not returned to our collection system. The current rate application proposes a reduction of the cap to 8,000 gallons per month and a reduction in the BFC currently charged to the Sandalhaven customers.

The PSC's rules historically do not allow the utility to establish reserve funds for use in the future. Rather, the utility must request a change in the rates following the expenditure of its own capital and borrowed funds in order to create an opportunity to recover that expenditure. This request is in the form of an application for a rate increase that also takes into account the utility's current annual expenses and the depreciation of previous investments in accordance with the PSC's rules and regulations.

In Mr. Randy Roland's correspondence to you, he reference the incorrect date of the agenda conference. The correct date is July 12, 2017. Perhaps he thought the Commission would automatically consider the final vote

at the next regularly scheduled agenda conference, but that's not the case with the pending Docket Number - 160101-WS. Attached is a copy of the notice that was sent to the Customers.

The PSC will meet on July 12, 2017 to decide the new rates. Following that decision, the PSC writes up and publishes its Order within 20 days. A 21-day protest period then commences. Thereafter, the utility notifies all customers of the new rates. The new rates are normally expected to be effective no sooner than early September and no later than late September. The exact date will be identified in the customer notice mailed at least five days in advance of that date.

Please do not hesitate to contact me if additional assistance is requested.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

From: paddy mccarthy [mailto:paddy_mccarthy@hotmail.com]
Sent: Thursday, March 09, 2017 10:41 AM
To: Elise Christian <ESChristian@uiwater.com>
Subject: Base Charge

Elise, can you explain what the Waste water base charge is for, and what that charge is used for?.

Thanking you in advance,

Patrick McCarthy

Acct#5423755713

03/25/2017 Received email as follows:

From: paddy mccarthy [mailto:paddy_mccarthy@hotmail.com]
Sent: Saturday, March 25, 2017 10:28 AM
To: Randy Roland; eschristian@uiwater.com
Subject: Thank You

Mr. Roland, thank you for your response and checking into our concerns. I have one question for the PSC and Utilities Inc.
If all the usage is based on Charlotte County records then why are Utilities Inc. invoice's for billing of days always more then the Charlotte County bill? We checked and compare each record and none are the same since September 2016. I have checked the table for water rates for Englewood and Western Charlotte County and the published rates are much lower. I would love to put this matter to rest. How can we switch to Charlotte County for both in and out?
Thanking you once more,
Patrick McCarthy
Account # 5423755713 (U.I.)

03/28/2017 FAX TO CO. See customer's March 25, 2017 email above regarding concerns that the usage date range from the UIF bills is not identical to the Charlotte County usage date range.

- 1) Please indicate the usage date range and how UIF arrives at the date range.
- 2) Please indicate the reason the date range is not in concert with Charlotte County's range if UIF is using the gallonage provided by Charlotte County.
- 3) Please provide another report by April 7, 2017. eplend1

<p align="center">Consumer Information</p> <p>Name: NICUSOR ZAMFIR</p> <p>Business Name:</p> <p>Svc Address: 413 CITADEL DRIVE</p> <p>County: Seminole Phone: (407)-682-2668</p> <p>City/Zip: Altamonte Springs / 32714-</p> <p>Account Number: 1816310000</p> <p>Caller's Name: NICUSOR ZAMFIR</p> <p>Mailing Address: 413 CITADEL DRIVE</p> <p>City/Zip: ALTAMONTE SPRINGS ,FL 32714-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 23647</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 02/19/2010</p> <p>Time: 10:45</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Karen Sasic0925991W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/12/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 03/12/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 03/29/2010</p> <p>Closeout Type: GI-28</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Thursday, February 18, 2010 5:18 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 23647

Complaint filed with PSC

Select County: SEMINOLE

CUSTOMER INFORMATION

Name: Nicusor Zamfir

Telephone: 407-682-2668
Email:
Address: 413 Citadel Dr Altamonte Springs 32714

BUSINESS INFORMATION

Business Account Name: Nicusor Zamfir
Account Number: 1816310000
Address: 413 Citadel Dr Altamonte Springs Florida 32714

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:

I have paid my utilities bill faithfully ever since I moved to this address 5 years ago. A couple of weeks ago my bank decided not to complete payment on my last bill and has not notified me of said action. Neither did Utilities Inc. of Florida at the time. As a result, Utilities Inc of Florida left a yellow slip on our door today, the 18th of February 2010, stating that they would disconnect the service on the 19th of February 2010. That yellow slip was left in our door at 9 AM in the morning. After noticing it at 2 PM and calling Utilities Inc of Florida we came to know that we needed to fully pay our bill by 5 PM that same day in order to keep our Water service. I don't know if I've ever seen any measure such as this to pass as legal. Any kind of contract has at least a 2 week notice, should something go wrong and termination is the solution. I don't know how to explain this to you, but I've never felt so unimportant as a customer and as a human being in my entire life. Their tone is completely inappropriate and would not even listen to my request for help or at least acceptance of partial payment. Their reply has been "it is not our policy to do that" all along. In my opinion, such company should not operate in the state of Florida. This is not the kind of service that represents our county, nor the Florida State overall. I request that something be done about this and I would like to receive a written notice of said action.

As far as I have found out, their only complaint address is the address our bill comes from. That would be simply a waste of time to complain about them to them. Isn't that weird? It's like communism inside a small portion of our state. I understand that there is no competition for their service in our area, but there should at least be some limits to how horrible they handle their customers. I am extremely disappointed with this company and their service to us as never-late paying customers even in these difficult times. I wonder how horrible they treat customers who actually have trouble paying their bill every month, and we all know in times like these there are plenty such cases. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Request No. 0925991W Name ZAMFIR ,NICUSOR MR. Business Name

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

03/12/2010 - Company response received via fax. /EEstelle

03/15/10- Reviewed Company Response:

Customer was cc: in the response. Utilities Inc states customer was billed on the following dates with the due dates as follows:

- 12/6/09 - due 12/28/09 - \$0.00 past due - \$70.93 current charges - total \$70.93
- 01/7/10 - due 01/29/10 - \$70.93 past due - \$108.33 current charges - total \$179.26
- 1/15/10 - payment received \$70.93, balance due \$108.33
- 1/28/10 - payment \$108.33 returned.
- 2/07/10 - due 03/01/10 - \$108.33 past due - \$85.35 current charges - total \$193.65

Customer made a payment on 1/28/10 of \$108.33 but the bank returned the payment the same day. On 2/2/10 a disconnection notice was generated and mailed to customer advising of the balance due of \$108.33. Notice stated payment was due by 2/12/10. On 2/7/10 the new bill generated with prior balance on it and the due date reflected was only for the current charges.

On 2/17/10 order to disconnect was issued due to non-payment. Customer paid the balance on 2/18/10 and restored the same day.

03/29/2010 - Having received no further contact from the customer, this complaint is closed this date as

Request No. 0925991W Name ZAMFIR ,NICUSOR MR. Business Name

Request No. 0938922W Name FELICIANO ,CATHERINE MS. Business Name _____

<p align="center">Consumer Information</p> <p>Name: CATHERINE FELICIANO</p> <p>Business Name:</p> <p>Svc Address: 304 LONESOME PINE DRIVE</p> <p>County: Seminole Phone: (646)-831-1131</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number: 0831410000</p> <p>Caller's Name: CATHERINE FELICIANO</p> <p>Mailing Address: 304 LONESOME PINE DRIVE</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 24368</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 04/22/2010</p> <p>Time: 11:02</p> <p>Via: E-FORM</p> <p>Prelim Type: DELAY IN</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Karen Sasic0938922W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/13/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 05/12/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 05/27/2010</p> <p>Closeout Type: GI-29</p> <p>Apparent Rule Violation: N</p>

Request No. 0925991W Name ZAMFIR ,NICUSOR MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, April 21, 2010 7:48 PM
To: Consumer Contact
Subject: E-Form Delay in Service TRACKING NUMBER: 24368

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Catherine Feliciano
Telephone: 6468311131
Email: felicianocathy@aol.com
Address: 304 Lonesome Pine Dr Longwood 32779

BUSINESS INFORMATION

Business Account Name: Catherine Feliciano Account Number: 0831410000
Address: 304 Lonesome Pine Dr Longwood Florida 32779

COMPLAINT INFORMATION

Complaint: Delay in Service against Sanlando Utilities Corporation

Details:

This has been an ongoing issue with Sanlando Utilities Corp., now Utilities Inc., for almost 2 years regarding the unbelievable process I must go through in order to make payments on time. Thus, preventing my interruption of service. About 1 1/2 years ago, my banking institution stopped all payments coming out of my checking account because I was a victim of identity theft, including the water bill payment that was in transition at the time. I immediately contacted Utilities Inc. to advise them. That was November 24th, 2008, and ever since then Utilities Inc. blocked my account in such a way that I am unable to make payments unless I was to pay in person, therefore, interrupting my service for days. It was never taken into account that I am an 8am to 5pm working mother with small children, who most definitely need water services in my home at all times. Utilities Inc. and their unprofessional and unethical staffing has no regards for anything other than money. They have been extremely rude and disrespectful, disconnecting my phone calls the minute I ask to speak to a supervisor. After my 3rd call yesterday, I was connected to a supervisors voicemail, and even after leaving a message, "Patricia", the supervisor, has not contacted me at all. Yesterday, the representative dared to tell me, "do what you gotta do" when I advised her that I will contact

Request No. 0938922W

Name FELICIANO ,CATHERINE MS.

Business Name _____

PSC because she gave me no other alternative.

My water services were once more disconnected again yesterday morning, April 20th, 2010, and when I called to make payments, the representative had no intentions on accommodating me with a pay by phone being that my account has been blocked by them and I had no way of making payments because they close at 4pm and I get out of work at 5pm. I immediately made a payment of \$160.00 after 5pm yesterday, and called this morning, April 21st, 2010, twice providing my transaction ID # 110061819. Both representatives assured me that I had a pending reconnect for today. When I returned home, I discovered that the water was not turned back on. I cannot cook, clean, shower, or even flush my toilets. This is inhumane and I request credit for the 2 days I have had without service due to the inconvenience of payment options. I also request that Utilities Inc. remove the unnecessary block to my account effective immediately. I expect to be contacted on my mobile phone 646 831-1131 as a courtesy, before any interruption of service. Furthermore, I expect a phone call from a supervisor, or management with authority and professionalism to discuss this matter. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

05/12/2010 - Company response received via email. DScott.

5/13/10- Reviewed Company Response:

On 1/27/09, customer was advised that documentation from her bank would be needed before the company would be

Request No. 0938922W

Name FELICIANO ,CATHERINE MS.

Business Name _____

open to accept payments through Bill Matrix. Due to Identity theft her bank stopped paying from the bank account. Bill Matrix is a paying agent for Sanlando and that company accepts payments from Bill Matrix as a convenience to customer. Ms. Feliciano would have to contact Bill Matrix to obtain and provide info to remove block.

On 4/4/10, a disconnection letter was generated and customer was advised \$88.50 was delinquent (total on account \$151.19).

On 4/8/10, new bill generated with past due balance and current charges. On that bill there was a message stating records indicate prior balance remained unpaid.

On 4/20/10, an order to disconnect was issued. Customer made a payment on 4/21/10. Tech went out to premise to restore service and while restoring service was running thru the meter. Tech knocked on door but no answer. A tag was left requesting contact due to the running water. As a precaution if water is running within a home, company will not leave on to avoid damage. On 4/22/10 services were restored. Customer was disconnected properly per FAC Rules. Vfarria.

05/27/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-29. VFarria

Request No. 0944986W

Name JOAZ ,JOSHUA MR.

Business Name

Consumer Information

Name: JOSHUA JOAZ

Business Name:

Svc Address: 785 MAHOGANY LANE

County: Seminole Phone: (407)-620-2519

City/Zip: Altamonte Springs / 32714-

Account Number:

Caller's Name: DAVID STILLINGS

Mailing Address: 622 EASTWOOD CT.

City/Zip: ALTAMONTE SPRINGS ,FL 32714

Can Be Reached:

E-Tracking Number: 24704

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS251

Company:

Attn. Ann Raponi0944986W

Response Needed From Company? Y

Date Due: 06/15/2010

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 06/14/2010

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 05/24/2010

Time: 08:55

Via: E-FORM

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 06/30/2010

Closeout Type: GI-30

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Friday, May 21, 2010 8:10 PM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 24704

Complaint filed with PSC

Select County: SEMINOLE

CUSTOMER INFORMATION

Name: David Stillings

Request No. 0944986W

Name JOAZ ,JOSHUA MR.

Business Name

Telephone: 407 620 2519
Email: davidscottfl@yahoo.com
Address: 622 Eastwood Ct Altamonte Springs 32714

BUSINESS INFORMATION

Business Account Name: Joshua Joaz
Account Number:
Address: 785 Mahogany Lane Altamonte FL 32714

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am the home owner at 785 Mahogany Lane. The sewer backed up and I called Utilities Inc about the problem. I checked the clean out at the road and it was backed up further somewhere under the road. Utilities inc told us that it was my problem but I told them the clog was under the road in the 6" drain. They still told me it was my problem. I rented a snake and snaked the drain. It finally cleared about 20' under the road. I don't think this should have been my problem and I want compensation for renting the snake and time invested in taking care of this 'problem.' I have 4 hours invested and \$40 for the rental, so a total of \$200 is what I'm seeking from Utilities Inc for dealing with this sewer back up. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168

Request No. 0944986W Name JOAZ ,JOSHUA MR. Business Name _____

Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/14/2010 - Company response received via e-mail. /EEstelle

6/15/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 5/21/10, Mr. Joaz, the tenant, called Customer Service to report sewer backing up.
- o A Field Technician arrived and reported the main was clear and flowing, no one was at home; the Field Technician left a tag for the customer to call a plumber.
- o The home owner called back at 3:45 p.m. advising he has cleanout by street exposed and the backup is out in the street.
- o The Field Technician went back out and explained to him that the mains are running fine and the cleanout by the sidewalk belonged to him as did the 4" pipe from the house to the point of and including the connection to the wye.
- o The customer was advised he had to contact a plumber to clear line and if the plumber thought it was in the company's line to call back.
- o The Technician went to the neighbor, whose sewer is connected to the same wye; the neighbor's sewer is flowing fine.
- o The Field Technician explained to Mr. Joaz that if the company had a problem the neighbor would be experiencing a backup too.
- o On 5/24/10, Mr. Stillings called requesting a call back regarding the responsibility.
- o A sewer van was taken to the premise and a camera put in the customer's line to record from the cleanout next to the sidewalk all the way to the manhole in the center of the street.
- o The recording shows tree roots growing into the customer's 4" line at the point of connection to the wye and the 6" lateral is clear all the way to the manhole.
- o Mr. Stillings was informed that he is responsible up to and including the point of connection at the wye.
- o Customer provided with resolution via mail.

Shonna McCray

6/30/10: This inquiry closed. Shonna McCray

Request No. 0944986W Name JOAZ ,JOSHUA MR. Business Name

<p align="center">Consumer Information</p> <p>Name: ABIGAIL ROSA</p> <p>Business Name:</p> <p>Svc Address: 658 ACAPULCA WAY</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: MAB</p> <p>Date: 05/26/2010</p> <p>Time: 11:54</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 150.00</p>
<p>County: Seminole Phone:</p> <p>City/Zip: Altamonte Springs / 32714-</p> <p>Account Number: 3339510000</p> <p>Caller's Name: VICTOR ROSA</p> <p>Mailing Address: 658 ACAPULCA WAY</p>	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Ann Raponi0945671W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/17/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>City/Zip: ALTAMONTE SPRINGS ,FL 32714-</p> <p>Can Be Reached: (407)-620-5709</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 06/16/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 06/30/2010</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills
 *****NOTE: This is a Spanish speaker.*****

What is the amount of the bill in dispute? \$150.00

What is the date of the bill?

Why do you believe you have been billed improperly? Caller states for the past 3 months his bills have been doubled or more.

Other Comments:

Caller states fort he past 3 months his bills have been for double than they should be, sometimes more. Caller states he's called the Company several times and a Tech was sent out once that told him that there was a leak in the house but it was a small leak. Caller states it's not a very big house and he's checked his

meter. When everything is off the meter doesn't move at all. Caller states the Tech that spoke to him couldn't tell him where the leak was and he doesn't feel that a leak is the reason for the high bills. Caller states he's disputing about \$50 a month for the past 3 months.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

06/16/2010 - Company response received via e-mail. /EEstelle

6/22/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 5/18/10, the customer called regarding a high bill.
- o A Field Activity was generated to re-read and check for leaks.
- o The reading obtained on 5/18/10, was 360160 and inline with the billed reading taken on 5/14/10.
- o A leak was registering on the meter at the time.
- o The Field Technician advised the customer of leak and advised the customer to contact a plumber.
- o The company does not adjust bills due unexplained usage; however after a leak is repaired, the company can offer to field test in the customer's presence.
- o Customer provided with resolution via mail.

Shonna McCray

Request No. 0945671W Name ROSA ,ABIGAIL MRS Business Name _____

6/30/10: This inquiry closed. Shonna McCray

Request No. 0964617W Name WEISS ,MICHAEL MR. Business Name _____

Consumer Information Name: MICHAEL A WEISS Business Name: Svc Address: 252 NEEDLES TRAIL County: Seminole Phone: (407)-252-5655 City/Zip: Longwood / 32779- Account Number: 7458710000 Caller's Name: MICHAEL A WEISS Mailing Address: 252 NEEDLES TRAIL City/Zip: LONGWOOD ,FL 32779- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: RK Date: 08/30/2010 Time: 16:27 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 39.37
	Utility Information Company Code: WS251 Company: Attn. Ann Raponi0964617W Response Needed From Company? Y Date Due: 09/21/2010 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 09/21/2010 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 10/11/2010 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 0945671W Name ROSA ,ABIGAIL MRS Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$39.37

What is the date of the bill? July 20, 2010

Why do you believe you have been billed improperly? Customer states he has a high bill concern. Customer normally uses 9000 gallons not the 15,000 he was charged for. Customer states his usage for August decreased. Customer would like an explanation as to how the company reads the meter.

Other Comments: Customer would like a meter test to make sure his meter is functioning correctly.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by _____

09/21/2010 - Company response received via e-mail. /EEstelle

9/22/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 8/26/10, Mr. Weiss called Sanlando requesting a payment extension for his past due balance of \$69.37.
- o The Representative advised the past due amount was due on 9/1/10.
- o On 8/30/10, he called to advise he was mailing his payment that day without mentioning the high bill.
- o The customer's usage has historically increased during the summer months since 2007.
- o A field test is free of charge and was generated.
- o On 9/7/10, a Field Technician contacted Mr. Weiss to schedule the field test.
- o He stated there was not an issue with the meter; the problem was with the \$21.00 reconnect charge.
- o Mr. Weiss should contact the company if he is interested in having a field test done.
- o Customer provided with resolution via mail.

Shonna McCray

10/11/10: This inquiry closed. Shonna McCray

Request No. 0965052W

Name WILSON ,PAUL MR.

Business Name

Consumer Information

Name: PAUL WILSON

Business Name:

Svc Address: 113 DUNCAN TRAIL

County: Seminole Phone: (407)-492-3581

City/Zip: Longwood / 32779-

Account Number: 1696810000

Caller's Name: PAUL WILSON

Mailing Address: 113 DUNCAN TRAIL

City/Zip: LONGWOOD ,FL 32779-

Can Be Reached:

E-Tracking Number: 26100

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS251

Company:

Attn. Ann Raponi0965052W

Response Needed From Company? Y

Date Due: 09/23/2010

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 09/23/2010

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 09/01/2010

Time: 11:33

Via: E-FORM

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 10/06/2010

Closeout Type: GI-30

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Wednesday, September 01, 2010 9:51 AM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 26100

Complaint filed with PSC

Select County: SEMINOLE

CUSTOMER INFORMATION

Name: Paul Wilson

Request No. 0965052W

Name WILSON ,PAUL MR.

Business Name

Telephone: 407-492-3581
Email: wilsonp2@earthlink.net
Address: 113 Duncan Trail Longwood 32779

BUSINESS INFORMATION

Business Account Name: Paul Wilson
Account Number: 1696810000
Address: 113 Duncan Trail Longwood FL 32779

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

On August 25th I received a letter from Utilities Inc. stating that I had a past due water bill of \$67.11 and that water service may be cut off if I do not reply within 10 days. On August 31st I received a new bill in the mail that included both the past due amount and the present amount and a due date of 9/14/10. I am a teacher and my first pay check for this term was today 9/1. So obviously the next day (today) I could pay the bill with 13 days to spare. I just happened to be at home sick today and heard a noise somewhere outside my home around 8:30 a.m. after a short investigation of the noise I checked out the front door to find a Utilities Inc. pick up truck in front of my house, when the driver saw me he sped away, i then found a disconnect notice hanging on my front door. I immediately called the phone number on the tag, I paid the balance via credit card marked due on the 14th and asked to speak to a supervisor. I was told that they were to busy to speak to me and that she would connect me to their voice mail. I asked her not to connect me to the voice mail but that I would wait. She returned after a seven minute wait on the line to ask me what I wanted to say to the supervisor and a few other questions. I explained that I would be happy to tell the supervisor that I had requested to speak to, any information that they might require, but that I had already answered her questions more than once. At the end of another hold of fifteen minutes I found myself connected to a voice mail rather than the supervisor I had requested. I left my number. At this time almost an hour later I have not received a call back and water service has not yet been restored. The girl I spoke to told me on the phone that there was no record of me ever being late with a payment in the past. A simple courtesy knock on the door could have avoided the entire stressful event. I do understand that the balance was owed to them, but their lack of polite interaction and the blatant disregard for my request to speak with someone higher up should not continue. After all, I don't have a choice of who supplies my water service. "

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Request No. 0965052W

Name WILSON ,PAUL MR.

Business Name _____

3. The response should include the following:

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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/23/2010 - Company response received via e-mail. /EEstelle

9/30/10- Reviewed Company Response:

Company sent customer a letter advising that a past due notice was generated on 8/16/10. Customer's bill printed 8/23/10 advising that the past due amount was subject to disconnect and the new bill does not provide more time to pay.

Customer was disconnected on 9/1/10 and restored on 9/1/10 after payment was received. Customer was advised in the letter that field personnel do not knock on customer's door to collect payment. Customer was not charged a reconnection fee. VFaria

10/6/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

<p align="center">Consumer Information</p> <p>Name: NICOLE FOURMEIR</p> <p>Business Name:</p> <p>Svc Address: 720 FEISTA LANE</p> <p>County: Seminole Phone: (407)-259-7324</p> <p>City/Zip: Altamonte Springs / 32714-</p> <p>Account Number:</p> <p>Caller's Name: BRIAN DAUBERT</p> <p>Mailing Address: 720 FEISTA LANE</p> <p>City/Zip: ALTAMONTE SPRINGS ,FL 32714-</p> <p>Can Be Reached: (407)-283-5233</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SGW</p> <p>Date: 10/06/2010</p> <p>Time: 08:37</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Ann Raponi0972214W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/27/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 10/27/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 11/15/2010</p> <p>Closeout Type: GI-28</p> <p>Apparent Rule Violation: N</p>

Preclose type - Improper Disconnect

Are you currently without service? Yes

When was the service disconnected? October 1,2010

Did you receive a disconnect notice? No If so, what was the date of disconnection on the notice?

Other Comments: Customer states he moved into the house he was living in about 7 months ago. Customer states the water was on when they moved in and they believed that it was included in with the rent. Customer states the water was cut off Oct 1,2010. Customer states he got a bill from the company for \$826.46 for the months of usage. Customer states that Utilities, Inc. of Seminole county offered to divide the amount due by the 7 months but the customer believes that is too high and does not want to pay that. Customer offered between \$30-\$50 per month on top of the monthly bill.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

10/27/2010 - Company response received via e-mail. /EEstelle

10/28/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 9/24/10, it was discovered by an internal audit that Ms. Nicole Fourmeir's meter was not being billed, nor had it been billed for the last 7 months.
- o The 9/30/10 bill represents the first billing along with the 7 months of back billed charges.
- o The customer is allowed to pay the back billed amount over 7 months, per F.A.C. 25-30.350.
- o On 10/20/10, Ann Raponi spoke with Mr. Daubert.
- o He agreed to make a \$208.00 payment by 10/28/10.
- o Once the payment is made, Mr. Daubert should contact the office regarding payment arrangements.
- o The company will extend payments over 15 months.
- o As of 10/27/10, wastewater service at the premise has not been disconnected.
- o Customer provided with resolution via mail.

Request No. 0972214W

Name FOURMEIR ,NICOLE MS

Business Name

Shonna McCray

11/15/10: This inquiry closed. Shonna McCray

Request No. 0980798W Name DURKIN ,WILLIAM MR. Business Name _____

<p align="center">Consumer Information</p> <p>Name: WILLIAM DURKIN</p> <p>Business Name:</p> <p>Svc Address: 549 S LONGVIEW PL</p> <p>County: Seminole Phone:</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number: 6403310000</p> <p>Caller's Name: WILLIAM DURKIN</p> <p>Mailing Address: 549 S LONGVIEW PL</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached: (407)-810-0019</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: MAB</p> <p>Date: 11/18/2010</p> <p>Time: 10:14</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 400.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Ann Raponi0980798W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/13/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 11/18/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 12/23/2010</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Request No. 0972214W Name FOURMEIR ,NICOLE MS Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$580.88

What is the date of the bill? 11/07/2010

Why do you believe you have been billed improperly? Caller states he feels his bills are more than half of what they should be.

Other Comments:

Caller states he was having some problems in the home where there was a leak in the pipes for a time and there was also a time where the sprinkler system wasn't shutting off but he feels this bill is way to much even with the leaks. Caller states there should be no reason for his bills to be this high. Caller states he was disconnected this morning for this balance.

Caller states he would like to request the Company to connect the services while the complaint is under review. Advised it would be noted.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

11/18/2010 - Company response received via e-mail. /EEstelle

11/22/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Durkin's account was \$350.32 past due, which included an insufficient check in the amount of \$240.54.
- o His account was interrupted on 11/18/10, for non-payment.
- o On 11/18/10, at 11:22 a.m., Mr. Durkin called Utilities Inc.'s office and made a \$100.00 payment.
- o A payment arrangement was made for 5 months for the remaining balance of \$480.88.
- o The customer is aware that his plumbing is the cause of his high usage.
- o Service was restored on 11/18/10.
- o The customer was satisfied.

Shonna McCray

12/23/10: This inquiry closed. Shonna McCray

Request No. 1004129W

Name FULLER ,LARA MS.

Business Name

Consumer Information

Name: LARA FULLER

Business Name:

Svc Address: 524 NOTERDAME DR

County: Seminole Phone:

City/Zip: Altamonte Springs / 32714-

Account Number: 7595809547

Caller's Name: LARA FULLER

Mailing Address: 524 NOTERDAME DR

City/Zip: ALTAMONTE SPRINGS ,FL 32714-

Can Be Reached: (407)-516-8473

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS251

Company:

Attn. Ann Raponi1004129W

Response Needed From Company? Y

Date Due: 05/06/2011

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 05/06/2011

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: MAB

Date: 04/15/2011

Time: 10:16

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 05/20/2011

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

What is the date of the bill?

Why do you believe you have been billed improperly? Caller states Utilities Inc hasn't been sending her a regular bill for a while.

Other Comments:

Caller states this has been a problem for the past 4 months at the very least but possibly more. Caller states the only thing she's been receiving from the Company is final notices and they usually come in late so every month she's either paying late fees or reconnection fees. Caller states she's not on ebilling so there is no reason for her not to be receiving a paper. Caller states when she called the Company to get

Request No. 1004129W

Name FULLER ,LARA MS.

Business Name

this resolved she doesn't get anywhere. Caller states usually when she contacts the Company the person she speaks with is usually rude to her and she's tired of it. Caller states she doesn't mind paying her bill but wants to Company to actually send a bill to her.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

05/06/2011 - Company response received via email. DScott.

5/17/2011- Reviewed COMANY Response:

Company states there have been no returned bills. As of April 15, 2011 customer was enrolled in E-billing per conversation with customer service. Customer has not registered information to receive bills. A hard copy will not be billed if customer is enrolled in E-billing. Company has sent customer the May 2011 bill. Due to the complaint the e-billing was removed. Customer was cc: in the response. Vfarria

05/20/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFarria

Request No. 1059462W

Name THOMPSON ,SONIA MS.

Business Name

Consumer Information

Name: SONIA THOMPSON

Business Name:

Svc Address: 568 TULANE DR.

County: Seminole Phone: (407)-243-7063

City/Zip: Altamonte Springs / 32714-

Account Number:

Caller's Name: SONIA THOMPSON

Mailing Address: 568 TULANE DR.

City/Zip: ALTAMONTE SPRINGS ,FL 32714-

Can Be Reached:

E-Tracking Number: 31304

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS251

Company:

Attn. Elise Christian1059462W

Response Needed From Company? Y

Date Due: 04/26/2012

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 04/25/2012

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 04/05/2012

Time: 11:17

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 05/16/2012

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Wednesday, April 04, 2012 11:45 PM

Cc: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 31304

CUSTOMER INFORMATION

Name: Sonia Thompson

Telephone: 407-243-7063

Email: soniathompson123@yahoo.com

Address: 568 Tulane Drive, Altamonte Springs Altamonte Springs FL 32714

Request No. 1059462W

Name THOMPSON ,SONIA MS.

Business Name

BUSINESS INFORMATION

Business Account Name: Sonia Thompson

Account Number:

Address: 568 Tulane Drive, Altamonte Springs Altamonte Springs Florida 32714

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The water prices from this company are outrageous! I am paying over one hundred dollars a month for two people, Im taking winter bills, and they are always sending letters, trying to increase prices!!!!

My water bill is higher than the electrical!!!!

I live less than a block away from the main office and I have to send my money somewhere out of the state to pay the bill, otherwise I have to go to 7-11 and pay 4 dollars to pay the bill or if paid over the phone would be an extra of \$5 dollars!!!and if is over 10 days late, the would disconnect your bill without notice, and charge you \$23 dollars to reconnect it! how convenient for them!!!!they dont have any kind of payment agreement or anything like that, if you dont have the money you will have not water, no mercy!no competency, of course, this is the problem of all this companies, otherwise they would not be doing what they are doing....

Is there some company out there who can regulate them?????

Is this suppose to be a democracy, where those companies can do and charge whatever they want to?

Thats why this country is going down the drain... working people are more and more oppressed every day. How far can they go with this hunger for money and power? it is really disgusting!!!!

Somebody has to do something about it, this is a big reap off!!!!!!!!!!!!!!!!!!!!!!!!!!!! " "

Customer has high bill concerns.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

a) the cause of the problem

b) actions taken to resolve the customer's complaint

Request No. 1059462W

Name THOMPSON ,SONIA MS.

Business Name

- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

04/25/2012 - Company response received via e-mail. /EEstelle

4/26/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Ms. Thompson expressed that she feels that her water bills are too high and requested that the rates be regulated.
- o The water and wastewater rates billed to Ms. Thompson are approved rates by PSC.
- o The rates that are billed to Ms. Thompson for water and wastewater were approved by on 1/16/12.
- o The Utility's payment lock box is, Post Office Box 11025, Lewiston, ME 04243-9476.
- o The bills are not due until 20 days from the date of the bill.
- o If the bill is not received by the due date of the bill, a 2nd notice is mailed to the customer that provides an additional 10 days to pay the bill.
- o The customers actually have 30 days or more to make their payment to the Utility after the bill has been issued to them.
- o It is the customer's choice to use the various services that Ms. Thompson mentioned.
- o Their fees are not controlled by the Utility for delivering her payment to the company.
- o On 2/16/12, Ms. Thompson's service was interrupted for the unpaid delinquent bill dated 1/5/12.
- o The bill was due on 1/27/12.
- o On 1/30/12, a disconnect notice was mailed to Ms. Thompson requesting that the delinquent amount for \$72.21 be received within 10 days from the date of the notice, (by 2/9/12).
- o Ms. Thompson did not pay the delinquent bill until after the service was interrupted, on 2/16/12.
- o On 4/25/12, Elise Christian spoke with Ms Thompson about her concerns.
- o She expressed that she feels that the rates continue to increase and that she cannot do anything about it.
- o Ms. Christian informed her that the rates are approved by PSC.
- o She explained the process to her concerning the Utility and application for rate relief.
- o She was encouraged to contact Ms. Christian personally if she required additional assistance concerning her account.

Shonna McCray

4/26/12: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
WAS THE METER TESTED? IF SO, PLEASE PROVIDE THE RESULTS TO THE PSC. IF NOT, PLEASE TEST THE METER AND
PROVIDE THE RESULTS TO THE PSC. WHEN WAS THIS METER INSTALLED AT THE RESIDENCE? PLEASE PROVIDE SUPPLEMENTAL
RESPONSE BY 5/7/12. Shonna McCray

04/26/2012 - Company response received via e-mail. /EEstelle

4/27/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o A work order was issued for a Technician to contact Ms. Thompson to schedule the meter test.
o The meter was installed at the residence on 4/10/01.
o The results of the meter test will be provided to the PSC once the company receives them.
o Utilities Inc will provide a supplemental response by 5/9/12.

Shonna McCray

5/7/12 - Company response received via email. DScott.

5/8/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o The meter was installed at 568 Tulane Dr. on 4/10/01.
o The meter has not been tested since its installation.
o On 4/30/12, the meter was tested in Ms. Thompson's presence.
o The Technician explained the test procedure to Ms. Thompson.
o The accuracy of the meter tested within the guidelines.
o Ms. Thompson was satisfied with the findings.
o She expressed that her concern was more about the rates that are billed, which was explained to her at an
earlier date by the company.

Shonna McCray

5/16/12: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: JOAN ZOLTEK</p> <p>Business Name:</p> <p>Svc Address: 547 CLEMSON DRIVE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: MEP</p> <p>Date: 08/01/2012</p> <p>Time: 16:21</p> <p>Via: FAX</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO: BILL NELSON</p> <p>Disputed Amt: 155.18</p>
<p>County: Seminole Phone: (407)-869-4090</p> <p>City/Zip: Altamonte Springs / 32714-</p> <p>Account Number: 4747310000</p> <p>Caller's Name: JOAN ZOLTEK</p> <p>Mailing Address: 547 CLEMSON DRIVE</p>	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1074318W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/22/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: 09/06/2012</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>City/Zip: ALTAMONTE SPRINGS ,FL 32714-</p> <p>Can Be Reached: (407)-869-4090</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 08/30/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: MEP</p> <p>Date: 10/08/2012</p> <p>Closeout Type: GI-05</p> <p>Apparent Rule Violation: N</p>

See attached correspondence regarding customer's high bill concerns.

- 1) Please offer to field test and bench test the customer's meter. Provide results.
- 2) Please provide a statement of account (chart) for the past 24 months including monthly consumption, billed charges, date of meter reading, date of bill, due date, and balance each month.
- 3) Please check the customer's meter for leaks. Provide results.
- 4) Please indicate if the disputed consumption is an anomaly or is consistent with this customer's monthly consumption.
- 5) Please indicate if the meter had been estimated or was based on an actual meter reading.
- 6) Please provide a verified meter reading and indicate if the consumption is consistent with previous meter

readings.

7) Please indicate if the company will consider a courtesy credit adjustment based on historical usage for this customer's account. If so, indicate amount of credit.

8) Please indicate if the company will consider a payment arrangement.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Ms. Joan Zoltek at (407)-869-4090.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

08/30/2012 Received report via email. eplendl

09/05/2012 Reviewed report. Utilities, Inc. advised that on July 12, 2012, a company representative made a premise visit to check for leaks and found none. The company representative also obtained a verified meter reading, which appeared to be in line with the July 4, 2012 meter reading. On August 15, 2012, the company

Request No. 1074318W Name ZOLTEK ,JOAN MS. Business Name

conducted a field test at Ms. Zoltek's residence. Ms. Zoltek observed the field test. Utilities, Inc. reports that the field test results reflected accuracy of 101 percent, 99 percent, and 96.7 percent on minimum, median, and maximum flow rates. The weighted average accuracy was 98.9 percent, which is within the limits set by the F.A.C.

On August 27, 2012, Utilities, Inc. sent Ms. Zoltek a letter offering a bench test, but has not yet received a reply.

A review of Ms. Zoltek's monthly consumption from September 2010 to August 2012, shows the July 2012 bill as an anomaly. Ms. Zoltek's August bill returned to more typical monthly consumption for her residence. On August 5, 2012, Utilities, Inc. received Ms. Zoltek's \$155.18 payment, which fully satisfied the July bill in question. Ms. Zoltek may contact Utilities, Inc. at 407-869-1919 to discuss the status of her account and request a bench test. eplendl

09/06/2012 FAX TO CO. Additional information requested.

- 1) Please indicate the type of meter currently serving Ms. Zoltek's residence (displacement, 5/8, etc.).
- 2) Please confirm which meter readings in the past 24 months were estimated and which were actual. Please indicate by month.
- 3) Please provide another report by September 14, 2012. eplendl

09/06/2012 - Company response received via e-mail. /ewe

09/05/2012 Reviewed report. Utilities, Inc. advised that a Precision 5/8" meter serves Ms. Zoltek's residence. eplendl

09/10/2012 - Company response received via E-mail. DScott.

09/21/2012 Reviewed report. The company reports that each bill for the past 24 months was based on an actual meter reading. The company indicates that there have been no estimated meter readings. eplendl

09/12/2012 A letter was sent to the customer. eplendl

Request No. 1074318W Name ZOLTEK ,JOAN MS. Business Name _____

10/08/2012 Closed. The PSC has no record of further customer contact. eplend1

Request No. 1079156W Name FARRELL ,CARLA MS. Business Name _____

Consumer Information Name: CARLA FARRELL Business Name: Svc Address: 588 NOTRE DAME DR County: Seminole Phone: City/Zip: Altamonte Springs / 32714- Account Number: 3032909156 Caller's Name: CARLA FARRELL Mailing Address: 283 VELVETEEN PLACE City/Zip: CHULUOTA ,FL 3276632714 Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: VIOLET FARIA Entered By: TK Date: 09/05/2012 Time: 14:05 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 107.37
	Utility Information Company Code: WS251 Company: Attn. Elise S Christian1079156W Response Needed From Company? Y Date Due: 09/26/2012 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 09/11/2012 Reply Received Timely/Late: T Informal Conf.: N	Closed by: VF Date: 10/10/2012 Closeout Type: WB-12 Apparent Rule Violation: Y

Request No. 1074318W Name ZOLTEK ,JOAN MS. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 107.37

What is the date of the bill? January 2012

Why do you believe you have been billed improperly?

Customer states she over paid her bill around January 2012. Customer states she also closed the account at that time. Customer states she started contacting the company around August 1, 2012 about her refund due. Customer states the company advised that the check was cut and mailed on August 23, 2012. Customer states she has yet to receive the refund and has been advised, the company would not send another check until the initial one expires.

Customer needs to know when the check will expire.

Customer needs to know the delay in issuing the refund.

Other Comments:

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

09/11/2012 - Company response received via E-mail. DScott.

9/13/2012- Reviewed Company Response:

Ms. Farrell was sent a refund check for \$107.37. The check was mailed to the closed service address at 588

Request No. 1079156W

Name FARRELL ,CARLA MS.

Business Name

Notre Dame. It was eventually returned by the post office to the Utility as unable to deliver.

A telephone call was placed to Ms. Farrell on September 10, 2012, to inform her about the status of the refund check. She was told it would be sent overnight to her either the evening of September 10, 2012 or the morning of September 11, 2012. September 10th, it was sent to Ms. Farrell over night by FEDEX to the correct address she provided, 283 Velveteen Place, Chuluota, FL. 32766. A telephone call was made to her on September 11, 2012 to advise her with the tracking number and for her to expect delivery of the refund check today. The message was left on her voice mail as she requested. In addition, an email was sent to her providing her with the same information as in the telephone message. Reviewed by Vfaria

9/13/2012- ATTN UTILITIES INC: SUPPLEMENT REQUEST: Response due Sept 24, 2012.

- Was the refund her deposit? or just a credit balance on the account?

If the amount was a credit balance, when was the deposit refunded? Vfaria

09/18/2012 - Company response received via e-mail. /ewe

9/18/2012- Reviewed Supplement Request:

The refund was the result of an over payment for \$223.22 paid November 3, 2011 when her account balance was \$122.22. The payment left a credit balance for \$101.00 to be applied to the next bill dated November 6, 2011. That bill was for \$32.41, the ongoing credit balance was \$68.59 to be applied to December 5, 2011 bill for \$20.79 which resulted in a continued credit balance for \$47.80 to be applied to January 5, 2012 bill for \$20.20, the credit balance at this point was for \$27.60. The final bill was issued January 6, 2012 for \$1.33. The deposit was refunded on the final bill for \$81.10 which included interest. The account balance after deducting the payment for the final bill, \$1.33, refunded amount was \$107.37. The refund was \$26.27 for the over payment remaining credit and \$81.10 for the deposit and interest refund. Vfaria

10/10/2012 - It appears the company may have violated PSC Rule 25-30.311(5)(6) - Deposit not refunded . - Viol # 12. Account was closed around January 2012, company states the deposit was returned as undeliverable, but no attempt to resend or contact customer by company was done until complaint filed on September 2012. Complaint closed as WB-12. Vfaria

<p align="center">Consumer Information</p> <p>Name: YAMI TORRES</p> <p>Business Name:</p> <p>Svc Address: 793 RICHBEE DR</p> <p>County: Seminole Phone: (407)-274-4336</p> <p>City/Zip: Altamonte Springs / 32714-</p> <p>Account Number: 8526410000</p> <p>Caller's Name: YAMI TORRES</p> <p>Mailing Address: 793 RICHBEE DR</p> <p>City/Zip: ALTAMONTE SPRINGS ,FL 32714-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 32241</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 09/07/2012</p> <p>Time: 13:45</p> <p>Via: E-FORM</p> <p>Prelim Type: DELAY IN</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1079749W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/28/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 09/27/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 10/12/2012</p> <p>Closeout Type: GI-29</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, September 06, 2012 9:36 PM
 Cc: Consumer Contact
 Subject: E-Form Delay in Service TRACKING NUMBER: 32241

CUSTOMER INFORMATION

Name: Yami Torres
 Telephone: 407-274-4336
 Email: ytorres39@cfl.rr.com
 Address: 793 Richbee Drive Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: Yami Torres
Account Number: 8526410000
Address: 793 Richbee Drive Altamonte Springs Florida 32714

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Delay in Service against Utilities, Inc. of Florida

Details:

Good evening. The nature of my complaint is as follows. My payment of \$64.29 (required amount to prevent suspension of service scheduled for 9/5/2012) was made on 9/4/2012. My confirmation number is 960015887. On 9/5/2012 service was interrupted due to the fact that I inadvertently failed to call and give water company details of my payment made previous day. I spoke with a co rep around 1:00pm on 9/5/2012, verified that they could see payment had been made and that service would be restored. She assured me it would. My husband (who is recovering from radiation due to prostate cancer) and daughter were home all day long awaiting restoration of services. Water company alleges that a tech came out at 1:48pm to restore service but that no one was home. This is untrue. No one left the house all day. Two vehicles also sat in our driveway as indicators that someone was home. At 3:45pm of the same day my daughter saw a tag on the door and my husband signed it and placed it back on the door and called water company to verify when they would be coming out. This call was placed before 4:00pm. They at that point indicated they had already been out (allegedly at 1:48pm) and they would not come out again until the following day to restore our service. My husband called me very disraught and because I was at work I was unable to place a call myself until 5:40pm that afternoon (9/5/2012). I spoke with a rep who emailed a tech by the name of Rodel Hermano. Mr. Hermano called me back and informed me that in fact they would not be out until 9/6/2012 to restore our service. I asked him why not and he said that they did not restore services for non-payment after hours. I explained to him that my services should never have been disconnected because my payment had been made the previous day and I asked him to take my confirmation number so he could verify this. He said he could not do anything with a confirmation number so I asked him to please pass it along to someone who could. I insisted he speak to his supervisor. he finally agreed. He called me back a few minutes later and repeated what he had said to me earlier which was that they would not be reinstating our service until 9/6/2012. I begged him to please reconsider due to the fact that I never should have had my services disconnected to begin with due to the fact that my payment had been made the prior day. He did not care and hung up. I got home and called him again and desperately made my request. While I was speaking my husband said he was going tp try to see if he could turn the services on himself. I asked Mr. Hermano, the water company tech, to hold on, and my husband was in fact able to turn the water back on. There are no words to describe the attitude of disregard, statements made and demeanor of the water tech. I am normally a very calm person but by the time the water was turned on by my husband I was so worked up I thought I was going to have a heart attack. I informed them I was going to contact the mayor of

Request No. 1079749W

Name TORRES ,YAMI MS.

Business Name

Altamonte Springs (I have since found out he has no jurisdiction over this incident which is why I am contacting your office) as well as Channel 9 News. Then I decided that the tech was going to have to come out anyway, simply out of principle. So I called and pretended to be my neighbor with a water problem. Mr. Hermano came out and I was waiting for him at my neighbor address and when I approached him and he realized who I was he ran back to his truck and closed the door. I approached him with my receipt which I placed squarely on his window. He avoided looking at my as he placed a phone call to his supervisor Kevin Cooper. When he was done with his conversation and he put down the window I asked him to look at my receipt, refer to the date and confirm what I had been trying to tell him all along. He simply left. Mr. Kevin Cooper called me a short while later and to make a long story short he said something along the lines "well you now have water so why dont you just let this go". I said I would not because what they did was simply wrong and I asked him for his supervisors name which he said was John Marinelli. Today in the morning I called the water company again and left a message for Mr. Marinelli, who called me about 10 minutes later, (just before I was scheduled to clock in for work) and he had all kinds of excuses for his staffs actions. I went only and located the director for Utilities Inc of Florida, Mr. Patrick Flynn. I called the water company and asked that he call me however I have yet to hear from him. I am beside myself knowing that this company provides the type of customer service that I experienced yesterday. By the way, I have been a customer for 19 years. When service is suspended/disconnected due to non-payment it is understandable. I paid prior to being disconnected but I failed to call in with a confirmation number the following morning and I understand the reason for becoming disconnected. I do not however understand the resistance to reconnect our service, although they will say they were here to do so and no one was home. Of course this is not true, however, the tag that was left on the door, which I have kept, clearly states, and I quote, "must complete tag, place on door and call office before 4pm for reconnect". This was done around 3:45pm immediately after my daughter saw the tag and returned it to the door, completed as instructed. The tag does not say the tech will be out at a specific time, such as 1:48pm, when the tech allegedly says she came over and knocked on our door. The tag says place on door and call before 4:00 for reconnect. We complied and this was not honored. More importantly, the way we were treated was demeaning and hurtful and with total disregard for the seriousness of the matter. In fact, the Mr. Cooper even went so far as to refer to my payment history which was not relevant. I informed him of that as well as the fact that I am the sole income provider due to my husbands illness and I am usually late with most of my payments due to this. However, I do try to make my payments before suspensions of service occur, which is what I did in this case. I really would not want another individual having to go through what I went through yesterday which is why I turn to you for assistance. This water company should have a system in place for sitations such as mine where I had proof that I had paid prior to suspension of service and complied with their instructions for placing their infamous tag outside as well and calling them for reconnection of service prior to the 4:00pm deadline. Also this water company needs to revise the method in which they treat their customers. I was mistreated and have already placed a call to Channel 9 News to speak to them about this problem. I trust you will use your judgement and and help prevent this from happening again to someone else.

Attentively,

Yami Torres "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/27/2012 - Company response received via e-mail. /ewe

9/28/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Ms. Torres' water service was interrupted for her unpaid bill dated 7/24/12, for \$64.29.
- o The bill had an unpaid delinquent balance for \$21.99 from her 6/24/12 bill that was due by 7/16/12, and a current past due balance from her bill dated 7/24/12, for \$42.30 that was due by 8/15/12.
- o Ms. Torres contact the company's office on 9/4/12, at approximately 8:03 a.m. to inform the utility that she would be making the delinquent payment by 5:00 p.m., on 9/4/12, to avoid interruption on 9/5/12.
- o She was informed by the CSR that confirmation of her payment would need to be called to the office because it would not appear on her account until after the service interruptions would have started the following morning.
- o Ms. Torres did not contact the office to confirm she had made the payment until her service was interrupted.
- o She contacted the office at approximately 1:20 p.m., to inquire about the service interruption.
- o It was explained to her again, because of the method used to make the payment, it had not posted to her account at the time of interruption.
- o The CSR confirmed the payment and told Ms. Torres her service would be restored on 9/5/12.

Request No. 1079749W

Name TORRES ,YAMI MS.

Business Name

- o She was informed that someone would need to be at the residence to sign for the turn on or to please sign the waiver on the tag and leave it on the door for the Technician when he/she comes to restore the service in her absence.
- o On 9/5/12, the company's Technician arrived at the customer's residence at approximately 1:30 p.m., to restore the service and found that the white truck observed earlier in the morning was gone.
- o The Technician checked both doors for the signed waiver, she knocked on the front and side entry doors finding no one home and no signed tag at either door.
- o The Technician left another tag on the door and left the premises.
- o On 9/5/12, at approximately 4:22 p.m., a person who identified herself as Ms. Torres' daughter called the company to inquire why her mother's water was not on and that she had made the payment the morning of 9/5/12.
- o The daughter was informed that someone came out earlier to restore the service and no one answered either door when the Technician knocked on them and there was not a tag on either door with the signed waiver for the turn on.
- o She was informed that the Technician left a new tag on the door and because of the time and staff had left for the day, the service would be restored on 9/6/12.
- o On 9/5/12, approximately 4:36 p.m., the daughter spoke with a Team Leader in Customer Service to inquire about the water being restored that evening.
- o She was informed by the Team Leader it would be restored in the a.m. on 9/6/12.
- o The daughter informed the Team Leader that her mother was not going to be happy and she would be calling to let the company know that.
- o On the evening of 9/5/12, Ms. Torres' spouse turned on the service.
- o Ms. Torres called the company to report a non-existent leak at the next door neighbor's house.
- o The On-Call Technician responded to the call by first calling the number to obtain information about the leak.
- o The company's After Hour On-Call Technician went to the neighbor's residence to investigate the leak.
- o When he arrived he was immediately approached by Ms. Torres.
- o She began to aggressively approach him with the door tag that was left on her door earlier in the day.
- o The Technician followed company policy by returning to his vehicle to remove himself from the situation and called his supervisor for assistance.
- o The Technician was instructed to leave the area.
- o Since Ms. Torres had captured the Technician's telephone number on her Caller ID, she continued to call the Technician on his work cell phone a few times threatening to do whatever she could to make sure that he and his Supervisor would lose their jobs.
- o Ms. Torres falsely reported a leak which resulted in overtime expenses to the company.
- o On 9/6/12, at approximately 1:00 p.m., Ms. Torres contacted the company and requested to speak with the Director of Operations.
- o She stated she wanted to inform him about the way she was treated by the technician and his Supervisor on 9/5/12, when they would not turn her water on after she had been told by the office it would be turned on.
- o On 9/7/12, the Director's Assistant called Ms. Torres to inform her that the Director was investigating her concerns and would be calling her.

- o Ms. Torres' voice mail picked up, the message was left for a return call to the company.
- o On 9/10/12, Ms. Torres returned the call.
- o The Assistant informed her about the investigation and she would be contacted once it was finished.
- o On 9/24/12, Ms. Torres called to speak to the Director, when the call was transferred to him, she indicated she was unable to discuss the concerns in detail at that time because she was on her break and she would contact him when she had more time to address her concerns.
- o Ms. Torres was sent 12 delinquent letters between March 2011 and August 2012, that requested payment for past due bills.
- o As of 2012, 6 disconnect of service work orders were issued because of unpaid bills.
- o The company followed the rules for proper billing and proper notification to the customer before the service was interrupted.
- o It followed the rules for restoring the customer's service in a timely manner after disconnect for nonpayment of a delinquent bill.
- o Ms. Torres addressed concerns about receiving poor customer service from the company.
- o Ms. Torres' account reveals that she spoke with approximately 6 Customer Service Representatives on approximately 10 separate contacts concerning the service interruption.
- o The contacts on the account reveal her concern and the action taken by each Customer Service Representative to resolve it in a professional and satisfactory manner.
- o Ms. Torres' service was restored by her spouse, the reconnect fee was waived.
- o A current bill was issued on 9/24/12, for \$30.54, there is a prior unpaid balance from the 8/26/12 bill for \$27.50 included on 9/24/12 bill that was due 9/17/12.
- o Her total account balance as of 9/27/12, is \$58.04.

Shonna McCray

10/12/12: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: MARY BETH MENDEZ/HAUG</p> <p>Business Name:</p> <p>Svc Address: 510 BIRCH CT</p> <p>County: Seminole Phone: (407)-756-8165</p> <p>City/Zip: Altamonte Springs / 32714-</p> <p>Account Number: 643510000</p> <p>Caller's Name: MARY BETH HAUG</p> <p>Mailing Address: 510 BIRCH CT</p> <p>City/Zip: ALTAMONTE SPRINGS ,FL 32714-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 32542</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 10/12/2012</p> <p>Time: 08:32</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1085272W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/02/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 10/30/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 11/19/2012</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, October 12, 2012 6:31 AM
 Cc: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 32542

CUSTOMER INFORMATION

Name: Mary Beth Haug
 Telephone: 4077568165
 Email: energetic13@hotmail.com
 Address: 510 Birch Court Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: Mendez/Haug
Account Number: 643510000
Address: 510 Birch Court Altamonte Springs Florida 32714

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I am writing because I feel that I am paying for my neighbors and my water. I live in a small 3 bedroom home with 5 people. This billing cycle totaled \$173. THERE IS SOMETHING WRONG and I keep getting hung up on when I call Utilities Inc. 407-869-1919.

I mailed my last check for the amount of \$166 on August 28th. I received a shut off notice on 9/3/12. My water was shut off on 9/5. I called on 9/4, 9/5 and again on 9/6. All times they told me they have not received my check (\$166), and in order to turn my water back on I would have to bring my balance to a zero amount. In order to do this I needed to pay \$275 and I would be at a zero balance. I informed Utilities Inc. that and I would need to stop payment on the \$166 check, take the money out of my acct and get another \$110 together. I went to Amscot on 9/6 and paid the \$275.

Monday I mentioned to my daughter that we haven't gotten a bill, something is wrong. When I called I was informed that my balance was \$175.55 PAST DUE and my next bill (for the past month) was \$173. That is a total of \$379 for two months. SOMETHING IS WRONG. The woman hung up on me nicely, she acted like we were accidentally disconnected. The new billing ended on 10/8 and 6 of these days 4 of my family members were out of state.

On 9/6 when my water was shut off I called to let them know that I could not read the meter and wanted to know how they could read it. They told me they could replace the meter. I met the man to replace the meter. Me and our next door neighbor was standing outside while he was he. My neighbor mentioned that she hasn't received a bill in months and she has to call for them to send it. She asked the meter man to see her meter. There was 3 inches of soil on top of it. THERE IS NO WAY THAT WAS READ 2 DAYS PRIOR, or even in the last month! How can they read her meter? Why is she not getting bills and has to call? Why is ours so high? This needs to be resolved. My water is more than my mortgage. Please help! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

Request No. 1085272W Name MENDEZ/HAUG ,MARY BETH MS Business Name

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10-18-2012 Customer called back stating that on Tuesday morning 10-16-2012 there was a doorhanger on her door that stated "no leaks detected." Customer states she has not received contact from the company regarding her complaint. Customer wants a contact from the company. FRAudales

10-18-2012 ATTENTION UTILITIES INC. Please see customer contact dated 10-18-2012. Customer is requesting a call regarding her complaint. Fany Raudales

10-18-2012 Company contacted me requesting to know if the customer had a left a reachable contact number this is the e-mail and my response. FRAudales

"Ms. Raudales,

The contact number on the customer's account and the contact number on the complaint are the same. The customer is not answering at that number. I have been trying to reach her at that number earlier today and is unable to reach her. Did she provide a different contact number with you.

Thank you,

Elise

From: Fany Raudales [mailto:FRAudales@PSC.STATE.FL.US]

Sent: Thursday, October 18, 2012 2:37 PM

To: Elise Christian

Subject: FL. PSC CATS NO: 1085272W MARY BETH MENDEZ/HAUG

Request No. 1085272W

Name MENDEZ/HAUG ,MARY BETH MS

Business Name _____

NAME: MARY BETH MENDEZ/HAUG
CASE NO: 1085272W
CALLER NAME: HAUG MARY BETH
COMPANY: UTILITIES, INC. OF FLORIDA
BUSINESS:
CITY: Altamonte Springs
ZIP: 32714-
ADDRESS: 510 BIRCH CT
TIME REC'D: 08:32
DATE REC'D: 10/12/2012
CONSUMER TELEPHONE: (407)-756-8165
CAN BE REACHED:
TIME SENT TO COMPANY: 14:36:59
DATE SENT TO COMPANY: 10/18/2012
HOW RECEIVED: E-FORM
BILLING TYPE: B
ACCOUNT NO.: 643510000
CATEGORY/INFRACTION CODE:
ENTERED BY: DH
ASSIGNED ANALYST: VIOLET FARIA
DUE DATE: 11/02/2012
CLOSEOUT ANALYST:
DATE CLOSED: / /
TIMELY/LATE:
DISPUTED AMOUNT: \$0.00
NOTES: Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, October 12, 2012 6:31 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 32542

CUSTOMER INFORMATION

Name: Mary Beth Haug
Telephone: 4077568165
Email: energetic13@hotmail.com

Request No. 1085272W Name MENDEZ/HAUG ,MARY BETH MS Business Name

Address: 510 Birch Court Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: Mendez/Haug

Account Number: 643510000

Address: 510 Birch Court Altamonte Springs Florida 32714

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I am writing because I feel that I am paying for my neighbors and my water. I live in a small 3 bedroom home with 5 people. This billing cycle totaled \$173. THERE IS SOMETHING WRONG and I keep getting hung up on when I call Utilities Inc. 407-869-1919.

I mailed my last check for the amount of \$166 on August 28th. I received a shut off notice on 9/3/12. My water was shut off on 9/5. I called on 9/4, 9/5 and again on 9/6. All times they told me they have not received my check (\$166), and in order to turn my water back on I would have to bring my balance to a zero amount. In order to do this I needed to pay \$275 and I would be at a zero balance. I informed Utilities Inc. that and I would need to stop payment on the \$166 check, take the money out of my acct and get another \$110 together. I went to Amscot on 9/6 and paid the \$275.

Monday I mentioned to my daughter that we haven't gotten a bill, something is wrong. When I called I was informed that my balance was \$175.55 PAST DUE and my next bill (for the past month) was \$173. That is a total of \$379 for two months. SOMETHING IS WRONG. The woman hung up on me nicely, she acted like we were accidentally disconnected. The new billing ended on 10/8 and 6 of these days 4 of my family members were out of state.

On 9/6 when my water was shut off I called to let them know that I could not read the meter and wanted to know how they could read it. They told me they could replace the meter. I met the man to replace the meter. Me and our next door neighbor was standing outside while he was he. My neighbor mentioned that she hasn't received a bill in months and she has to call for them to send it. She asked the meter man to see her meter. There was 3 inches of soil on top of it. THERE IS NO WAY THAT WAS READ 2 DAYS PRIOR, or even in the last month! How can they read her meter? Why is she not getting bills and has to call? Why is ours so high? This needs to be resolved. My water is more than my mortgage. Please help! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either

Request No. 1085272W

Name MENDEZ/HAUG ,MARY BETH MS

Business Name _____

verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10-18-2012 Customer called back stating that on Tuesday morning 10-16-2012 there was a doorhanger on her door that stated "no leaks detected." Customer states she has not received contact from the company regarding her complaint. Customer wants a contact from the company. F.Raudales

10-18-2012 ATTENTION UTILITIES INC. Please see customer contact dated 10-18-2012. Customer is requesting a call regarding her complaint. Fany Raudales"

"Ms. Christian,

According to my caller ID, the number the customer called from was (321)295-3364. Although I cannot guarantee you will be able to contact her at this number, since the caller ID is not always accurate. Fany Raudales"

10/29/12 - Customer correspondence received via e-mail; forwarded to VFaria. /ewe

CUSTOMER INFORMATION

Name: Mary Beth Haug

Telephone: 407-756-8165

Request No. 1085272W

Name MENDEZ/HAUG ,MARY BETH MS

Business Name _____

Email: energetic13@hotmail.com
Address: 510 Birch Court Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: Mendez/Haug
Account Number: 6643510000
Address: 510 Birch Court Altamonte Springs Florida 32714

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Case Reference #1085272W

I filed a complaint and received an acknowledgement notice on 10/16/12 from Public Service Commission. On Thursday, 10/18/12 I came home for lunch and my water was shut off as was two of my neighbors. I called Utilities Inc. at 800-272-1919 and asked for a manager. A woman got on the phone and identified herself as a manager but did not give her name. I was trying to ask her why they shut my water off last month when they clearly had my payment of \$166 as it must have been posted. They told me that it was not posted and I would need to pay \$275 bring my water balance to ZERO and have my water turned back on the prior month. I paid it and received a shut off notice AGAIN stating that my PAST DUE balance was \$175.55 When I called and spoke to the manager she told me that my check for \$166 bounced. I told her that Utilities Inc said they did not receive it and I would have to pay the \$275. While I was asking her why it takes over 10 days to post my payment. she said to me "okay, you are going to need to listen to what I have to say" and continued on as if she were reading a script. I again asked her "is it normal for your company to wait so long to post this check. When you turned my water off last month you told me YOU DID NOT GET THAT CHECK AND I HAD TO PAY \$275 to bring it to ZERO. I did that. So where did the \$175.55 pas due come from?" The woman then said "okay, Im going to put you on hold for a few minutes and Ill come back when you are ready to listen to me". What type of service is this? I am a grown woman who was not being rude or obnoxious and was actually put in TIME OUT like a child. I hung up and called you office but did not mention this unbelievable "customer service" incident. I would like to add this to my complaint.

After hanging up with her I called your office and spoke to someone regarding my water bill being so high and that I feel something is leaking somewhere. You said you would contact the Utilities company. A few minutes later a gentleman came to my door and said he was turning the water back on and that I needed to call the office. This was October 18th.

I called and told the woman that I have a man coming in on Saturday from Leak Doctor to check my end and in the mean time she would need to work with me regarding this issue and she needed to agree that there IS some leak or problem somewhere. She told me I could pay her \$100 on Friday, \$79 on Wednesday and another \$200 on Monday 10/29. I have paid \$180 so far and will make another payment of \$100 on Monday, 10/29. When I went in

Request No. 1085272W Name MENDEZ/HAUG ,MARY BETH MS Business Name

and spoke with Elise I told her that the Leak Doctor found nothing on my end and I feel that there was an error on their part and would like to have my bill adjusted. She said they would not do that as SOMEONE needs to pay for the water. I told her that I feel the leak is on their end. She informed me that they sent a man out on 10/16 and he reported no leaks. If there was a leak would they let me know? I'm not sure. She then informed me that the prior month, when I was here most of the month alone - and working all day, that I used 18,000 gallons of water. HOW IS THIS POSSIBLE?! I told her "unless my great dane is drawing long hot baths while I'm at work, this is not possible, you must know that". She again said that she is not able to adjust my bill to the average. Can anything be done to help me?

PSC was contacted previously

10/29/2012- ATTN: PLEASE SEE CUSTOMER'S CORRESPONDENCE:

- Please make sure to provide meter test results, please provide past 12 months of consumption including readings.
 - Please advise that customer stated she and several other neighbors have not received billing from your company.
 - Please provide customer copy of the past 5 bills.
 - Please verify address in your system and verify that disconnect notifications have been properly sent.
 - Please provide copy of work order dated 10/16/2012 when you advised customer the line was checked for leaks.
- Vfaria

10/30/2012 - Company response received via e-mail. /ewe

10/31/2012- Reviewed Company Response:

Company sent email response advising the following:

"This correspondence is in reference to Ms. Mary Beth Mendez/Haug's complaint dated October 12, 2012 concerning improper bills. This correspondence also includes your request for supplemental information concerning this complaint dated October 18, 2012 and October 29, 2012.

Ms. Mendez/Haug expressed in her complaint dated October 12, 2012, that her billing cycle totaled \$173.00. She indicated "THERE IS SOMETHING WRONG". She stated when she calls 407-869-1919 she continues to be hung up on.

The bill Ms. Mendez/Haug referenced is her bill dated October 7, 2012 for \$173.74. The bill is for service from August 31, 2012 - October 1, 2012. Ms. Mendez/Haug service was interrupted on September 4, 2012 for an unpaid delinquent bill. September 4, 2012, she contacted our office to request her meter to be replaced because the glass on the face of the meter was scratched and she did not feel that it could be read correctly.

Request No. 1085272W Name MENDEZ/HAUG ,MARY BETH MS Business Name

September 6, 2012, Staff met with Ms. Mendez/Haug to replace the meter and to show her and to verify with her the read that was on the meter at that time. The read on the meter at the time it was removed was 2468850 and the usage on the removed meter since the last meter read date of August 31, 2012 of 6246410 was 4,750 gallons to be billed from the old meter on the October 7th bill.

September 6, 2012, the new meter was installed with a start read for "0". Ms. Mendez/Haug's new meter was read for regular billing on October 1, 2012. The read taken from the new meter was 13270. The usage billed to Ms. Mendez/Haug on her October 7th bill included the usage of 4,750 gallons from her old meter and 13,270 gallons from her new meter. The total usage billed to her on the October 7th bill was 18,020. As you can see, Ms. Mendez/Haug complaint about the usage involves her old meter and now it involves her new meter too.

Her new meter was rechecked for accuracy on October 16, 2012. The recheck read was 17610. At this point 17,610 gallons had registered on the new meter since the installation date of September 6, 2012. The field technician did not observe any visible leaks at the time. Ms. Mendez/Haug did not request her meter to be tested. The Utility will test the meter if she would like for it to be tested.

Ms. Mendez/Haug mentions several payments she had made to the Utility before her service was interrupted on September 4, 2012. She mentioned a payment \$166.00. The payment was returned to the Utility as an unpaid item from her bank. This payment was for an unpaid portion of her July bill.

She mentions her neighbor and what she has indicated as another customer's concerns. Ms. Mendez/Haug did not provide a name or names of her neighbors that she listed in her complaint. The Utility protects the privacy of each customer's account and it does not discuss customers' accounts with others customers or their neighbors. The Utility is not knowledgeable about the information that Ms. Mendez/Haug has included in her complaint concerning her neighbor.

Ms. Mendez/Haug indicated that when she calls the Utility to discuss her account, she continues to be hung up on. I spoke to Ms. Mendez/Haug on October 18th while it seems she was calling the PSC office to state that she was waiting for someone from the Utility to contact her. Prior to my speaking with her, she spoke with a Customer Service Supervisor and in the process of that conversation, she hung up on the Supervisor. I attempted to contact her at the telephone number on her complaint, which is the same telephone number on her account. I reached her voice mail. A supplemental request was received from your office to contact her. At this time, I inquired with your office about a different contact number because she was not answering at the number provided.

I requested the Utility field Supervisor to dispatch someone to her residence to make sure her water was on and to also request her to call me. I received a call from her. I explained that I had been attempting to reach her. She expressed to me that she has problems with her telephone and it will just hang up in the middle of the call and it will not even provided the messages left on her voice mail. She said she was using a different phone to call me.

October 18, 2012, on the phone call, Ms. Mendez/Haug and I reviewed her concerns in her complaint and we came to an agreeable and workable resolution. The agreement was as she stated in her October 29th supplemental complaint. Her account balance as of October 18, 2012 was \$379.29. The delinquent portion of this balance was \$175.55, a NSF fee for \$30.00 and a current bill amount dated October 7th for \$173.74. She agreed to pay \$100.00 on October 22, 2012, \$75.00 October 24th and \$150.00 October 29th. Her October 7th bill was not due until October 29th so the balance for \$54.29 was to be extended to the November bill if she would not be able to pay all of the balance on October 29, 2012. The payments would need to be in money orders and brought to the office because of the prior NSF payment history and the extended account.

Ms. Mendez/Haug kept her agreement. October 22nd she paid \$100.00, October 24th she paid the 2nd payment for \$80.00. At time she was at the Utility's office, she expressed that she did not think she would be able to pay the full balance that would be due Monday, October 29th. She said she would be able to pay \$100.00 and asked if the balance, \$99.29 could be extended for payment until November 12, 2012. The deferred payment request was provided to her and the balance is not due until November 12th.

She discussed her usage again and could not believe she was using the amount of water billed to her. She stated she had her plumbing checked and the plumber told her he/she did not find any leaks at her premise. She stated the plumber told her that sometimes the Utility will provide some type of adjustment to a customer's account when their bills are high. I explained to her that is not the case. The Utility does not provide adjustments when customers' bills are high through no fault of the Utility.

Ms. Mendez/Haug did not express dissatisfaction about the additional deferred payment arrangement. As of today, October 29th at approximately 3:10pm, her daughter delivered a money order to the office for \$100.00. Her account balance after posting this payment to it is \$99.29 which has been deferred for payment to November 12, 2012.

The Utility is unable to tell Ms. Mendez/Haug how the water was used at the residence. There seems to be a pattern from the old meter to the new meter with the usage that she is concerned about. The usage was measured through the old meter when she thought it was more than what it should have been and now she feels it is more than what she is using on the new meter too. The requested account history is provided as attachments with this communication. Please contact our office if additional information is required." Vfarria

10/31/2012- ATTN UTILITIES INC. OF FLORIDA: SUPPLEMENT REQUEST: DUE NOVEMBER 9, 2012:

Please provide the following, which was previously requested and not provided.

Please make sure to provide meter test results.

- Please provide customer copy of the past 5 bills, Your report did not states you did this.

- Please verify address in your system and verify that disconnect notifications have been properly sent, You did not do this. You provided when tags were left, but that was the same date as disconnection. When did you

Request No. 1085272W Name MENDEZ/HAUG ,MARY BETH MS Business Name

provide diconnect notices per Rule.

- Please provide a chronological history on the account, including payments received, fees company accessed and type, date of disconnect notices, date of disconnections, payments returned. Please provide this information all in one chronological report and not separate documentation. Vfarria

10/31/2012- Recieved a call from Ms. Elise Christian (Utilities Inc). She wanted to verify what I was requesting in the supplement. We reviewed the previous response and agreed the information needed by 11/09/2012 is: meter test on current meter, financial audit of account, disconnect notices and company to send customer the last 5 bills for her records. Vfarria

11/07/2012 - Company response received via e-mail. /ewe

11/08/2012- Reviewed Company Response:

It was not clear in the Utility's understanding that the PSC was requesting that a meter test be completed on Ms. Mendez/Haug's new meter since she had not requested it as indicated in paragraph 6 of October 30, 2012 response. A meter test was completed on November 2, 2012. The meter tested within the required FPSC accuracy range and Regulations. The test result was 99.53% accuracy. A copy of the meter test is included with this correspondence.

The response to the PSC dated October 29, 2011, page # 9 of the PDF file labeled "Mendez/Haug History" included the confirmation of the bill mailing address to Ms. Mendez/Haug.

The response to the PSC dated October 29, 2012, pages 10 - 17 & page 19 of the PDF file labeled "Mendez/Haug History" included 9 past due notices that were sent to the customer from 1/31/11 - 10/1/12. Each copy included the past due amount requested from the customer, the date the collection notice was created and the completion dates on each Regulated Disconnection Letter. The Utility did not provide copies of the actual letters. Copies of the actual Regulated Past Due letters sent to the customer from 1/31/12 - 10/2/12 are included with this correspondence.

Due to the Utility's misunderstanding concerning provide customer copy of the past 5 bills, it provided 12 copies of the customer's bills to the PSC in error. October 31, 2012, Ms. Mendez/Haug was mailed copies of her bills dated June 6, 2012, July 5, 2012, August 6, 2012 , September 5, 2012 and October 7, 2012.

The Financial History information requested concerning Ms. Mendez/Haug's account is provided for the past 23 months with this correspondence. The Utility regrets that it is unable to provide the information requested in

one document. Its ability to retrieve the requested information is not obtained under one document therefore it is necessary to provide it in more than one document. The customer's service was disconnected for non-payment 5 time between January 2011 - October 2012. The disconnects occurred on 2/17/11, 8/18/11, 7/19/12, 9/4/12 and 10/18/12. Vfaria

11/19/2012 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 1106572W Name MAGNES ,MATTHEW MR. Business Name _____

<p>Consumer Information</p> <p>Name: MATTHEW MAGNES</p> <p>Business Name:</p> <p>Svc Address: 314 COBLE DRIVE</p> <p>County: Seminole Phone: (407)-535-3926</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number: 0029265864</p> <p>Caller's Name: MATTHEW MAGNES</p> <p>Mailing Address: 314 COBLE DRIVE</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SGW</p> <p>Date: 04/04/2013</p> <p>Time: 09:37</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p>Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1106572W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/25/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 04/16/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 05/17/2013</p> <p>Closeout Type: WS-50</p> <p>Apparent Rule Violation: Y</p>

Request No. 1085272W Name MENDEZ/HAUG ,MARY BETH MS Business Name _____

Preclose type - Improper Disconnect

Are you currently without service? Yes

When was the service disconnected? April 4,2013

Did you receive a disconnect notice? NO If so, what was the date of disconnection on the notice?

Other Comments: Customer states he missed his March payment. He received a new bill with a due date of April 12,2013. It included the past due amount. Customer states that on April 4,2013 his water service was disconnected. Customer states he contacted Utilities,Inc and was told a notice was sent out on March 19 advising of a possible disconnect. Customer states he never recieved that notice.

Customer states he has children in his home and needs his water. Customer states his bill is now paid in full. Customer states he would like to have more notice for the disconnect. Customer states the company has already waived the late charge due to his good payment history.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

04/16/2013 - Company response received via e-mail. /ewe

4/18/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Mr. Magnes indicated in his complaint that he missed his March 2013 payment.
- * He received a new bill with a due date of 4/12/13, that included the past due amount.
- * He stated that on 4/4/13, his water service was disconnected.
- * When he contacted the Utility, he was told that a notice was sent on 3/19/13, advising him of a possible disconnect.
- * Mr. Matthew stated that he did not receive the notice.
- * (Note: A copy of the notice that was mailed to Mr. Magnes provided with the response to the PSC.)
- * Mr. Magnes paid the past due bill by telephone on March 4th (should be 4/4/13) around 9:30 a.m.
- * The payment was processed by the Customer Service Supervisor and the request to restore Mr. Magnes' service was dispatched.
- * Mr. Magnes' service was restored the same day as soon as the Technician was able to return to his residence.
- * The Customer Service Supervisor spoke to Mr. Magnes and explained the billing process.
- * He was informed that he received three notifications for payment before his service was interrupted for the unpaid bill.
- * He was issued a bill dated 2/21/13, for \$73.33 with a due date of 3/15/13.
- * A past due notice and request for payment within 10 days was mailed on 3/19/13, for \$73.33.
- * A second bill was mailed on 3/21/13, that included the unpaid past due balance from 2/21/13 bill for \$73.33.
- * The message on the 3/21/13 bill stated:
"Our records indicate the prior balance remains unpaid and your account may be subject to disconnection. Please note the due date on this bill refers to the current bill amount and does not extend the time allowed for payment of the prior balance."
- * Mr. Magnes was not satisfied that his service was interrupted since he had been a customer for several years and has paid his bills on time.
- * The Customer Service Supervisor explained to him that the Utility values him as a customer and appreciates that he pays his bills when due.
- * She explained to him that the Utility will not know if an oversight or if additional time is required from the customer to pay his/her bill if they do not contact the Utility.
- * The reconnect fee was waived as a courtesy because of his account history.

Shonna McCray

Request No. 1106572W

Name MAGNES ,MATTHEW MR.

Business Name

5/10/13: This inquiry closed. Shonna McCray

05/16/13

Customer called, states he has not received a response, transferred to assigned analyst Shonna. TM

5/16/13: Mr. Magnes transferred by Tekeyshia. He stated he has not been contacted by the company since he filed the complaint. Mr. Magnes confirmed he spoke with the company on 4/4/13, the date the complaint was filed; however it was prior to filing the complaint. Offered to forward the company's response to him. Reviewed the company's response with Mr. Magnes and discussed F.A.C. Mr. Magnes advised they did not pay the bill due to an oversight by his wife. Mr. Magnes stated he did not receive a shut off notice nor does he recall the statement "Our records indicate the prior balance remains unpaid and your account may be subject to disconnection. Please note the due date on this bill refers to the current bill amount and does not extend the time allowed for payment of the prior balance." being printed on the April billing statement. Mr. Magnes suggested the company send more than one shut off notice or give the customer until the next bill is due to pay any past due balances. Discussed the customer's concerns in detail and advised I would mail a copy of the company's response to him; confirmed mailing address. Mr. Magnes is requesting that a company representative contact him. Advised I would inform the company of his request. Shonna McCray

5/16/13: Close-out code changed. It appears the company has violated PSC rules---failure to provide response to customer within 15 days. Shonna McCray

5/16/13: Company response mailed to customer. Shonna McCray

5/16/13: Will have complaint re-opened. Shonna McCray

5/16/13: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
THE CUSTOMER STATES HE WAS NOT CONTACTED AFTER FILING THE COMPLAINT. PLEASE CONTACT THE CUSTOMER AND PROVIDE RESPONSE TO THE PSC BY 5/28/13. Shonna McCray

05/16/2013 - Company response received via e-mail. /ewe

5/17/13: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
* On 5/16/13, notification was received from the PSC that the customer expected additional contact other than his contact with the Customer Service Supervisor on 4/4/13, from the company concerning the complaint.
* The company apologizes that his concerns were not completely addressed in that telephone call.
* On 5/16/13, Elise Christian attempted to reach Mr. Magnes at 407-535-3926 to address any additional concerns that he may have.
* A message was left with a request for a return call along with her contact telephone number so that his

additional concerns can be addressed.

- * Customer contacted via email at msml56@hotmail.com.
- * A copy of the response that was sent to the PSC provided to customer via email
- * Also, a copy of the past due notice dated 3/19/13, was included with this correspondence.*
- * The customer can contact Elise Christian at 1-800-272-1919 ext 1356 or a return email providing a convenient time during the day and a telephone number that she may reach him to address his concerns; or if more convenient for him, he can email his concerns so that they can be addressed in a timely manner.

This inquiry closed. It appears the company has violated PSC rules--- failure to provide response to customer within 15 days. Shonna McCray

05/21/2013 - Company response received via e-mail. /ewe

5/22/13: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- * An attempt was made to reach Mr. Magnes by telephone on 5/16/13, to address his additional concerns.
- * A voice message was left on his telephone with Elise Christian's telephone number and a request for a return call.
- * On 5/16/13, and email was sent to him requesting a return call or email to address his concerns.
- * On 5/21/13, Mr. Magnes contacted the company and his concerns were addressed.
- * He was concerned that the Utility did not value his excellent account history and that the lack of adequate notification before interrupting his service caused him concern.
- * He was not aware that in addition to the bills and the collection notice, the Utility had tried to reach him by telephone on 3/29/13, to remind him that his payment had not been received and that his service was about to be interrupted.
- * He was informed that the telephone number on file at that time was not a good number, so it was not possible to reach him by telephone.
- * Mr. Magnes was pleased to hear that the Utility had made the extra effort to reach him prior to interrupting his service on 4/4/13.
- * He did not require additional assistance from the Utility.

Shonna McCray

Request No. 1106572W Name MAGNES ,MATTHEW MR. Business Name

<p align="center">Consumer Information</p> <p>Name: JOSEPH DYER</p> <p>Business Name:</p> <p>Svc Address: 110 FAIRLANE CIRCLE</p> <p>County: Seminole Phone: (407)-323-6232</p> <p>City/Zip: Sanford / 32773-</p> <p>Account Number: 7279510000</p> <p>Caller's Name: JANIS DYER</p> <p>Mailing Address: 110 FAIRLANE CIRCLE</p> <p>City/Zip: SANFORD ,FL 32773-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: TM</p> <p>Date: 05/30/2013</p> <p>Time: 10:02</p> <p>Via: PHONE</p> <p>Prelim Type: REPAIR</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1111859W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/20/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 06/18/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: MEP</p> <p>Date: 07/23/2013</p> <p>Closeout Type: GI-11</p> <p>Apparent Rule Violation: N</p>

Preclose type - Repair

What is the repair problem? Sewer pipes need to be replaced

What date did you contact the utility for repair? Customer recieved note from utility around January 2013

What date did the company state the repair would be done? February 2013

Did the company contact you with a reason as to why the repair was not made? Need valves

Other Comments:

Caller states her neighborhood received notification of sewer pipe replacements by the utility. The letter indicated the project was expected to be complete by February 2013. Customer has had service issues with the water going to the pool since April 2013. Customer states she contacted the utility on May 17 and was advised that more valves had to be ordered to complete the job. Meanwhile the customer water has a stench of

sulfur and is causing the pool to turn green. Customer states filtering the water is of no help. Customer would like to know when the project will be completed.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Mitchell

06/18/2013 - Company response received via e-mail. /ewe

06/18/2013 - REVIEWED COMPANY'S RESPONSE; It indicated the following:

This correspondence is in reference to Ms. Joseph Dyer's complaint concerning repair work being performed by Utility Inc. of Florida near her home. Ms. Dyer is a customer at 110 Fairlane Cir., Sanford, Fl.

Ms. Dyer indicated that the Utility was replacing sewer pipes in her area and she had received a notice from the Utility in January 2013, about the work and the expected completion date for February 2013. She was concerned that it was now the end of May, 2013, and the work had not been completed.

The Utility notified the customers that it would be replacing the water lines in the area starting sometime in January, 2013 with a completion date sometime in February, 2013. The work had not been completed by end of February as Ms. Dyer expected. The Operations department was contacted to obtain an expected completion date to provide to Ms. Dyer. It was found that the expected completion date that was originally provided to the customers for February, 2013 was an error. It was impossible to complete the necessary work within that time frame. Ms. Dyer was informed by the Utility that the February date was incorrect and she was extended an apology for the error. She was told that the expected completion date was by the last week in June, 2013.

Request No. 1111859W

Name DYER, JOSEPH MR.

Business Name _____

Friday, June 14, 2013, the Operations Manager and the Area Manager met with Ms. Dyer at her home to address all of her concerns. The water was tested for the 3rd time in her presence and the test results showed the CL2 to be at 1.5 at her home, which is satisfactory. There was not a sulfur odor detected in the water at her home. She was informed that the water is safe and that the water lines will continue to be flushed daily and the blow off lines will remain open until the completion of the replacement project with the water lines.

While Staff was at Ms. Dyer's home, she requested Staff to look at her swimming pool. As a courtesy, Staff looked at the swimming pool. It was in very poor condition and appeared to require some professional attention. Staff explained to Ms. Dyer that the Utility does not provide service for swimming pools. However, as a courtesy, because of the inconvenience she had experience during the period that the new water lines were being installed, it would waive the cost for the water to refill her swimming pool when she is ready to have it serviced and cleaned. Ms. Dyer was informed that it is necessary for her to contact the Utility when she is ready to start the project so that someone can be sent to her residence.

Please contact our office if additional information is required.

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com

Information entered by Rik Koeteeuw

07/08/13: Reassigned to E. Plendl. RRoland

07/09/2013 - Caller request to speak with Case Analyst. Transferred call. MBermudez

07/09/2013 Ms. Dyer states that she has concerns regarding the odor in the water. I provided Ms. Dyer with the following referral information for the FDEP:

Florida Department of Environmental Protection
Office of Citizen Services
3900 Commonwealth Blvd. MS49
Tallahassee, FL 32399

Telephone: 850-245-2118
Facsimile: 850-245-2128

Request No. 1111859W Name DYER ,JOSEPH MR. Business Name _____

Request No. 1140457W Name COTTON ,ROBERT MR. Business Name _____

<p>Consumer Information</p> <p>Name: ROBERT COTTON</p> <p>Business Name:</p> <p>Svc Address: 101 SAND PINE LN</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SS</p> <p>Date: 03/04/2014</p> <p>Time: 11:21</p>
<p>County: Seminole Phone: (321)-750-6157</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number: 4134073897</p> <p>Caller's Name: ROBERT COTTON</p> <p>Mailing Address: 101 SAND PINE LN</p>	<p>Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1140457W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/25/2014</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 03/24/2014</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 04/10/2014</p> <p>Closeout Type: GI-28</p> <p>Apparent Rule Violation: N</p>

Request No. 1111859W Name DYER ,JOSEPH MR. Business Name _____

***NOTE: Customer is requesting services be restored during complaint process.

Preclose type - Improper Disconnect

Are you currently without service? Yes

When was the service disconnected? The service was disconnected 3/4/14

Did you receive a disconnect notice? If so, what was the date of disconnection on the notice? Customer stated that there was a door hanger outside left on his door when the services were disconnected.

Other Comments:

Customer stated that he had a complaint against Utilities, Inc. Customer stated that he paid his bill yesterday 3/3/14 but he is now without service. Customer states that he is being told by the company that he has to make a payment of \$21 for a disconnect fee before the services will be reconnected. Customer stated that the representative he was speaking to, Glenda, informed him that the payment was received yesterday but the disconnect fee would still have to be paid because the system has a 24 hour delay in updating that his bill had been paid. Customer stated that he does not understand why he has to pay a disconnect fee if his bill was paid for before the services were disconnected.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Stefanie Swanson

03/24/2014 - Company response received via Email. DScott.

Request No. 1140457W

Name COTTON ,ROBERT MR.

Business Name

3/25/14: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The customer you requested the disconnect fee for \$21.00 be waived because the customer made the delinquent payment through a 3rd party vendor on 3/3/14, before the service was disconnected on 3/4/14.
- * The customer's account has been reviewed for bills issued and payments received.
- * A collection letter was sent to on 2/19/14 that requested the past due payment within 10 days from the date of the letter.
- * On 2/20/14, as a courtesy, a telephone call was made that informed the customer that the account was delinquent and a payment for \$169.73 needed to be received in the office by 3/3/14, to avoid service interruption.
- * The customer was informed to make sure that he/she contacts the company office to notify that the payment had been made so that the severance process could be stopped.
- * The service was interrupted on 3/4/14, because the account did not reflect a payment at the time that the service was scheduled for interruption.
- * The customer's payment was not received in the office and posted to the account until 3/5/14.
- * The account shows that service was interrupted 5 times in 2013 and one time in 2014 because of late payments received.
- * A collection letter was mailed to the customer on 3/10/14, that requested a delinquent payment for \$159.17 be received in the office within 10 days from the date on the letter and a courtesy telephone call was made on 3/19/14, to inform the customer that the account is past due and is subject to service interruption for the February past due bill.
- * The severance process will start on 3/26/14 , on that date or anytime after that date if the past due remains unpaid, the service can be interrupted.
- * As a onetime courtesy, the disconnect fee for \$21.00 is waived.
- * The customer is being informed that payments that are paid through 3rd party vendors do not post to the account immediately therefore when using these services after the due date on the bill has past, it is very important that the customer make a telephone call to the Customer Service Department to notify the utility that payment has been made and also to provide a confirmation number for the payment so that the account can be updated and the severance process can be stopped.
- * Customer provided with resolution via mail.

Shonna McCray

4/10/14: This inquiry closed. Shonna McCray

Consumer Information

Name: SHAINA MARKULIN
Business Name:
Svc Address: 279 LAKEVIEW DR

County: Seminole Phone: (407)-506-9653
City/Zip: Sanford / 32773-
Account Number: 3992430412
Caller's Name: SHAINA MARKULIN
Mailing Address: 1609 PHILIADELPHIA AVE

City/Zip: ORLANDO ,FL 32803
Can Be Reached:
E-Tracking Number: 35488

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS251
Company:
Attn. Elise S Christian1140696W
Response Needed From Company? Y
Date Due: 03/27/2014
Fax: (407) 869-6961 R

Interim Report Received: / /
Reply Received: 03/24/2014
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: DH
Date: 03/06/2014
Time: 10:12
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 04/10/2014
Closeout Type: GI-25
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, March 06, 2014 10:04 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35488

CUSTOMER INFORMATION

Name: Shaina Markulin
Telephone: 407-506-9653
Email: sgmarkulin@yahoo.com
Address: 1609 Philadelphia Ave Orlando FL 32803

BUSINESS INFORMATION

Business Account Name: Shaina Markulin
Account Number: 3992430412
Address: 279 Lakeview Dr Sanford Florida 32773

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I made an online payment. utilities Inc did not post it to my account. I sent proof I paid it. After 3 follow up calls the payment was applied to my account. By this time I had stopped service, so now I was due a refund check from my deposit, less the final bill, and missing payment credit. This check was to be in the amount of \$13.87. On 11/20/13 I spoke to Matthew, the center supervisor. He said I would have a check by 12/30/13. I 2/28/14 and spoke to Lynette and she researched and called me back and said she shows the file with accounting and will call me on 3/3 with more info. No callback. Called 3/4 and spoke to Ferri, she said she would research. A supervisor called and said the check was mailed out in November to the service address and she would find out when a new one would be issued. The mailing address on file was always different than the service address, AND why would you send a check to a service address after the account is closed. Never received a callback on 3/5 to get info on when new check will be issued. At this point, I feel I should be compensated by Utilities Inc for the numerous phone calls and withholding of funds due to me for almost 4 months. If I didnt pay my bill for 4 months, I would have to pay them fees! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following

Request No. 1140696W

Name MARKULIN ,SHAINA MS.

Business Name _____

e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

03/24/2014 - Company response received via Email. DScott.

3/26/14: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Ms. Markulin closed her service at 279 Lakeview Dr. on 10/25/13, and a final bill was issued for \$31.13.
- * Ms. Markulin made a payment for \$45.00 that was posted to her account after the final bill was issued that left a credit balance for \$13.87.
- * In November, the refund check was mailed to Ms. Markulin's old service address and had not been returned.
- * A stop payment was placed on the check and a new check was issued and mailed to Ms. Markulin on 3/24/14.
- * Elise Christian spoke with Ms. Markulin and informed her that the check was mailed to 1609 Philadelphia Ave., Orlando, FL. 32803 as she requested.
- * An apology was extended to her for the delay and the inconvenience that was caused.

Shonna McCray

03/31/2014- Customer wanted to speak to SMcCray and was transferred to that analyst. SWilliams

3/31/14: Ms. Markulin transferred by Suzelle. Ms. Markulin stated she has not received the refund check as of Thursday. Explained to Ms. Markulin since she has not checked her mail for several days, the check may already be there. Advised Ms. Markulin to give the company a few more days. Shonna McCray

4/10/14: This inquiry closed. Shonna McCray

Consumer Information

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

PSC Information

Name: ALAN KURTZWEG
Business Name:
Svc Address: 300 N TIMBERCOVE

County: Seminole Phone: (407)-617-9839
City/Zip: Longwood / 32779-
Account Number:
Caller's Name: ALAN KURTZWEG
Mailing Address: 300 N TIMBERCOVE

City/Zip: LONGWOOD ,FL 32779-
Can Be Reached:
E-Tracking Number:

Assigned To: MARCOS
Entered By: SS
Date: 11/20/2014
Time: 09:13
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00

Utility Information
Company Code: WS251
Company:
Attn. Elise S Christian1166253W
Response Needed From Company? Y
Date Due: 12/15/2014
Fax: (407) 869-6961 R

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Interim Report Received: / /
Reply Received: 12/02/2014
Reply Received Timely/Late: T
Informal Conf.: N

Closed by: MAB
Date: 12/29/2014
Closeout Type: GI-25
Apparent Rule Violation: N

Preclose Type - Improper Bills

Why do you believe you have been billed improperly? Customer stated that his meter was changed mid September and since then his bills have almost doubled.

Other Comments:

Customer stated that he had a complaint against Utilities Inc. Customer stated that since his meter was changed in September his bill has gone from \$47 to \$81. Customer stated that he was informed by the company that his usage increased by 30% because his previous meter was not working properly. Customer stated that he does not understand why his bill has increased so much. Customer stated that he feels that the new meter is not working correctly.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Stefanie Swanson

12/02/2014 - Company response received via Email. DScott.

12/23/2014 - The Company provided the following information in regards to the Customer's concerns:

"Dear Mr. Bermudez-Frau:

This correspondence is in reference to Mr. Alan Kurtzweg complaint concerning Improper Bills for water and wastewater service at his premises. Mr. Kurtzweg is a customer at 300 N. Timbercove, Longwood, FL.

Mr. Kurtzweg stated that since his meter was replaced September, 2014, his bill has gone from \$47.00 to \$81.00 and he was told that his usage went up 30% with the new meter because the meter that was removed was not working properly. He expressed concern that he did not understand why his bill for 11/5/14 had doubled and that he feels that the new meter was not working properly.

Mr. Kurtzweg's account was reviewed and it was found that his usage did not double and that his bill dated

Request No. 1166253W

Name KURTZWEG ,ALAN MR.

Business Name _____

11/5/14 that was for \$81.43 included two months of service. His bill dated 10/6/14 for \$33.04 had not been paid and appeared as a prior balance on his 11/5/14 bill. The 11/5/14 bill was for \$48.39. That is the reason for the \$81.43 bill.

Mr. Kurtzweg was contacted by telephone on 11/20/14 to address his concerns and to explain the reason for the bill for \$81.43. He realized that he did not recall if he received the 10/6/14 bill. He was very happy to find out that the \$81.43 bill was for two months of service. He apologized for not looking closer at his bill dated 11/5/14. He expressed satisfaction to me and stated that the case was closed. A copy of the 10/6/14 bill was sent to him by US Postal Service and a copy was sent to him by e-mail on 11/20/14. Mr. Kurtzweg account was paid in full on 11/26/14.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

12/29/2014 - Having received no further contact from the Customer, this complaint shall be closed as GI-25.
MBermudez

<p align="center">Consumer Information</p> <p>Name: ROBERT COTTON</p> <p>Business Name:</p> <p>Svc Address: 101 SAND PINE LANE</p> <p>County: Seminole Phone: (321)-750-6157</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number: 4134073897</p> <p>Caller's Name: ROBERT COTTON</p> <p>Mailing Address: 101 SAND PINE LANE</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: ANGIE CALHOUN</p> <p>Entered By: AC</p> <p>Date: 01/22/2015</p> <p>Time: 10:31</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1172088W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/12/2015</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 01/27/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: AC</p> <p>Date: 04/23/2015</p> <p>Closeout Type: GI-28</p> <p>Apparent Rule Violation: N</p>

Preclose type - Improper Disconnect

Are you currently without service? Yes.

When was the service disconnected? 01/22/2015

Did you receive a disconnect notice? No.

Other Comments:

Customer indicates that he was disconnected without notice today for a past due amount of \$41.00. Customer states that when he made payment on 12/28/2014 he made payment of \$167.42 which was the amount owed on the account at that time. Customer states he was advised that the reconnection fee of \$35.00 was subtracted from his payment prior to crediting his account. Customer also states that the previous reconnection on 12/28/2014 was delayed by the reconnection technician. Customer states he was home and there should have been no delay in

restoring service. Customer states that this technician has been rude and abusive in the past.

Customer states that he made the payment of the past due balance and current bill of \$210.00.

In your report, provide a 12 month billing and payment history.

Please indicate why the reconnection charge was subtracted from the payment, instead of being billed on the next billing cycle.

Please indicate when the disconnection notice was sent to the customer for the 01/22/2015 disconnection.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - d) answers to any questions raised by staff in the complaint
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

01/27/2015 - Company response received via Email. DScott.

04/23/2015 Reviewed report:

Utilities Inc. (UI) states that the customer made a payment on 12/29/14 for \$167.42, leaving a balance of \$80.00, which was due on 01/02/15. The reconnection fee of \$21.00 was applied to the account at the time of payment. The customer was disconnected on 01/22/15 for a past due amount of \$80.00. UI states that the customer was sent a disconnect notice on 01/06/15 regarding the \$80.00. The account balance when the service was disconnected was \$203.35, which was the \$80.00 past due, and current charges of \$128.35 due on 02/04/15. The customer paid the full amount and was advised that the reconnect fee of \$21.00 was issued to his account

Request No. 1172088W

Name COTTON ,ROBERT MR.

Business Name _____

and not taken from the payment. Customer was copied on the resolution by email. ACalhoun

04/23/15 No further contact from customer. Closing complaint without apparent infraction GI-28. ACalhoun

Request No. 1177434W Name VASQUEZ ,ANN MS. Business Name _____

Consumer Information Name: ANN VASQUEZ Business Name: Svc Address: 2701 SAND LAKE RD County: Seminole Phone: (407)-772-0456 City/Zip: Longwood / 32779- Account Number: Caller's Name: ANN VASQUEZ Mailing Address: 357 FOREST PARK CIRCLE City/Zip: LONGWOOD ,FL 32779 Can Be Reached: (631)-988-5017 E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: RWM Date: 03/24/2015 Time: 10:18 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company Code: WS251 Company: Attn. Elise S Christian1177434W Response Needed From Company? Y Date Due: 04/14/2015 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 04/08/2015 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 04/29/2015 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 1172088W Name COTTON ,ROBERT MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$15,000

What is the date of the bill? N/A

Why do you believe you have been billed improperly? see below comments

Other Comments: Customer said she requested to have service installed at 2701 Sand Lake Road in Longwood. Utilities Inc. said it would \$10,000 to \$15,000 to have service installed at that location because they have to file a quick take process with the Florida Public Service because the property is not assigned to a water company.

Please provide a report to the Commission which includes a breakdown of the charges quoted to the customer and any other fees the customer would have to pay to have service installed at this location.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Ruth McHargue

04/08/2015 - Company response received via Email. DScott.

4/9/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

* The customer's home is located outside of Sanlando Utilities Corporation certificated service area.

* Because of this, Sanlando Utilities is not permitted to provide potable water service to your premises without a quick take process through The Florida Public Service Commission.

Request No. 1177434W

Name VASQUEZ ,ANN MS.

Business Name

* The estimated cost for this process can range between \$10,000.00 to \$15,000.00.
* This is strictly an estimate and is based on cost experienced in similar matters, it is not an exact cost for this process.

* Estimated fees are legal fees approximately \$10,000.00, amending the legal description by an engineer, approximately \$2,000.00 in addition there will be cost for the utility's approved capacity fee, meter fee and construction costs to run the service line to the customer's premises.

Shonna McCray

4/9/15: Complaint forwarded to Supervisor for review. Shonna McCray

04/09/2015 - Company response received via Email. DScott.

4/9/15: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

* Ms. Vasquez's home is located outside of Sanlando Utilities Corporation certificated service area.

* Because of this, Sanlando Utilities is not permitted to provide potable water service to her premises without a quick take process through the Florida Public Service Commission.

* The estimated cost for this process can range between \$10,000.00 to \$15,000.00.

* This is strictly an estimate and is based on cost experienced in similar matters by the utility, it is not an exact cost for this process.

* Estimated fees are; legal fees approximately \$10,000.00, amending the legal description by an engineer, approximately \$2,000.00 in addition there will be cost for the utility's approved capacity fee, meter fee and construction costs to run the service line to her premises.

* Ms. Vasquez was contacted by telephone on 4/8/15, and the information was provided to her.

* Ms. Vasquez was not in agreement that she should have to pay fees for Sanlando Utilities to provide potable water service to her residence.

* She requested that the information be provided to her in writing.

* The estimated cost was provided to her on 4/8/15, at the e-mail address that she provided as annmvchildren@yahoo.com.

Shonna McCray

4/29/15: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: ANGELA ARDOLINA</p> <p>Business Name:</p> <p>Svc Address: 105 SHIPLEY CT</p> <p>County: Seminole Phone: (407)-595-1111</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number: 8558800000</p> <p>Caller's Name: ANGELA ARDOLINA</p> <p>Mailing Address: 105 SHIPLEY CT</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 38246</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 04/16/2015</p> <p>Time: 09:35</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1179238W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/07/2015</p> <p>Fax: (407) 869-6961 R</p> <p>Interim Report Received: / /</p> <p>Reply Received: 05/06/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 05/22/2015</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Thursday, April 16, 2015 9:27 AM
 Cc: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 38246

CUSTOMER INFORMATION

Name: Angela Ardolina
 Telephone: 4075951111
 Email: angelagina78@gmail.com
 Address: 105 Shipley Ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Angela Ardolina
Account Number: 8558800000
Address: 105 Shipley Ct Longwood Florida 32779

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I have lived in this home for ten years. The water bill has always been ridiculously high. I live here with my two children ages 7 and 9. They have billed us for between 80,000 - 160,000 gallons of water per month. There is no way we use that much water. They have come out and said there is nothing wrong. All of a sudden after almost ten years, my bill is where it should be, around 5,000 gallons per month. There have been no changes to the sprinklers or plumbing, we have not had any leaks. We have overpaid by nearly \$70 per month the entire time we have lived here. Every time I have called, all they do is send somebody out to read the meter again. They have never addressed a problem or solution, and will not even discuss with me a refund of all the months I was charged 3 times what I should have been charged. Please help me. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Request No. 1179238W

Name ARDOLINA ,ANGELA MS.

Business Name

Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

05/06/2015 - Company response received via Email. DScott.

5/8/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Ms. Ardolina is a customer at 105 Shipley Court, Longwood, FL.
- * Ms. Ardolina indicated in her complaint that she has lived at the residence for 10 years and her water bills have always been ridiculously high for her family size (1 adult and 2 children under 10) for as much as 80,000 to 160,000 gallons in the past and recently her water usage has reduced to around 5,000 gallons a month which is where she feels that it should have been all the time.
- * Ms. Ardolina stated that her water requirements have not changed at the residence and she is not doing anything different now than what she was doing in the past that would cause the reduction in her water usage.

- * She stated that she feels that she has been over billed for water that she did not use.
- * Review of Ms. Ardolina's account shows that she started water service with Sanlando Utilities at 105 Shipley around 4/28/05.
- * Elise Christian was able to obtain her usage history since 7/20/07, from the old meter that was at her residence up to 10/28/11.
- * The meter was removed because of damage to the glass that allowed condensation to get under the glass.
- * The usage from the new meter that is currently in place at the residence, which is the meter with the low usage for the past 6 months and is, also the meter that was tested at her residence on 4/29/15, is also included.
- * The usage from the old meter that was removed does not indicate usage as high as 80,000-160,000 gallons between 7/20/07 and 10/28/11.
- * The usage from the new meter that was installed on 10/28/11 does not indicate usage as high as 80,000-160,000 gallons on it.
- * Copies of the usage history from both meters are included with this communication.
- * The meter was tested at the premises on 4/29/15, and the accuracy of the meter met Public Service Commission Regulations for meter accuracy.
- * The test was explained to Ms. Ardolina at the time.
- * Ms. Christian spoke with Ms. Ardolina by telephone on 5/5/15, and her usage and the meter test were reviewed again.
- * She stated that she has not made any changes in the home or with her irrigation system that would cause the reduction in her water usage.
- * She stated that she cannot understand why her water usage suddenly dropped.
- * Ms. Christian explained that the meter is the device that is used to measure the amount of water that she is billed and that the utility must make sure that the meter is operating properly, that is done by testing the meter for accuracy when there has not been an error found with the meter reads that were used for billing.

Request No. 1179238W

Name ARDOLINA ,ANGELA MS.

Business Name

* She was offered a bench test, the procedure and cost for the bench test was explained to her and in the written communication that was mailed to her.
 * She said she will contact the office if she decided to have the bench test performed.
 * The utility does not find that Ms. Ardolina has been over billed for usage.
 * A copy of the correspondence that was mailed to her and copies of her usage history and the field test results from the meter are included with this correspondence.
 Shonna McCray

5/22/15: This inquiry closed. Shonna McCray

Request No. 1191132W Name HARVEY ,JEFF MR. Business Name _____

Consumer Information Name: JEFF HARVEY Business Name: Svc Address: 1060 GREGORY DR County: Orange Phone: (407)-493-4358 City/Zip: Maitland / 32751- Account Number: Caller's Name: JEFF HARVEY Mailing Address: 1060 GREGORY DR City/Zip: MAITLAND ,FL 32751- Can Be Reached: E-Tracking Number: 39144	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: MARCOS Entered By: DH Date: 09/04/2015 Time: 16:15 Via: E-FORM Prelim Type: OUTAGES PO: Disputed Amt: 0.00
	Utility Information Company Code: WS251 Company: Attn. Elise S Christian1191132W Response Needed From Company? Y Date Due: 09/28/2015 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 09/10/2015 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MAB Date: 10/09/2015 Closeout Type: GI-15 Apparent Rule Violation: N

Request No. 1179238W Name ARDOLINA ,ANGELA MS. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Friday, September 04, 2015 4:08 PM

Cc: Consumer Contact

Subject: E-Form Service Outage TRACKING NUMBER: 39144

CUSTOMER INFORMATION

Name: Jeff Harvey

Telephone: 4074934358

Email: jeffh@clsmf.org

Address: 1060 Gregory Drive Maitland FL 32751

BUSINESS INFORMATION

Business Account Name: Jeff Harvey

Account Number:

Address: 1060 Gregory Drive Maitland Florida 32751

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Service Outage against Utilities, Inc. of Florida

Details:

We have been without water since 12pm. When my pregnant wife, with a sick 3yo called utilities inc to determine the nature of the issue and an idea of when the water will be turned on, the utility blamed the county for the break, and not only refused to provide information, but told my wife "if you want to know when the water will be turned back on, go turn on your faucet and wait until you hear water running." As a provider of a public services, this is unacceptable. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

Request No. 1191132W

Name HARVEY ,JEFF MR.

Business Name

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/10/2015 Received report via email. eplendl

10/07/2015 - The Company has provided the following information regarding the Customer's concerns:

"Dear Mr. Bermudez-Frau:

This correspondence is in reference to Mr. Jeff Harvey's complaint concerning a water outage that occurred at his residence on 9/4/15. Mr. Harvey is a customer at 1060 Gregory Dr., Maitland, FL.

Mr. Harvey stated that the water was out for several hours and when he and his spouse contacted the utility for information about the outage and an approximate time that it would be restored, the utility was not very helpful and it blamed the county for the break.

Mr. Harvey was contacted by the utility today, 9/10/15 by telephone, to address his concerns. He was informed that the utility's water main was damaged from construction that was being performed in the area by the county. The main break caused 46 homes in the area to be without water. Each home was tagged to inform them about the outage and that a Precautionary Boil Water Advisory was in place. The water main was 10' deep and required a contractor to make the repair, and the repair took approximately 4 hours to complete. The water samples were taken as required and each sample was satisfactory. Each home was informed again on Sunday, 9/6/15 that it was no longer necessary to boil their water. An apology was extended to Mr. Harvey and his spouse that they were not provided information concerning the estimated repair time as expected when they contacted our office. Mr. Harvey thanked me for contacting him to address his concerns and for the apology. He did not require additional assistance from the utility.

Request No. 1191132W

Name HARVEY ,JEFF MR.

Business Name _____

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

10/09/2015 - Having received no further contact from the Customer, this case shall be closed as GI-15.

MBermudez

Request No. 1192204W

Name GILMORE ,ALBERT MR.

Business Name _____

Consumer Information

Name: ALBERT GILMORE

Business Name:

Svc Address: 505 PRESTON RD

County: Seminole Phone: (407)-339-8734

City/Zip: Longwood / 32750-

Account Number:

Caller's Name: ALBERT GILMORE

Mailing Address: 505 PRESTON RD

City/Zip: LONGWOOD ,FL 32750-

Can Be Reached:

E-Tracking Number: 39232

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS251

Company:

Attn. Elise S Christian1192204W

Response Needed From Company? Y

Date Due: 10/08/2015

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 09/29/2015

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: MARCOS

Entered By: DH

Date: 09/17/2015

Time: 08:03

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MAB

Date: 12/31/2015

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Wednesday, September 16, 2015 8:20 PM

Cc: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 39232

CUSTOMER INFORMATION

Name: Albert Gilmore

Telephone: 4073398734

Email: agilmore@cfl.rr.com

Address: 505 Preston Road Longwood FL 32750

Request No. 1192204W

Name GILMORE ,ALBERT MR.

Business Name _____

BUSINESS INFORMATION

Business Account Name: Albert Gilmore
Account Number:
Address: 505 Preston Road Longwood Florida 32750

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

We were billed in July for over 124,000 gallons of use. When we protested the only recourse was enlightening as well as frustrating. We had to meet a technician for a meter test. Of course the meter passed. What was amazing to learn was that there is no redundancy to the house meter. We have lived here for 19 years. We have consistently used between 4,000 and 5,000 gallons. We ultimately paid the ridiculous bill but are currently researching alternative measures to protect us. It is unbelievable they cant find out where all this water went as their system has no checks and balances other than the house meter. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Request No. 1192204W

Name GILMORE ,ALBERT MR.

Business Name

Case taken by Diane Hood

09/29/2015 - Company response received via Email. DScott.

9/30/2015 Customer correspondence received via email, added to file, and forwarded to MBermudez-Frau. DHood

"From: PSCREPLY

Sent: Wednesday, September 30, 2015 12:35 PM

To: Consumer Contact

Subject: FW: FPSC REQUEST NO: 1192204W

From: Chuck Gilmore [mailto:agilmore@cfl.rr.com]

Sent: Tuesday, September 29, 2015 5:04 PM

To: 'Elise Christian'

Cc: PSCREPLY; argilmore@cfl.rr.com

Subject: RE: FPSC REQUEST NO: 1192204W

Ms. Christian,

We remain absolutely sure that we did not use this amount of water. I DO NOT CARE WHAT THE METER SAYS OR HOW WELL IT TESTS! In the future this matter will be referred to an attorney AT OUR COST.

The amount of water we paid for not using constitutes an amount in excess of two years of our normal use and feel the ridiculousness of this apparently eludes anyone in your company.

Albert Gilmore

407-339-8734

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Tuesday, September 29, 2015 12:54 PM

To: agilmore@cfl.rr.com

Cc: PSCREPLY@PSC.STATE.FL.US

Subject: FPSC REQUEST NO: 1192204W

Dear Mr. Gilmore,

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the usage billed to you for service at 505 Preston Road, Longwood, FL between 6/7/15 and 7/7/15 for 124,235 gallons. You expressed concern and frustration that the only recourse to the high bill complaint was

Request No. 1192204W

Name GILMORE ,ALBERT MR.

Business Name _____

to test the meter that was installed at your residence. We apologize that the process was not explained to you for investigating a disputed bill with high usage.

Your service is billed as measured service, in other words, you are billed based on usage that is converted into gallons. The usage billed is determined by the amount of water that registers through the meter. The meter belongs to the utility and the accuracy of the meter is the responsibility of the utility. When usage that has registered through the meter becomes disputed, it is the utility's responsibility to check the meter accuracy by testing it. The meter test can be performed two ways. Test # 1 is performed by the utility at the customer's premises at no cost to the customer and is referred to as a Field Test. The test is performed in the presence of the customer or a representative for the customer. Test # 2 is performed by an independent Meter Testing Company and is referred to as a bench test, normally there is a fee charged to the customer if the meter tested as accurate. If the customer wishes to be present for the bench test, he/she will need to arrange it with the testing company. The Company used by Sanlando Utility for testing the meters is MARS, 3925 SW 13th Street, Ocala, FL 34474, phone 1-800-782-5268. The independent company uses the American Water Works Association (AWWA) standards for determining the accuracy of the meter. The AWWA accuracy standards are used and recognized by most water utilities and utility regulatory agencies.

The meter that recorded the disputed usage for 124,235 gallons was installed at your residence on 11/26/13. It is relatively new, not quite 2 years old, normally a meter this new is found to be accurate and will meet the FPSC regulations and the American Water Works Association regulations for accuracy. The Field Test on the meter was performed at your residence on 8/24/15 and the accuracy of the meter was 99.53%. The allowed accuracy range should be between 98.5% - 101.5%. Anything under this range indicates the meter is not recording all of the water that passes through it and if over the percentage, it indicates an over charge. The meter that registered the disputed usage, number 13650992 was removed from your premises on 9/25/15 and has been sent to MARS to be bench tested for accuracy, new meter number 15764646 was installed at your premises. There will not be a fee charged to you for the bench test if the meter is accurate.

You expressed concern that the utility does not have other means or alerts to track or to explain to a customer how the water was used at the premises. The water meter is the device that water utilities use to determine the usage at the premises, the utility also has meters at the water plant facility that records the water supplied by the plants to the service areas. However, the meters at the plant will only indicate abnormal spikes when millions of gallons have been supplied from the plant that is not normal during certain periods, in most cases this would be when a main water line break occurs etc., the spike or alert does not tell the plant where the water is being used or where the line break is located if it is not visible. The usage for 124,000 gallons will not cause an alert at the plant because of the number of customers and the amount of water supplied from the Sanlando plant to the customers.

You will be contacted by the utility when the meter test results have been received in our office from MARS and a copy of the results will be provided to you. If the meter test indicates that the meter is operating accurately and is meets the Florida Public Service Commission Regulations there will not be an adjustment required to your account for the disputed usage. If the meter test indicates that the meter is operating fast

and caused an over charge to you for usage, your account will be credited for the over charge. If the meter test indicates that the meter is under charging, there will not be a back charge applied.

Please contact our Customer Service Department if you require additional assistance at 1-800-272-1919. The Florida Public Service Commission office is included in this correspondence.

Regards,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

10/02/2015 - Reviewed Company Response:

The Company response is an email that was sent to the Customer on 09/29/2015.

The Company provides that the meter (13650992) currently serving the Customer's residence was installed on 11/26/2013.

A field test was conducted in the Customer's presence on 08/24/2015 when the Customer disputed his July 2015 bill. The test registered the meter to be work at 99.53%.

The Company received the complaint filed with the FPSC on 09/17/2015.

On 09/25/2015, meter 13650992 was removed from the residence and replaced with meter 15764646. The removed meter has been sent to MARS Company for a bench test and the Customer has been advised that there will not be a charge to the Customer if the meter is accurate.

The Customer was then advised that he will be contacted by the Company when the test results are received from MARS Company. The Customer was advised there will be no credit issued on the account if the meter tests accurately. He was advised the Company will issue a credit if the meter is registering fast and no back charges will be issued if the meter is found to be registering slowly.

MBermudez

10/02/2015 - Reviewed Customer Correspondence received via email. The Correspondence is the Customer's reply to the email he received from the Company on 09/29/2015. The Customer objects to the Company Response stating

Request No. 1192204W Name GILMORE ,ALBERT MR. Business Name

that he doesn't care what the meter says or how accurate the meter test is. MBermudez

10/02/2015 - ATTENTION COMPANY// SUPPLEMENTAL REQUEST// PLEASE RESPOND BY 10/13/2015

The Customer has objected to the Company response. Please provide a copy of the test results from MARS Company and anything else the Company feels is relevant to the case by 10/13/2015.

MBermudez

10/02/2015 - Continuation of the above Supplemental Request:

Please also include a 24 month financial audit that show all bills issued, the reading of the meter, payments received and a running balance throughout. Please provide this and anything else the Company feels is relevant to the case by 10/13/2015.

MBermudez

10/02/2015 - Contacted the Customer and advised that I received his objection and have requested that the Company provide me with a copy of the test results from MARS Company.

The Customer then stated expressing his objection to the Company response. Customer states the Company told him there could be a leak in the house. Customer states that if there was a leak that cause his meter to register this amount of water, there would be evidence of it somewhere. Customer states there is no leak in the house and doesn't understand who the Company's only way of keeping track of water is at the customer's meter.

Advised the Customer that the Company is only responsible for the usage until it reaches the meter, everything past that is considered the Customer's responsibility. Advised that because the Company has no way of determining where the water went, it is required to prove that its equipment is properly registering when high bill complaints are filed. Customer understood but stated that he can tell he will not be happy with the resolution to his complaint. Advised the Customer that once I receive the supplemental response from the Company I will contact him again. Customer understood.

MBermudez

10/13/2015 - Company response received via Email. DScott.

10/21/2015 - Reviewed Company Response:

The Company provides that the test results from MARS Company have not been received yet but has provided a 24 month financial audit. The Company states it will provide the Customer and the FPSC with a copy of the

Request No. 1192204W Name GILMORE ,ALBERT MR. Business Name

results of the bench test once it's received from MARS Company.

MBermudez

10/21/2015 - Sent the following email directly to Company Representative, Ms. Elise Christian:

"From: Marcos Bermudez-Frau [mailto:MBERMUDE@PSC.STATE.FL.US]
Sent: Wednesday, October 21, 2015 11:17 AM
To: Elise Christian <ESChristian@uiwater.com>
Subject: RE: FL. PSC CATS NO: 1192204W ALBERT GILMORE

Dear Ms. Christian,

I was wondering if you could provide an estimated date on when the test results from MARS Company could be provided to the FPSC. I understand that MARS Company is an independent tester, so you have no control over how long it takes for them to provide the test results; I'm just trying to add a date to the notes on when to expect the next update. Would 10/30/2015 be alright with you?

If the test results are not received by that time, just send me an update on 10/30/2015 saying the test results aren't in and the following report can be due two weeks later (provide a date to expect the following report).

MBermudez "

MBermudez

10/21/2015 - Company Response received via email. MBermudez

10/21/2015 - Reviewed Company Response:

Company Representative, Ms. Elise Christian, confirmed that she will provide an update by 10/30/2015. She also provides that she contacted MARS Company a couple of weeks ago to inquire about the turnaround time for bench tests. She states she was advised MARS Company has a three week turnaround time. Rep states that time should be up soon so she should be able to provide the test results of the bench test by 10/30/2015.

MBermudez

10/27/2015 - Company responses received via Email. DScott.

12/03/2015 - Reviewed Company Response:

Request No. 1192204W Name GILMORE ,ALBERT MR. Business Name _____

The Company has provided that the meter test results were received from MARS Company, which revealed the Customer's meter was working properly. An email was sent to the Customer on 10/27/2015 advising the Customer that the meter tested within FPSC standards. A copy of the test results and the FPSC standards was also provided to the Customer.

MBermudez

12/03/2015 - Attempted to contact the Customer but received no answer. Left a call back voicemail message.

MBermudez

12/31/2015 - Having received no further contact from the Customer, this case shall be closed as GI-25.

MBermudez

Request No. 1196510W Name KANAN ,RHONDA Business Name _____

<p align="center">Consumer Information</p> <p>Name: RHONDA KANAN</p> <p>Business Name:</p> <p>Svc Address: 417 SPRING KNOLL LANE 418 SPRING KNOLL LANE</p> <p>County: Seminole Phone: (407)-376-1383</p> <p>City/Zip: Altamonte Springs / 32714-</p> <p>Account Number:</p> <p>Caller's Name: RHONDA KANAN</p> <p>Mailing Address: 301 SOUTH INDIAN RIVER ROAD</p> <p>City/Zip: NEW SMYRNA BEACH ,FL 32169</p> <p>Can Be Reached: (407)-376-1383</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SDM</p> <p>Date: 11/02/2015</p> <p>Time: 08:15</p> <p>Via: FAX</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1196510W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/24/2015</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>	
<p>Interim Report Received: / /</p> <p>Reply Received: 12/03/2015</p> <p>Reply Received Timely/Late: L</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 02/16/2016</p> <p>Closeout Type: WB-50</p> <p>Apparent Rule Violation: Y</p>	

Request No. 1192204W Name GILMORE ,ALBERT MR. Business Name _____

FAX TO COMPANY:

Preclose Type - Improper Bills

Other Comments:

Please address customer concerns as stated in correspondence.

Why is the customer being held responsible for the cost. Provide a copy of your tariff that pertains to the customer's concerns.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Shonna McCray

11/03/2015 Customer correspondence received via U.S. mail, and forwarded to SMcCray. DHood

11/3/15: Reviewed customer correspondence and added to file (duplicate correspondence). Shonna McCray

11/23/2015 Ms. Rhonda Kanan called back regarding her complaint. I transferred Ms. Kanan to Shonna. R.Castillo

11/23/15: Ms. Kanan transferred by Rey. Ms. Kanan stated she has been out of town for a few days and has not

Request No. 1196510W Name KANAN ,RHONDA Business Name _____

heard anything from the company. Explained the response is due on 11/24/15; advised I would re-send the complaint to the company for informational purposes. Confirmed the customer's contact information. Shonna McCray

11/23/15: ATTN COMPANY:
PLEASE CONTACT THE CUSTOMER REGARDING HER CONCERNS. Shonna McCray

11/23/2015 - Company response received via Email. DScott.

11/24/15: REVIEWED COMPANY RESPONSE. Response indicates the following:
* Utilities, Inc. of Florida respectfully request an extension for response to the PSC for Ms. Rhonda Kanan until 12/3/15.
* The company is investigating the facts and developing an alternative solution that they will then communicate to the customer.
Shonna McCray

NOTE: Received date removed as the customer's concerns were not addressed. Shonna McCray

12/2/2015 J Mclean-Sinatra

Customer called back to speak with analyst.

12/2/15: 9: 17 a.m. Returned call to Ms. Rhonda Kanan at 407-376-1383; no answer; left message requesting a return call. Shonna McCray

12/2/15: Ms. Kanan called directly. She stated she has not been contacted by the company. Explained to Ms. Kanan that the company's response to the PSC is also late. She asked what if the company does not contact her. Advised the company is required to contact her per F.A.C. Ms. Kanan will re-contact the PSC if she has not been contacted within the next week. Shonna McCray

12/2/15: NOTE: It appears the company has violated PSC rules---failure to provide response to customer and PSC within 15 days. Shonna McCray

12/03/2015 - Company response received via Email. DScott.

12/07/2015 - Company response received via Email. DScott.

12/7/15: REVIEWED COMPANY RESPONSE. Response indicates the following:
* On 12/3/15, Ms. Kanan was contacted by the Vice President of Operations to discuss a proposal and to help her work out a solution that will assist her with her concerns.

Request No. 1196510W Name KANAN ,RHONDA Business Name

* Ms. Kanan was unable to meet or discuss the offers and suggestions at that time.
* She informed him that she would contact him later that day if possible.
* Ms. Kanan's properties/structures are located a distance from the utility easement.
* The customer's service line from the meters to the property is his/her responsibility.
* Ms. Kanan does not want to be responsible for her service line from her properties to the meters.
* The utility is willing to work with her.
* As soon as Ms. Kanan is available to meet with the Vice President of Operations and they have come up with a resolution, an update will be provided to the PSC.

Shonna McCray

12/8/15: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

* On 12/4/15, a follow-up communication between Ms. Rhonda Kanan and Utilities, Inc. of Florida's Vice President of Operations that took place.

* As stated in the communication to Ms. Kanan, Utilities, Inc. of Florida will put a written proposal together that will contain the following elements:

1. A summary of the facts including parcel information, service history, location of existing infrastructure, etc.
 2. A description of the proposed relocation of the existing meters to the Weathersfield Avenue right-of-way.
 3. Identification of a warranty that Utilities, Inc. would provide relative to any work performed by Utilities, Inc. or its contractor.
 4. A reference to the PSC rule regarding where the responsibility of Utilities, Inc. ends and where the customer's responsibility begins in regard to water service.
 5. Identification of the utility's and the customer's responsibilities after the meters are relocated.
- * The utility is interested in reaching a fair and amicable solution for the current condition as well as in the future at Ms. Kanan's property.

* In that regard, it has requested Ms. Kanan to please let the utility know if the use of the property is likely to change appreciably so that plans can be made accordingly.

* Additional follow-up will be provided as it develops.

Shonna McCray

12/29/15: This inquiry closed. It appears the company has violated PSC rules---failure to provide response to customer and PSC within 15 days. Shonna McCray

02/01/2016 Customer called in reference to her complaint. Customer states that she never received a response from Company. Offered to transfer customer to SMCray's voicemail. Customer accepted transfer. BJoiner

2/2/16: Received voice message from Ms. Rhonda Kanan. She stated the company has not completed anything yet. She stated the company just keeps asking for more time. Ms. Kanan stated she previously spoke with Robert

Flynn regarding this matter. Ms. Kanan can be reached at 407-376-1383. Shonna McCray

2/2/16: Customer's objection noted; will have complaint re-opened. Shonna McCray

02/02/2016: Complaint reopened. RRoland

2/2/16: 9:42 a.m. Returned call to Ms. Rhonda Kanan at 407-376-1383. Left message advising that I received her message. Advised the complaint will be re-sent to the company and a response is due on 2/11/16. Shonna McCray

2/2/16: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
THE CUSTOMER STATES THAT NOTHING HAS BEEN DONE TO RESOLVE HER CONCERNS. SHE STATED THE COMPANY KEEPS CHANGING THE DATES. PLEASE PROVIDE A DETAILED EXPLANATION OF WHAT IS BEING DONE AND THE TIMEFRAME FOR COMPLETION. PLEASE PROVIDE RESPONSE BY 2/11/16. Shonna McCray

2/11/16: Response received via email. Shonna McCray

2/12/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- * Records indicate that water service is provided to two single family homes at 417 and 418 Spring Knoll Lane.
- * The Seminole County parcel numbers are 15-21-29-300-0320-0000 (hereinafter referred to as Parcel 1) and 15-21-29-300- 032E-0000 (hereinafter referred to as Parcel 2) respectively.
- * Patrick Flynn provided a Google Earth view of the property that also includes a third parcel owned by Ms. Kanan, 15-21-29-300-032K-300 (hereinafter referred to as Parcel 3), which contains no buildings.
- * Mr. Flynn understands that Parcel 3 contains several gravesites.
- * The area outlined on the aerial view is bisected by the Little Wekiva River that crosses the midpoint of the south boundary line and flows towards the northwest corner.
- * A better understanding of the parcel boundaries can be gathered by viewing the individual properties at the Seminole County Property Appraiser's website.
- * Spring Knoll Lane is a 30 foot wide unpaved pathway that begins at the eastern right-of-way of Weathersfield Avenue between two single family homes located at 409 and 423 Weathersfield Avenue.
- * The lane runs eastward, then northeastward before crossing the Little Wekiva River approximately at the point where the three parcels meet.
- * In 1991, the then property owner requested that Utilities, Inc.(the Utility), the water provider for the Weathersfield subdivision, provide water to the homes situated on Parcels 1 and 2, both of which are situated on the eastern side of the river.
- * These homes were built around 1973.
- * Records do not identify why water service was requested from the Utility at that time.
- * Subsequently, the Utility caused to be installed a 2-inch water service line by connecting to its water main on Weathersfield Avenue.

Request No. 1196510W Name KANAN ,RHONDA Business Name

* This 2-inch water service was installed under the unpaved Spring Knoll Lane that terminated on the west side of the river at a distance of over 500 feet from Weathersfield Avenue.

* Two 5/8" water meters were installed at that point.

* The property owner subsequently connected the two houses to the two water meters by installing two water lines that were attached to the north side of the bridge.

* In 1997, a third water meter was installed adjacent to the first two meters to provide service to a barn located on the west side of the river on Parcel 1.

* Currently, the two services to the single family homes are active but the water service to the barn is inactive.

* A search of property records failed to identify any existing utility easements across Ms. Kanan's property.

* Spring Knoll Lane remains a private road and is not the responsibility of Seminole County to maintain or repair.

* Additionally, Mr. Flynn's investigation of this matter identified that Ms. Kanan's parcels, other than portions of Parcels 1 and 2 that are located between the houses at 409 and 423 Weathersfield Avenue, are situated outside of the Utility's water service area.

* Consequently, it is necessary that the meters be relocated to the edge of the Weathersfield Ave. right-of-way so that they are situated within the service area.

* The rules of the PSC address this point under Chapter 25-30.260, Meter Installation, which states in part: (1) Generally, each utility shall locate meters at or near the customer's curb or property line. Although the meters and service lines were installed in the wrong location many years ago, the reality is the meters cannot remain there.

* Utilities, Inc. proposes to complete the following tasks, all at its cost:

1. Remove and relocate the existing 5/8" water meters from the west side of Ms. Kanan's bridge to the Weathersfield Ave. right-of-way at its intersection with Spring Knoll Lane in a location that does not conflict with ingress/egress to Ms. Kanan's property.
2. Install 3 1-inch water service lines a distance of approximately 500 linear feet each with 2 of the service lines terminating on the east side of the bridge to serve the 2 existing single family houses and 1 service line terminating on the west side of the bridge to serve the existing barn. The water service lines will follow the path of Spring Knoll Lane, constructed using the same standard materials and methods specifications required of any new water facilities including depth of bury as well as type and quality of pipe materials and fittings.
3. Attach the 2 service lines to the side of the bridge in conformance with standard engineering design practices.
4. Connect the service lines to Ms. Kanan's piping so as to reestablish water service to the two houses and barn.
5. The existing 2" service line will be abandoned in place after being disconnected from Utilities, Inc.'s distribution system.
6. The above activities will be warranted for a period of 90 days against any defects in workmanship by Utilities, Inc. and its contractor.

- * Ms. Kanan will be responsible for the following tasks, all at her cost:
1. Install a reduced pressure zone backflow preventer on each of the three service lines adjacent to the 5/8" water meters using a state of Florida certified backflow installer or certified plumber.
 2. Provide written documentation from said backflow installer or plumber that the backflow preventers have been installed and the tests results showing that they are functional as designed.
 3. Have the backflow preventers tested on an annual basis thereafter in conformance with the Utility's cross connection prevention policy as approved by the Florida Department of Environmental Protection.
 4. In the event that any of the backflow preventers fail to function properly, repair the backflow preventers so that they function as designed.
 5. Accept responsibility for the maintenance and repair of all of the water service lines between the meters and the houses and barn once the warranty period expires.

* The existing customers will continue to receive monthly water bills in conformance with the Utility's current rates and charges as authorized by the PSC and as amended from time to time.

* In the event that Ms. Kanan's property, in part or in entirety, is redeveloped for some other land use, she will be required to submit a new application to the Utility for water service reflecting the proposed use of the property and will be obligated to pay to the Utility any applicable fees and charges as authorized by the PSC in the Utility's tariff.

* Ms. Kanan was provided with the company's response via mail.

Shonna McCray

2/16/16: 9:52 a.m. Called Ms. Rhonda Kanan at 407-376-1383 to confirm she received the proposal provided by the company. Ms. Kanan stated she received the proposal and it is acceptable to her as long as the company follows through on what they said they will do. Ms. Kanan expressed appreciation for assistance provided in getting this matter resolved. Shonna McCray

2/16/16: This inquiry closed. It appears the company has violated PSC rules---failure to provide resolution to customer and PSC within 15 days. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: SCROLAN BRADAC</p> <p>Business Name:</p> <p>Svc Address: 503 HICKORY COURT</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: NEAL FORSMAN</p> <p>Entered By: JM</p> <p>Date: 02/19/2016</p> <p>Time: 17:00</p>
<p>County: Seminole Phone: (407)-844-0817</p> <p>City/Zip: Altamonte Springs / 32714-</p> <p>Account Number: 2542865777</p> <p>Caller's Name: SCROLAN BRADAC</p> <p>Mailing Address: 503 HICKORY COURT</p>	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1205948W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/15/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 298.00</p>
<p>City/Zip: ALTAMONTE SPRINGS ,FL 32714-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 03/14/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: Y</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: NEF</p> <p>Date: 07/19/2016</p> <p>Closeout Type: GI-32</p> <p>Apparent Rule Violation: N</p>

The customer states that she has been charged (\$265.68) for last month's bill and she paid \$100. The balance was \$165.68 left to be paid. The Company sent someone out to her house to check the meter. The customer states no one was able to figure out why the charge was so high. The customer states that her bill was adjusted to \$87.90. The customer would like the above issue to be investigated because the customer does not use so much water. The customer made this payment. She received a bill of \$298 for the current month.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem

- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by J Mclean-Sinatra

2/26/2016 Customer correspondence received via email, added to file, and forwarded to SMcCray. DHood

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, February 25, 2016 5:42 PM

To: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 120054

CUSTOMER INFORMATION

Name: Scrolan Bradac

Telephone: (407) 844-0817

Email: sbradac@yahoo.com

Address: 503 Hickory Court Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: Scrolan Bradac

Account Number:

Address: 503 Hickory Court Altamonte Springs FL 32714

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Dear Sir/Madam,

I am a single mother that is only living with my 11 year old son. I have received an astronomical bill in the mail of \$298.00 which is absolutely inappropriate and improper billing for this household of just two people which I am contesting and do not have the money to pay. In addition this as of February 25, 2016 I received a

Schedule of Present and Proposed Rates by the Utility Company and understand that they are trying to recover the cost of the interconnecting the Utility's Crystal Lake system with the Utility's Ravenna Park system which means that they are expanding. This very well could even be the reason why my bill was so high.

I am completely opposed to this as this is not the lay person's fault nor the consumers fault whatsoever. It would be like me wanting to start a business and asking others to support it or pay for it in order for it to expand. In today's economy with the pay going down vs. up and there being no jobs at all it is absolutely wrong and ludacrist for the Utility company to even suggest a rate increase. This Petition for a Rate Increase should be denied to the fullest extent of the law and I would also like some sort of communication on how I am to handle a bill of \$298.00 which I do not have the money to pay whatsoever.

I would appreciate someone to please look into this matter and help me.

Thank you

Scrolan Bradac

PSC was contacted previously "
2/26/2016---- J Mclean-Sinatra

The customer called back to state that she has not been directly contacted. A message was left for her analyst to contact her. The customer was reminded that the Company has 15 business days to contact her.

2/29/16: Reviewed customer correspondence; forwarding to company. Shonna McCray

2/29/16: ATTN COMPANY:
PLEASE SEE CUSTOMER'S ADDITIONAL CONCERNS STATED IN CORRESPONDENCE. PLEASE PROVIDE A DETAILED 24-MONTH ACCOUNT HISTORY. HAS THE METER BEEN TESTED? IF NOT, PLEASE TEST THE METER AND PROVIDE RESULTS TO THE PSC.
Shonna McCray

2/29/16: 10:39 a.m. Returned call to Ms. Scrolan Bradac at 407-844-0817. No answer; left message requesting a return call. Shonna McCray

3/4/2016 -- J Mclean-Sinatra

The customer called back and was left a message for her analyst to call her back.

3/7/16: 8:57 a.m. Returned call to Ms. Scrolan Bradac at 407-844-0817. Ms. Bradac asked what should she do. Asked Ms. Bradac if she had been contacted by the company. She stated no. Advised Ms. Bradac that the company's response is due on 3/15/16. Explained that she will be contacted by the company. Explained the

Request No. 1205948W Name BRADAC ,SCROLAN MS. Business Name

complaint process to the customer. Ms. Bradac stated there is no way her bill should be \$298.00. She stated the January bill was \$265.68, she paid \$100.00, leaving a balance of \$165.68. She stated she contacted a plumber and they found a small leak. She stated she contacted the company and was advised they could only issue credit for the sewer portion. Credit of \$77.78 was issued and she paid the remaining balance of \$87.90. She stated the February bill is \$298.00 and she feels the company is recharging her for the credit given. Explained to Ms. Bradac that a 24-month account history and meter test has been requested. Ms. Bradac stated the company is billing whatever they want. Suggested she note her meter readings to confirm the accuracy of the bills. She stated her meter is located inside a fence on the neighbor's property. She expressed concerns of someone else being tied into her line. Ms. Bradac stated that she received a letter advising her that Utilities, Inc. has requested a rate increase. She stated the company should not get a rate increase and that she would like to attend the hearing on the rate increase. Advised I would get the information and re-contact her. Ms. Bradac stated her bill should be no more than \$60.00 to \$68.00 per month. Explained to Ms. Bradac that I would review the company's tariff to confirm the rates. Shonna McCray

3/7/16: ATTN COMPANY:

PLEASE CONFIRM THAT THE LINES ARE NOT CROSSED WITH ANOTHER CUSTOMER AND NO ONE ELSE IS TIED INTO THE CUSTOMER'S LINE.

WHY IS THE CUSTOMER'S METER LOCATED INSIDE A FENCE ON THE NEIGHBOR'S PROPERTY?

Shonna McCray

3/7/16: Docket #: 150269-WS, Shonna McCray

3/7/16: Company tariff added to file. Shonna McCray

3/7/16: 12:01 p.m. Called Ms. Scrolan Bradac at 407-844-0817 to provide the contact information for the Clerk's Office (850-413-6770). No answer; left message providing the number. Shonna McCray

03/11/16: I received an e-mail from Janet Brunson asking that I call the customer, Ms. Bradac. I called Ms Bradac and explained that we have not received the company's report yet. She indicated that no one from the company has contacted her to discuss the complaint. She did acknowledge that the meter was tested a few days ago. Advised Ms. Bradac that we will follow up with her upon receipt of the company's response. RRoland

03/14/2016 - Company response received via Email. DScott.

3/15/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

* On 1/20/16, Ms. Bradac contacted the company concerning her 1/12/16 bill, she requested the meter be reread for accuracy and to also checked for visible leaks.

* On 1/21/16, the Technician checked the service and the meter read was correct and there was water flowing through the meter.

Request No. 1205948W

Name BRADAC ,SCROLAN MS.

Business Name

* He contacted Ms. Bradac at the telephone number that had been provided for contact and he spoke with Ms. Bradac and her fiancée over the telephone and explained to them that with all water fixtures in house being off, water was still passing through the meter and suggested that they contact a plumber to find the leak.

* He also explained to the customer how to open and close the house valve to keep water from flowing and how to monitor their usage.

* On 2/23/15, after receipt of Ms. Bradac's complaint to the PSC concerning disputed usage, her meter was reread for accuracy and was checked for visible leaks.

* The meter read was accurate and was in line with the reads taken for the January and February bills.

* There was not any visible leak observed.

* On 2/26/16, Ms. Bradac contacted PSC to state that she opposed the requested rate adjustment filed by Utilities, Inc. of Florida with the PSC.

* The notice she received informed the Consumer that any person who wishes to comment or provide information to Commission Staff may do so at the meetings, either orally or in writing.

* Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case and all correspondence should refer to "Docket No. 150269-WS, Utilities, Inc. of Florida.

* The Consumer's letter will placed in the correspondence file of this docket.

* The Consumer may also submit comments through the PSC's toll-free facsimile line at 1-800-511-0809, or the Commission's website available at <http://floridapsc.com/consumers/complaint/index.cfm>.

* Written comments should be mailed to the PSC.

* On 2/29/16, the PSC sent a request for subsequent information that requested 24 months of Ms. Bradac's bill history and also requested the meter at her premises be tested for accuracy.

* On 3/7/16, another request from PSC was received that requested subsequent information concerning Ms. Bradac's meter location.

* Ms. Bradac informed the PSC that her meter was located inside of her neighbor's yard and that she feels someone else is tied into her line.

* On 3/11/16, the Staff met with Ms. Bradac to address all of her concerns.

* The meter was tested in her presence.

* The details of the test performed was explained to her.

* Staff explained and showed her the connection to her meter from her service line.

* Her usage history and billing were reviewed with her and the wastewater adjustment that had been provided to her was addressed.

* Ms. Bradac's meter and the neighbor's meter are located in the easement.

* Ms. Bradac and her Neighbor each have fences that are located inside of the easement on each property side.

* The water meters are properly located, the fences are Ms. Bradac's and her neighbor's fences.

* Pictures are provided to show the location of the utility's water meters and the locations of the Consumers' fences.

* In conclusion, Ms. Bradac acknowledged that her plumber located a water leak in her pipes, she was provided a courtesy wastewater adjustment because she informed the utility that the leak had been repaired.

* The water meter test indicated that the meter was operating within the accuracy of the PSC regulations.

- * A copy of the meter test is included with the response.
- * The utility's water meter is located within the easement and the Consumers' fences are located in the easement.
- * There was not a cross connection located in the utility's service line, the courtesy check on Ms. Bradac's service line did not indicate a cross connection on her property in her service line.
- * Meter tested 98.53% total accuracy.

Shonna McCray

3/15/16: Created spreadsheet using 24-month billing history. Shonna McCray

3/15/16: 10:41 a.m. Called Elise Christian with Utilities, Inc. to determine if resolution has been provided to Ms. Bradac; need to determine if payment arrangements are possible. Call was disconnected. Shonna McCray

3/15/16: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

- * WHEN WAS THE CUSTOMER CONTACTED AND PROVIDED WITH RESOLUTION?
- * ARE PAYMENT ARRANGEMENTS AVAILABLE TO THE CUSTOMER?
- * CAN A WASTEWATER LEAK ADJUSTMENT BE ISSUED FOR THE FEBRUARY BILL?

PLEASE PROVIDE RESPONSE TO THE PSC BY 3/24/16. Shonna McCray

3/15/16: Ms. Scrolan Bradac transferred by Dick Durbin. Customer immediately began screaming and using profanity. Ms. Bradac stated she received a call from Elise with Utilities, Inc., and that Elise hung up the phone on her. Ms. Bradac stated Elise stated the balance on the account is \$251.46 and a credit of \$1.67 had been given. She stated that Elise offered a payment arrangement to pay \$62.87 for 4 months. Ms. Bradac continuously screamed and used profanity even though she was asked several times not to. Explained to Ms. Bradac that Elise probably disconnected the call because she was using profanity and screaming at her. Ms. Bradac stated the balance on the account should be \$53.46 (\$55.13 - \$1.67). Explained the following to Ms. Bradac:

- * The balance on the account is \$251.46, as of 3/10/16.
- * The account had a balance of \$296.33 (\$298.00 - \$1.67), as of 2/26/16.
- * Payment of \$100.00 posted to the account on 3/8/16, leaving a balance of \$196.33.
- * The new bill in the amount of \$55.13 posted on 3/10/16, leaving the \$251.46 balance.
- * The payment arrangements offered by the company would be \$62.87 for 3 months and \$62.85 for the 4th month, plus the current charges each month.

Ms. Bradac stated that no one from the company has explained the account information to her the way I did. She stated Elise advised the first payment would be due 4/1/16. She stated she cannot make the payment by the first because she gets her check after the first. She stated she could make the payment by the 7th of each month. Advised Ms. Bradac that I would contact Utilities, Inc. to let them know she is willing to accept the payment arrangements with the understanding that she will pay by the 7th of each month. Ms. Bradac requested that someone other than Elise contact her. She insist that the bill should not have been \$298.00 because she had the leak repaired prior to receiving the bill. She stated she has proof that the leak was repaired prior to the bill. Attempted to explain to Ms. Bradac that the billing period probably

included several days that she had the leak. Provided the fax number so that she could send the plumber's bill. She requested that the company issue an adjustment for the \$298.00 bill. Explained to Ms. Bradac several times that the company issued a leak adjustment on 1/25/16. Advised Ms. Bradac the company is only required to issue credit when there is a problem with the meter. Explained that the company is not willing to issue any additional adjustments. Ms. Bradac stated the bill was \$298.00 because of the company's rate increase. Attempted to explain to Ms. Bradac the rates the company billed is included in the company's current tariff on file with the PSC, that has been in effect since 10/27/15. Ms. Bradac stated she had requested information on the meetings being held regarding the rate increase the company requested. Advised Ms. Bradac that I left a message for her on 3/7/16, providing the contact number for the Clerk's Office. She stated she did not receive the message. Provided contact number of 850-413-6770 to Ms. Bradac. She stated it may take her a day or so to find her documentation but she would send it. Explained to her again that the company has indicated no additional credits will be given, the PSC can only require the company issue credit if there is something wrong with the meter, and contact would be made with the company regarding the payment arrangements. Shonna McCray

3/15/16: ATTN COMPANY:

PLEASE ADDITIONAL NOTES ADDED TO THE COMPLAINT. THE CUSTOMER WANTS TO ACCEPT THE PAYMENT ARRANGEMENTS OF \$62.87 PER MONTH FOR 3 MONTHS AND \$62.85 FOR 1 MONTH, BUT SAYS SHE CANNOT MAKE THE PAYMENT UNTIL THE 7TH OF EACH MONTH. THE CUSTOMER IS REQUESTING SOMEONE OTHER THAN ELISE CONTACT HER. PLEASE PROVIDE A RESPONSE TO THE PSC BY 3/24/16. Shonna McCray

3/15/16: NOTE: Customer not satisfied with resolution provided. Shonna McCray

03/16/2016 - Company response received via Email. DScott.

3/17/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

* Ms. Bradac was contacted at her residence on 3/11/16, by Staff that was there to address her concerns, to test her meter, the usage billed to her from the leak in her plumbing, the location of her meter, her concerns about possible cross connections in her service line with others, the adjustment credit provided to her account for wastewater and showed her the usage pattern on her account from and pointed out where the usage pattern changed in her history.

* On 3/11/16, Ms. Bradac, contacted the Customer Service Department, she requested her account status.

* The account and charges were explained to her.

* She wanted to know why and how the utility was coming up with the charges billed to her.

* She requested step by step, which had been explained to her several times in earlier contacts.

* She was not satisfied that the account balance was due and that the bill would not be adjusted for the amount she requested.

* Ms. Bradac was not willing to accept the resolution to her complaint, that the leak was her responsibility, the Company had provided a courtesy adjustment and the balance on the account was her responsibility to pay and that it would not be written off to \$0.00 because of her leak.

* Payment arrangements are available to Ms. Bradac.
* Her account balance as of 3/15/16 is \$251.46.
* The balance includes her bill issued on 3/10/16 for \$55.13 and the prior balance for \$196.33.
* Ms. Bradac was contacted by telephone on 3/15/16, to address any pending concerns that she may have and again, to offer a deferred payment arrangement to her.
* The payment arrangement offered was to pay the account balance in 4 monthly installments by paying \$62.87 by 4/1/16, and the balance, \$188.59 to be paid in 3 additional monthly installments for approximately \$62.86 each, starting with the bill that is scheduled to be issued around 4/7/16, and will be due in May.
* Ms. Bradac was not receptive to the deferred payment arrangement and neither to the account balance.
* She stated that she would not be paying \$198.00 to her account and it was the Company's problem how it would handle it because she was unable to pay it.
* She said she is a single parent with a child and she has other bills to pay.
* She was informed that if she were interested in the payment arrangement to contact the company before 4/1/16, to complete the arrangement.
* Because of the rudeness, the screaming and profanity being used by her, she was informed that the call would be discontinued, she continued to scream, and use profanity.
* She was informed that the call was ending and it was ended by Elise Christian.
* The company is sorry that Ms. Bradac experienced a leak in her plumbing, and are glad that she was able to locate it and complete the repair.
* The utility does not assume responsibility for the customer's faulty plumbing.
* However, as a courtesy, the utility provided a courtesy adjustment credit for wastewater service to her account for 9,614 gallons, with a credit issued to her account for \$77.78.
* The maximum wastewater usage billed monthly is 8,000 gallons and the maximum wastewater charges billed monthly is \$77.77.
* The company had hoped its offer of an adjustment helped her in this difficult situation.
* There is not an additional adjustment provided for the February bill.

Shonna McCray

3/17/16: Complaint forwarded to Supervisor for referral to Process Review. Shonna McCray

03/17/16: Complaint delivered to process review. RRoland

<p align="center">Consumer Information</p> <p>Name: THOMAS MIGUEL MERCEDES</p> <p>Business Name:</p> <p>Svc Address: 641 CALLIENTE WAY</p> <p>County: Seminole Phone: (407)-219-7910</p> <p>City/Zip: Altamonte Springs / 32714-</p> <p>Account Number:</p> <p>Caller's Name: THOMAS MIGUEL MERCEDES</p> <p>Mailing Address: 641 CALLIENTE WAY</p> <p>City/Zip: ALTAMONTE SPRINGS ,FL 32714-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: EAN</p> <p>Date: 02/29/2016</p> <p>Time: 08:21</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 424.57</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1206552W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/21/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 03/22/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 04/12/2016</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Spanish speaking customer

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$424.57

What is the date of the bill? 02/19/2016

Other Comments:

Customer stated his usage hasn't changed but his bills have been increasing significantly in the past few months.

Customer stated his December bill increased to \$152.00, January \$94.00, February \$200.00, and his latest bill dated 02/19 \$424.57.

Customer stated he could not have used that much water.

Customer stated he contacted the company but he was unable to speak to a representative to get clarifying information.

Customer is requesting a meter test and an account review.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Elodie Nau

03/22/2016 - Company response received via Email. DScott.

3/23/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Utilities, Inc. does not show a bill on Mr. Mercedes's account dated 2/19/16, issued for \$424.57.
- * Mr. Mercedes' February bill is dated 2/11/16 and was for \$68.74 plus a prior balance of \$94.57, the deferred payment arrangement installment for \$63.66 and a \$21.00 reconnect fee, bill total was \$247.97.
- * His total account balance at this point on 2/11/16 was \$ 438.87.
- * A copy of the bill is provided with the response.
- * Mr. Mercedes service start date was 8/1/16.
- * He had failed to apply for water service when he occupied the premises at that time.
- * On 6/15/2015 the water service was turned off and locked by the utility after finding usage at the premises and no application for service was on file.
- * On 6/16/15, Mr. Mercedes applied for water service.
- * He acknowledged being in the residence since August 2014.
- * He was back billed for the usage on the meter in 6 monthly bills each for the usage.

Request No. 1206552W Name MIGUEL MERCEDES ,THOMAS MR. Business Name

* The deposit, new account fee and the back billed usage totaled \$540.27.
* He was issued a current bill dated 6/16/15 for \$229.42.
* His total account balance was \$769.69.
* He made 2 payments total for \$251.00 leaving a balance owed for \$518.69 as of 7/29/15.
* A bill was issued on 7/9/15 for \$117.83 that brought his account balance to \$636.52.
* This account balance was put on a payment arrangement to be paid in 10 monthly installments for \$63.66 each plus each current month bill.
* A copy of Mr. Mercedes' bill and payment history included with the response.
* The billed amount column does not include the payment arrangement amount for \$63.66 that appears on each bill.
* The total account balance is correct including the deferred amount minus the payments and credits applied to his account.
* Several attempts have been made to reach Mr. Mercedes at the telephone number on file.
* Each time a request has been left on his voice mail with a contact telephone for a return call to go over his account with him.
* On 3/21/16, written communication was sent to Mr. Mercedes along with his usage history and bill and payment history.
* The communication includes a contact telephone number.
* Mr. Mercedes' meter is scheduled to be tested for accuracy the week of 3/21/16.
* A copy of the test results will be forwarded to the PSC upon completion of the test.

Shonna McCray

03/23/2016 - Company response received via Email. DScott.

3/34/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

* The meter was tested at the residence on 3/22/16.
* The accuracy of the meter was within PSC required regulations for accuracy.
* A copy of the meter test results provided with the response.

Shonna McCray

4/12/16: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: FLORIDA YOUNG</p> <p>Business Name:</p> <p>Svc Address: 1831 LINCOLN AVENUE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RJC</p> <p>Date: 02/29/2016</p> <p>Time: 13:55</p>
<p>County: Seminole Phone: (407)-321-9480</p> <p>City/Zip: Sanford / 32771-</p> <p>Account Number:</p> <p>Caller's Name: FLORIDA YOUNG</p> <p>Mailing Address: 1831 LINCOLN AVENUE</p>	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1206631W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/21/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 16.49</p>
<p>City/Zip: SANFORD ,FL 32771-</p> <p>Can Be Reached: (407)-687-2289</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 03/21/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 04/12/2016</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer stated that she is disputing the amount \$16.49 .

What is the date of the bill?

Customer stated that it is her last billing statement received in February.

Why do you believe you have been billed improperly?

Customer stated that her average water bill is around \$60.00 per month. Customer stated that the last water bill she received was for \$76.49 and does not understand how her water bill could be so high. Customer stated that she is very conservative with her water consumption and does not understand how her monthly water bill

increased by so much.

Other Comments: Customer stated that she is on a fixed income. Customer requests assistance from the PSC to resolve this dispute.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R.Castillo

03/21/2016 - Company response received via Email. DScott.

3/23/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * On 3/21/16, Elise Christian spoke to Ms. Young by telephone and addressed her concerns.
- * Elise explained the recent increase in the rates for her service effective 10/27/15; her usage history was reviewed.
- * She realized that her usage was within the same monthly average, but was not sure if she had a possible leak.
- * Her meter was reread for accuracy on 3/2/16; there was not any visible leaks noticed and the meter read was in line with the past reads.
- * She was informed about the utility's findings.
- * Ms. Young stated that perhaps she should have waited for the next bill, 2/24/16 bill before contacting the PSC since she had recently had some plumbing work done.
- * The 2/24/16 bill and usage was for 2,350 gallons and was for \$49.76.
- * Ms. Young's average usage is between 2,500 gallons and 3,500 gallons each month.

Request No. 1206631W

Name YOUNG ,FLORIDA MS.

Business Name

* Ms. young was pleased with the contact and findings, she understands how to track her usage by reading her meter.

* She did not require additional assistance from the utility at this time.

Shonna McCray

4/12/16: This inquiry closed. Shonna McCray

4/12/16: This inquiry closed. Shonna McCray

Request No. 1211349W Name SANDERS ,VICTORIA MS Business Name _____

Consumer Information Name: VICTORIA SANDERS Business Name: Svc Address: 1814 KNOX AVENUE County: Seminole Phone: (386)-562-6172 City/Zip: Sanford / 32771- Account Number: Caller's Name: LAMAR SANDERS Mailing Address: P.O. BOX 1653 City/Zip: WINDERMERE ,FL 34786 Can Be Reached: (386)-562-6172 E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: ELLEN PLENDL Entered By: MEP Date: 04/29/2016 Time: 13:33 Via: E-MAIL Prelim Type: IMPROPER PO: DAVID SIMMONS Disputed Amt: 0.00
	Utility Information Company Code: WS251 Company: Attn. Elise S Christian1211349W Response Needed From Company? Y Date Due: 05/20/2016 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: 05/19/2016 Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 05/19/2016 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 06/30/2016 Closeout Type: GI-15 Apparent Rule Violation: N

Request No. 1206631W Name YOUNG ,FLORIDA MS. Business Name _____

04/29/2016 Received email as follows:

From: Grzan, Carolyn [mailto:GRZAN.CAROLYN@flsenate.gov]
Sent: Friday, April 29, 2016 1:26 PM
To: Ellen Plendl
Subject: Constituent concern Sanders

Dear Ellen,

Mr. Lamar Sanders grandson of Ms. Victoria Sanders contacted our office with concern about her water. Ms. Sanders is in unincorporated Seminole County and has Utilities Inc. as her provider. Mr. Sanders said that water was turned off for a while Tues. during the day. He stated his grandmother was not notified of the water outage. Mr. Sanders called Utilities Inc. but did not receive a call back. Mr. Sanders contacted Utilities Inc. again and was apologized to for not being called back. Mr. Sanders advised that since the work was done by the company the water tastes bad to drink or to was clothes. Mr. Sanders believes there is an issue with the water and is not being advised on what is happening. Is this something you or someone in your office can please look into? Ms. Sanders address is 1814 Knox Avenue Sanford, FL 32771. Mr. Sanders phone number if needed is 1 386 562-6172. Thank you in advance for your assistance in this matter.

Sincerely,

Carolyn E. Grzan
District Legislative Assistant
Office of State Senator David Simmons
District 10 - Serving Seminole County & Parts of Volusia County

District Office:

NEW ADDRESS

220 Crown Oak Centre Drive
Longwood, FL 32750
Phone: 407.262.7578
Fax: 407.262.7580
Email: grzan.carolyn@flsenate.gov

Tallahassee Office:

400 Senate Office Building
404 South Monroe Street
Tallahassee, FL 32399
Phone: 850.487.5010

<http://www.flsenate.gov/Senators/s10>

Request No. 1211349W

Name SANDERS ,VICTORIA MS

Business Name _____

04/29/2016 Contacted Mr. Lamar Sanders. I provided Mr. Sanders with referral information for FDEP regarding water quality. eplendl

04/29/2016 FAX TO CO. See above email. Mr. Sanders is the grandson and part time caregiver to his grandmother, who is the customer of record, Ms. Victoria Sanders. Mr. Sanders states that the last payment was sent to the company on April 25, 2016. He states that his grandmother's water service was turned off on Tuesday, April 26, 2016, without notice. He states that there was no boil water notice mailed or left at the door. He states that the water quality since Tuesday is very poor. Mr. Sanders stated that Utilities Inc. staff agreed to return his call. He has not received a return call.

- 1) Please indicate the reason for the service interruption on April 26, 2016.
- 2) Please indicate any means the company used to communicate to this customer regarding the service interruption.
- 3) Please indicate the time, date and actions to restore service.
- 4) Please indicate how the boil water notice was sent to this customer, if not, indicate reason notice was not sent.
- 5) Please indicate if there are any further repairs required to resolve the water quality.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Lamar Sanders at 386 562-6172 (cell)

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Request No. 1211349W Name SANDERS ,VICTORIA MS Business Name _____

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

05/12/2016 Mr. Sanders called. eplendl

05/12/2016 FAX TO CO. Mr. Sanders reports that the company has interrupted his grandmother's water service twice since filing this inquiry for a total of three times.

Please contact Mr. Lamar Sanders at 386 562-6172 (cell) immediately regarding the continual interruptions to his grandmother's water service.

A written report is due by May 20, 2016. eplendl

05/19/2016 - Company response received via Email. DScott.

05/19/2016 Reviewed report. Utilities, Inc. advised that on April 26, 2016, the company was attempting to use a blowoff at the corner of Airport Road and Truman Boulevard, which intersects with Knox Avenue. When the crew attempted to use the blowoff, the valve would not open. The company crew removed and replaced the 2 inch threaded gate valve in order to flush the water mains in the Lincoln Heights neighborhood. The company partially closed a valve to the west on Truman Boulevard to allow for the removal of the original valve and installation of a new valve without interrupting the flow completely and maintain adequate pressure to all the customers. The pressure dropped momentarily on Knox Avenue when the valve was replaced.

The utility was not aware of the outage experienced by the customer when they were opening and closing the valves on April 26, 2016. The company indicates that the water pressure did not fall below 20 psi. No pressure loss was noted or expected because the piping network is looped and at least two valves were thought to be open. The company has no record of any customer reports of service interruptions, with the exception of this inquiry.

The company removed and replaced the second blowoff valve at Airport Road and Truman Boulevard in less than 30 minutes under pressure with water flowing. The company determined that the 2 inch valve at the south end of Knox Avenue failed with the valve disc dropping inside the valve body into the flow way and prevented water

Request No. 1211349W

Name SANDERS ,VICTORIA MS

Business Name _____

from flowing through the valve. Because of the valve failure and the crew exercising activities to determine the reason the blow off was limiting the flow, water pressure was affected on Knox Avenue for short intervals, but the utility was unaware of the pressue issue. The company dug up the valve and removed under pressure to avoid a water outage.

The company did not issue a boil water notice because the water pressure never dropped below 20 psi during the work or after.

The company has completed the following work: removed the failed 2 inch valve at the south end of Knox Avenue, installed a bi-directional blowoff midway on Truman Boulevard, removed the 2 inch gate valve at the north end of Knox Avenue, flushed the main lines in the Lincoln Heights neighborhood, installed a blowoff on Airport Boulevard where a 4 inch water main ends, and measured the chlorine residual at multiple locations on a daily basis.

The company also determined that a 2 inch galvanized iron pipe at the north end of Knox Avenue was corroded with mineral deposits after more than 50 years of service and requires replacement. The company is planning to complete work to remove and replace 150 linear feet of 2 inch iron pipe with pvc pipe by May 24, 2016. The company plans to notify customers with a door hanger in advance of the planned outage.

The company confirmed that it has monitored the chlorine residual and found it to be 0.5mg/L compared to 0.2mg/L previously and found no sulfer odor present. The company confirmed the water meets the FDEP standards.

The company is planning a capital project in 2016 to replace all the water mains, valves, and serivce lines in the Lincoln Heights neighborhood.

The company contacted Mr. Sanders on May 12, 2016. The customer remained dissatisfied. eplendl

05/19/2016 I called Ms. Grzan at Senator Simmons office and provided her with an update. I will copy the office on the outcome after I receive the final report. eplendl

05/19/2016 I left a voice mail message for Mr. Sanders and requested a return call. eplendl

05/19/2016 Mr. Sanders returned my call. Mr. Sanders expressed dissatisfaction that the company did not send notification of the outages to make repairs or replacement of any facilities, did not send boil water notices, did not address the poor water quality and have not provided him with a resolution. I explained the work that had been done to date and that the company did not anticipate that any outage would result and had no record of any customer contact to report outages. I indicated that the company's report confirmed that there was not record of the psi dropping below 20 and therefore the company did not send out a boil water notice. I advised

Request No. 1211349W Name SANDERS ,VICTORIA MS Business Name _____

Mr. Sanders that I am continuing to pursue the company for the completion of the work and that the initial report was not acceptable to me since the work had not yet been fully completed. I indicated that I will send the inquiry back to the company to confirm the completion of the work. I also explained that the water quality issues fall under the Florida Department of Environmental Protection. Mr. Sanders stated he has a friend that works at FDEP as a chemist and also spoke with a supervisor, but that the water quality issues persist. I reiterated that I am happy to give him referral information to file an inquiry with FDEP. Mr. Sanders stated that he requested bottled water be delivered to his grandmother due to the water quality. He stated that Ms. Christian at Utilities, Inc. confirmed bottled water would be delivered. I indicated that I will resend the inquiry to the utility and follow through until all repairs and replacement are completed, as well as provide him with a response. Mr. Sanders continued to express his overall dissatisfaction and ultimately disconnected the call. eplendl

05/19/2016 I contacted Ms. Grzan at Senator Simmons' office to advise her of my conversation with Mr. Sanders. eplendl

05/19/2016 FAX TO CO. Additional information requested. Mr. Sanders stated that he requested bottled water be delivered to his grandmother due to the water quality. He stated that Ms. Christian confirmed bottled water would be delivered.

- 1) Please indicate the date of completion for the installation of 150 lf. of 2" pvc pipe.
- 2) Please provide a date the company expects to complete the capital project to replace all the water mains, valves and service lines in Lincoln Heights and Ravenna Park.
- 3) Please provide another report by May 31, 2016. eplendl

05/20/2016 On May 20, 2016, I entered Mr. Sanders' comments about water quality at Ms. Victoria Sanders' residence as information request 12123020C to be sent by report to FDEP. eplendl

05/26/2016 - Company response received via Email. DScott.

05/31/2016 Reviewed report. Utilities, Inc. advised that on May 24, 2016, the company finished replacing 150 linear feet of corroded and aging galvanized water main at the north end of Knox Avenue. The company also plans to begin replacement of aging equipment, including all water mains, valves, and service lines throughout the Lincoln Heights neighborhood and expects to complete this project by December 31, 2016. This project will include bidding for the work, an internal technical review, right-of-way permitting in Seminole County, and construction. At this time, the project is on track as planned.

The company tested the customer's water on May 3, 2016, and Utilities, Inc. reports that the water met the FDEP standards. The company tested the water again on May 25, 2016, and the water was reported to be clear,

with no noticeable odor, had a free chlorine residual of 0.6 ppm and at 50 psi. The company indicated that the delivery of bottled water was not necessary due to the test results. eplendl

05/31/2016 A letter was sent to Mr. Sanders. eplendl

May 31, 2016

Mr. Lamar Sanders
P.O. Box 1653
Windermere, FL 34786

RE: FPSC Inquiry Number 1211349W
Ms. Victoria Sanders

Dear Mr. Sanders:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Utilities, Inc. of Florida (Utilities, Inc.). You expressed a concern about recent service interruptions at your grandmother's residence.

We have learned from Utilities, Inc. that during the course of work to flush the lines in the Lincoln Heights neighborhood on April 26, 2016, the company encountered problems with several valves. Subsequently, the company began to replace the affected valves on its facilities at Airport Road and Truman Boulevard. When replacing the valves, the water pressure dropped momentarily and inadvertently to customers on Knox Avenue.

According to Utilities, Inc., Knox Avenue customers are served by a water main fed from both the north end of Truman Boulevard, and the south at McKinley through two-inch gate valves. The company believed that at least one of the two valves was open at all times with water flowing, and no water pressure loss was noted or expected. Therefore, the company did not notify customers on Knox Avenue of a planned outage because one had not been expected. Utilities, Inc. also reports the company had no record of receiving verbal notification from Knox Avenue customers on April 26 about any service interruption.

Since April 26, 2016, Utilities, Inc. has replaced the following facilities:

- " A failed 2-inch valve at the south end of Knox Drive
- " A bi-directional blowoff at approximately the half way point of Knox Avenue
- " A blowoff midway on Truman Boulevard
- " A two-inch gate valve at the north end of Knox Avenue

Request No. 1211349W

Name SANDERS ,VICTORIA MS

Business Name _____

" A blowoff on Airport Road, where a four-inch water main ends Utilities, Inc. has also flushed the lines in the Lincoln Heights neighborhood and measured the chlorine residual at several locations on a daily basis. According to Utilities, Inc., the water meets the Florida Department of Environmental Protections requirements for potable water.

On May 24, 2016, Utilities, Inc. finished replacing 150 linear feet of corroded and aging galvanized water main at the north end of Knox Avenue. On May 25, 2016, Utilities, Inc. tested the water at your grandmother's residence. The company reports that the water was clear. Additionally, the company plans to begin replacement of aging equipment, including all water mains, valves, and service lines throughout the Lincoln Heights neighborhood and expects to complete this project by December 31, 2016. This project will include bidding for the work, an internal technical review, right-of-way permitting in Seminole County, and construction. At this time, the project is on track as planned.

You or your grandmother may directly report service interruptions to Utilities, Inc. by calling toll-free 1-866-842-8432, and press the star (*) button to speak with customer service. You may also contact Ms. Elise Christian, Utilities, Inc. Customer Relations Specialist, at 1-800-272-1919, extension 1356, to report future service concerns.

Finally, you expressed a concern about water quality at your grandmother's residence. The FPSC regulates the rates and services provided by Utilities, Inc. of Florida, however water quality issues are regulated by the Florida Department of Environmental Protection. It is my understanding that you have previously contacted the Florida Department of Environmental Protection to file your inquiry about water quality. I offer their contact information for your records as follows:

Florida Department of Environmental Protection Office of Citizen Services
3900 Commonwealth Blvd. MS49
Tallahassee, FL 32399

Telephone: 850-245-2118
Facsimile: 850-245-2128

Complaints are a valuable source of information, and we will keep your complaint on file. We closely monitor complaints to track any trends indicating where further Commission action might be needed.

If you have any questions or concerns please call Ellen Plendl by June 16, 2015; otherwise, we will consider your inquiry resolved. You may reach Ms. Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator

Request No. 1211349W Name SANDERS ,VICTORIA MS Business Name _____

Office of Consumer Assistance & Outreach

RR:mep

06/30/2016 Closed. The PSC has no record of further customer contact. eplendl

07/05/2016 - Company response received via Email. DScott.

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Tuesday, July 05, 2016 12:11 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1211349W VICTORIA SANDERS

Good Morning Ms. Plendl,

I am following up on the complaint filed by Lamar Sanders for Ms. Victoria Sanders. Last time we spoke, Mr. Sanders had until 6/16/2016 to respond to your communication. The account balance is \$311.66. The past due amount is for April, \$128.29 and May, \$51.31, total \$179.60. The current June bill is for \$132.06. A disconnect notice was sent to Ms. Victoria Sanders on 6/28/2016 for \$179.60 with the disconnect scheduled for 7/12/2016. A courtesy telephone call was made to Ms. Sanders on 6/29/2016, Lamar Sanders answered, the Utility asked to speak to Ms. Victoria Sanders, he told the collection person she was not available and that he knew what the call was about, the bill which is not going to be paid and he began to address the original complaint and that he was going to the media etc. He was told that if the complaint had not been satisfied, he would need to contact FPSC and also the Utility would need Ms. Victoria Sanders to provide authorization to the Utility to discuss her account with him because he is not listed as an authorized person on her account.

On Friday, 7/1/2016, a person who identified herself as Victoria Sanders' daughter Karen called to dispute the usage and stated that it was high because of the construction in the area. Ms. Sanders' usage is normally around 2,000 gallons or less a month over the past year. The bill for April was 9,650 gallons plus, the May bill was 2,480 gallons and the June was 10,210 gallons. We reread the meter today and the usage is only 900 gallons since 6/22/2016 if continued the usage will be in the range of her monthly average.

When Lamar Sanders filed the complaint around 4/29/2016, the meter had been read on 4/22/2016 for the 9,650 gallons and was billed on 4/25/2016. When he and I spoke, I mentioned the usage and asked if something had occurred at his grandmother's home that would cause the usage to go up, he said he was looking at the bill and that he does not handle the bills and would check with his sister because she handles the grandmother's finances. Nothing more about the usage until Thursday 7/1/2016 after the 3 bills had been issued and the disconnect notice was sent.

Request No. 1211349W Name SANDERS ,VICTORIA MS Business Name

It seems that the direction the complaint is about to take is a disputed bill the Utility's concern is that we are not sure if Ms. Victoria Sanders is actually at the residence anymore, we have not heard from her since around 12/14/2015 when a female called to say she was making a payment. Ms. Victoria Sanders is the only name on the account as the responsible party.

Thank you,

Elise S. Christian
Customer Relations Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

07/05/2016 I contacted Ms. Christian at Utilities, Inc. after receiving the above email report dated July 5, 2016 and advised her that as long as the utility has adhered to the rules on sending bills, and final notices, the final notice payment due date has expired and the company has no record of returned mail, they may follow the rule on interruption for nonpayment. eplendl

Consumer Information Name: LARRY CARVER Business Name: Svc Address: 102 TEMPLE DRIVE County: Seminole Phone: City/Zip: Sanford / 32771- Account Number: Caller's Name: LARRY CARVER Mailing Address: 102 TEMPLE DRIVE City/Zip: SANFORD ,FL 32771- Can Be Reached: (407)-688-1273 E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: RR Date: 05/06/2016 Time: 08:11 Via: PHONE Prelim Type: OUTAGES PO: DAVID SIMMONS Disputed Amt: 0.00
	Utility Information Company Code: WS251 Company: Attn. Elise S Christian1211862W Response Needed From Company? Y Date Due: 05/27/2016 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 05/25/2016 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 06/10/2016 Closeout Type: GI-15 Apparent Rule Violation: N

Mr. Carver expressed concerns with water outages in his area over the last 2 weeks. Outages occurred without explanation or prior notice.

Please provide PSC with information regarding the outages. Were the customers given prior notice? Were boil water notices issued?

- Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
 2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
 3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint

- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R.Roland

05/25/2016 - Company response received via Email. DScott.

5/26/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The Utility was not aware that Mr. Carver had experienced any outages or loss of water service at his home, which is located at the northwest corner of Country Club Road and Temple Drive in Sanford.
- * The Utility is in the midst of a capital project at its Ravenna Park WTP, which is about a block away from Mr. Carver's house, that includes the replacement of the ground storage tank and other assets.
- * While this capital project is under way, the Utility will be relying on the City of Sanford to provide water to its distribution system.
- * From 2/19/16 to 2/23/16, the Utility shut down the Ravenna Park WTP and began testing the use of the existing interconnection on Rantoul Drive to supply water to the combined customer bases of Ravenna Park and Crystal Lake.
- * During that 4-day period, it was evident that the Rantoul Dr. interconnection was insufficient to maintain an adequate level of service to the customers so a second interconnection was installed on Country Club Drive.
- * Once the second tie-in was cleared for service on 4/6/16, the Ravenna Park WTP was again shut down and the two interconnections have been in use thereafter.
- * Since then, the Utility has not received low pressure or water quality complaints from customers in the vicinity of Temple Drive or Country Club Road.
- * The Utility is aware, of water quality complaints that Mr. Carver communicated to the Sanford City Council on 5/5/16.
- * His written comments were forwarded to the Utility by the City's staff on 5/12/16.
- * Upon receiving Mr. Carver's forwarded email, the Utility investigated and found a buried 2" water valve on Temple Drive on the east side of his lot that was in the closed position.
- * This was discovered on 5/13/16.
- * Because this valve was closed, Mr. Carver's water service was essentially located at a dead end.
- * After opening the 2" water valve and thoroughly flushing the water line that runs by Mr. Carver's lot, the

Request No. 1211862W

Name CARVER ,LARRY MR.

Business Name _____

Utility was able to remove a buildup of sediment and minerals, which resulted in a much improved water quality at his tap.

* The Utility contacted Mr. Carver to inform him of the activities noted above and to request that he call the Customer Service Representatives directly should he experience any problems with his water service in the future so that the company may promptly address them.

* On 5/25/16, a follow-up telephone call was made to Mr. Carver concerning his complaint.

* Mr. Carver stated the water quality and flow are very good and that he was satisfied with the actions taken by the Utility.

Shonna McCray

6/10/16: This inquiry closed. Shonna McCray

Request No. 1212020W Name MARTINEZ ,MILTON MR. Business Name _____

Consumer Information Name: MILTON MARTINEZ Business Name: Svc Address: 651 COLGATE DR County: Seminole Phone: (321)-805-2305 City/Zip: Altamonte Springs / 32714- Account Number: Caller's Name: DENISE LOPEZ Mailing Address: 405 ALCAZAR AVE City/Zip: ALTAMONTE SPRINGS ,FL 32714 Can Be Reached: E-Tracking Number: 120443	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: AC Date: 05/09/2016 Time: 13:02 Via: E-FORM Prelim Type: IMPROPER BILLS PO: Disputed Amt: 600.00
	Utility Information Company Code: WS251 Company: Attn. Elise S Christian1212020W Response Needed From Company? Y Date Due: 05/31/2016 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 05/25/2016 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 06/21/2016 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 1211862W Name CARVER ,LARRY MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" -----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Monday, May 09, 2016 11:29 AM

To: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 120443

CUSTOMER INFORMATION

Name: denise lopez

Telephone: (321) 805-2305

Email:

Address: 405 alcazar ave altamonte springs FL 32714

BUSINESS INFORMATION

Business Account Name: milton martinez

Account Number:

Address: 651 colgate dr altamonte springs FL 32714

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

this a complaint about billing we moved out about one year in a half last bill should have been about \$50. plus what ever for the adjustment of the water use before they shut it off. since it was cut off for non payment cause we fotgot to call to disconnect we figured it was shut down, there has not been any water in the house for more then a year. and we are being charged about \$600 for water not being used. my husband had owned the house for over 20years. never had we had any issue on bill until now. that is an excessive about of money for water not being used and service fee for an non living property. not sure if me even writing this will make a difference but its worth a try. i feel this is them taking advantage of there customer and we have no choice. that isnt fare for anyone. i will pay the last month of water used and not a penny more. they would have to show me where my husband signed for extra fees and services charges we would have to pay if we have no running water. i have been trying to look for something and am not able to fine it. very diappointed customer... hope u can help its worth a try. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Request No. 1212020W

Name MARTINEZ ,MILTON MR.

Business Name _____

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

05/25/2016 - Company response received via Email. DScott.

5/26/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Mr. Martinez stated that the water service was interrupted for non-payment on 3/6/15 and the meter was locked.
- * He said he failed to notify Utility that he no longer required service so the account was not closed and continued to bill him.
- * The service was checked each month, the meter remained off and locked with no water usage.
- * The Utility has attempted to reach Mr. Martinez at the contact telephone number on the complaint, 321-805-2305 to address his concerns, requests were left on his voice mail for a return call, however as of 5/25/16, he has not returned the call.
- * The account was closed with an effective date of 4/30/15.
- * It was credited for the bills that were issued after that date and a final bill was issued on 5/22/16, for \$61.30 for the unpaid balance for service up to 4/30/15, which was \$142.97 less \$80.00 security deposit and \$1.67 deposit interest applied resulted in the final bill amount for \$61.30.
- * The bill was mailed to Mr. Martinez at 405 Alcazar Ave., Altamonte Springs, FL. 32714.

Shonna McCray

6/21/16: This inquiry closed. Shonna McCray

Request No. 1212020W

Name MARTINEZ ,MILTON MR.

Business Name

<p align="center">Consumer Information</p> <p>Name: EVELYN BAEZ</p> <p>Business Name:</p> <p>Svc Address: 581 CLEMSON DRIVE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: MARCOS</p> <p>Entered By: RJC</p> <p>Date: 05/19/2016</p> <p>Time: 13:49</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>County: Seminole Phone:</p> <p>City/Zip: Altamonte Springs / 32714-</p> <p>Account Number: 14759 27666</p> <p>Caller's Name: EVELYN BAEZ</p> <p>Mailing Address: 581 CLEMSON DRIVE</p>	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1212922W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/10/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>City/Zip: ALTAMONTE SPRINGS ,FL 32714-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 06/07/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: MAB</p> <p>Date: 06/27/2016</p> <p>Closeout Type: GI-28</p> <p>Apparent Rule Violation: N</p>

Preclose type - Improper Disconnect

Are you currently without service?

Customer stated that her service was restored after she made payment.

When was the service disconnected?

Customer stated that her service was disconnected today 05/19/2016.

Did you receive a disconnect notice? If so, what was the date of disconnection on the notice?

Customer stated that she did receive the disconnect notice but did not have 5 complete days to contact the utility to arrange a payment. Customer stated that the letter is dated 05/05/2016 but the letter did not go out until 2 days later according to the post mark. Customer stated that she just received the letter and did

not even have 2 days notice to make payment arrangement. Customer stated that the utility should implement another notification system because the current one in place is not fair to their customers. Customer recommended that the utility should hang shut off notices on the door handles of their customers' homes as a way to ensure they receive the notice and give adequate time for their customers to make payment arrangements.

Other Comments: Customer requests assistance from the PSC to resolve this matter.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R.Castillo

06/07/2016 - Company response received via Email. DScott.

06/13/2016 - The Company has provided the following information regarding the Customer's concerns:

"From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Tuesday, June 07, 2016 10:40 AM

To: PSCREPLY

Subject: RE: FL. PSC CATS NO: 1212922W EVELYN BAEZ

Dear Mr. Bermudez-Frau:

Request No. 1212922W Name BAEZ , EVELYN MS. Business Name _____

This correspondence is in reference to Ms. Evelyn Baez's complaint concerning notification provided to her by Utility, Inc. of Florida prior to disconnection of her water service on 5/19/2016, for a past due bill. Ms. Baez is a customer at 581 Clemson Dr., Altamonte Springs, FL.

Ms. Baez's water service was disconnected for a past due bill for \$60.16 which was the unpaid portion of her bill dated 4/6/2016 and was due by 4/28/2016. A collection notice was sent to her dated 5/5/2016 as a reminder that the unpaid past due amount had not been received by the Utility. In her complaint she indicated that perhaps the Utility should implement another notification system to notify the Customer about his/her unpaid bill, and she suggested that door hangers should be placed at the Customers' homes to remind them about the unpaid account.

On 6/7/2016, written communication was mailed to Ms. Baez that addressed her concerns and explained the process that is in place for notifying the Customers about a past due account. She was informed that the Utility is regulated by the Florida Public Service Commission and there are regulations in place for the Utility to follow when notifying the Customers before their service is disconnected and also because the Utility respects the privacy of the Customers' account information and because of the regulations in place, the Utility uses the regulated method. In addition, Ms. Baez was informed that the Customer can access his/her account online at any time to review their account by them registering online. She was informed that the registration can be completed by going to the Utility's web site at www.uiwater.com and follow the instruction and if she require assistance with registering to please contact our Customer Service Department at 1-800-842-8432.

Please contact our office if additional information is required. A copy of the communication that was sent to Ms. Baez is included with this correspondence.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

06/27/2016 - Having received no further contact from the Customer, this case shall be closed as GI-28.

MBermudez

Request No. 1212922W Name BAEZ , EVELYN MS. Business Name _____

Request No. 1213380W

Name COTTON ,ROBERT MR.

Business Name _____

Consumer Information

Name: ROBERT COTTON

Business Name:

Svc Address: 101 SAND PINE LANE

County: Seminole Phone: (321)-750-6157

City/Zip: Longwood / 32779-

Account Number:

Caller's Name: ROBERT COTTON

Mailing Address: 101 SAND PINE LANE

City/Zip: LONGWOOD ,FL 32779-

Can Be Reached:

E-Tracking Number: 120534

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS251

Company:

Attn. Elise S Christian1213380W

Response Needed From Company? Y

Date Due: 06/17/2016

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 06/02/2016

Reply Received Timely/Late: T

Informal Conf.: Y

PSC Information

Assigned To: NEAL FORSMAN

Entered By: DH

Date: 05/26/2016

Time: 10:36

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 21.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NEF

Date: 07/15/2016

Closeout Type: GI-32

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, May 26, 2016 10:33 AM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 120534

CUSTOMER INFORMATION

Name: Robert Cotton

Telephone: (321) 750-6157

Email: lordrcolton@gmail.com

Address: 101 Sand Pine Lane Longwood FL 32779

Request No. 1213380W

Name COTTON ,ROBERT MR.

Business Name _____

BUSINESS INFORMATION

Business Account Name: Robert Cotton

Account Number: N/A

Address: 101 Sand Pine Lane Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

For the third time in a few years Utilities, Inc has once again turned off the water at my house even though payment has been made. The first time happened a few years ago and they refused to turn the water back on unless I paid a reconnection fee. I place a complaint on this and they credited my account only after adding another fee on and crediting it back off - not addressing the original payment I made to have the water turned back on.

This morning my water was turned back off even though above full payment was made yesterday. Their billing and payment system is archaic. They have no real time information regarding payment. Once again I sit in my home without water due to their deficiencies. Something needs to be done with this company. Surely a utility service can not be disconnected for no reason. This company needs to be under a major investigation for illegal practices. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Request No. 1213380W

Name COTTON ,ROBERT MR.

Business Name

Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
5/26/2016 J Mclean-Sinatra

Customer called back about his case and was transferred to the analyst.

05/26/2016 - Received a call from the Customer who objected to the Company Response. Customer states that he made his payment the day before his service was disconnected, but the Company is still charging a reconnection fee. Customer states that he's spoke with the Company and was told that they know the complaint was filed but because the service was disconnection, the reconnection fee is appropriate. Advised the Customer his objection would be noted and that I will contact him once I receive more information from the Company. Customer understood. MBermudez

05/26/2016 - ATTENTION COMPANY:

Please review the above notes and address the Customer's additional concerns. Along with the Company Response, please include a 24 month financial audit that shows all bills issued and payments received with a running balance throughout. Also include all bill copies and final notices for the past six months.

Provide all of this and anything else the Company feels is relevant to the case by 06/17/2016.

MBermudez

06/02/2016 - Company response received via Email. DScott.

06/06/2016 - Company responses received via Email. DScott.

06/24/2016 - The Company has provided the following information regarding the Customer's concerns:

"From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Thursday, June 02, 2016 1:54 PM
To: lord@lordrcolton.com
Cc: PSCREPLY
Subject: FPSC REQUEST NO. 1213380W - SERVICE INTERRUPTION

Dear Mr. Cotton:

This correspondence is in reference to your complaint to the Florida Public Service Commission concerning your water service interruption on 5/26/2016 by Utilities, Inc. of Florida-Sanlando at 101 Sand Pine Lane,

Request No. 1213380W Name COTTON ,ROBERT MR. Business Name

Longwood, FL and the disputed reconnect fee charged to your account for \$21.00 to reinstate the service.

In your complaint you stated that the full payment was made by you on 5/25/2016. On 5/11/2016, a disconnect letter was sent to you that requested a past due payment for \$175.33. The letter informed you that if the Utility did not hear from you within 10 days of the date on the letter your service may be severed without additional notification and for your service to be reinstated, the outstanding balance and all applicable fees must be paid in full.

Your service was interrupted because the Utility had not received the required past due payment before the disconnect. You stated that you had made full payment on 5/25/2016 and yet your service was disconnected. Review of the payment made indicates that a payment for \$162.25 was made through First Billing Services (FBS) on 05/26/2016 at 1:56 a.m. under Confirmation number 28807138. First Billing Service is a payment agent that the Utility accepts customers' payments from that have been made through that service, the fee charged to you was \$2.25 and the payment received and posted to your account on 5/27/2016 was \$160.00. Because the service can take up to 2-5 days before the payment is applied to the customer's account, the Utility's web site list very specific instructions for the customers to follow when they are making a payment through FBS when the customer has received a disconnect notice and/or if the customer's service has been disconnected. In the instructions and also on your receipt, the customer is informed to contact the Utility's Customer Service immediately during regular business hours to report the payment and confirmation number. Records show there was not any contact from you concerning the late payment until after your water service had been disconnected.

The disconnect notice sent on 5/11/2016 requested a past due payment for \$175.33. As of 5/11/2016, your total account balance was \$282.00. The current amount was for \$106.67 and the past due amount was for \$175.33 which was the unpaid bill issued on 4/14/2016 for \$165.33 that was due by 5/6/2016 and the unpaid portion of the service charge fee for \$10.00 for the payment that was returned by your bank on 3/30/2016. Your account total balance as of today, 6/2/2016 including bill dated 5/11/2016 for service up to 5/6/2016 is \$143.00. The past due portion of your account is \$15.33. The current portion of your account becomes past due after 6/2/2016.

The Utility does not find that your service was improperly disconnect on 5/26/2016 and it finds that the reconnect fee to reinstate your service is correct. I have attached a portion of the regulations that the Utility is required to follow when billing the customer, the due dates for the bills and proper notice to the customer prior to disconnect of service, a copy of the receipt provided to you after you made your payment is also included. The detailed regulations can be found under Florida Regulations 25-30.335 Customer Billing, 25-30.345 Customer Service Charges and 25-30.320 Refusal or Discontinuance of Service.

The Florida Public Service Commission office is included in this correspondence. Please contact our Customer Service Department at 866-673-9953 if you require additional assistance.

Regards,

Request No. 1213380W

Name COTTON ,ROBERT MR.

Business Name

Elise S. Christian
Customer Relations Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

06/24/2016 - As of 05/11/2016, the Customer's account had a past due balance of \$175.33. The Customer made a payment of \$160.00 before the service was disconnected, but that still left a past due balance of \$15.33. It appears as the Customer's account has been properly disconnected so the reconnection fee is appropriate.

SEQUENCE OF EVENTS:

A final notice issued to the Customer on 05/11/2016, for the balance of \$175.33, which stated "... If we do not hear from you within 10 days of the date on this letter..."

Full payment of the past due balance or direct contact with the Company should have been made by 05/21/2016.

A payment of \$160.00 was received on 05/27/2016, leaving a past due balance of \$15.33.

MBermudez

06/24/2016 - Attempted to contact the Customer but received no answer. Left call back voicemail message.

MBermudez

06/24/2016 - Received a call from the Customer. Went over the Company response and advised the Customer it appears as his account has been properly billed. Advised the Customer that because a regular bill and final notice issued, proper time was allowed for each, and while most of the past due balance was paid on 05/27/2016, the full past due balance wasn't paid.

Customer continues to object to the Company Response. Customer states that the Company never told him there was an outstanding past due balance of \$15.33 after he contacted the Company when his service was disconnected; the Company just sent someone out to reconnect the service.

Advised the Customer that while some utilities have a policy that it will not disconnect service when the past due balance is under a certain dollar amount, the Company could have kept the service disconnected until he paid the additional \$15.33. It is up to the discretion of the Company if it will accept partial payment to reconnect service.

Request No. 1213380W Name COTTON ,ROBERT MR. Business Name

Customer continued to object to the Company response stating he feels the Company has fabricated most of what it has provided to the FPSC. Advised the Customer it would be noted that I will forward the case to my supervisor for further review. Advised that I will also make a copy of the Company response and have it mailed to him for his records. Customer understood.

MBermudez

06/27/2016 - A copy of the Company Response will be mailed to the Customer tomorrow, 06/28/2016, per the Customer's request. MBermudez

06/27/2016 - Case forwarded to RRoland. MBermudez

06/28/16: Complaint file delivered to process review. RRoland

Request No. 1215086W Name DITTMER ,TERRANCE MR. Business Name _____

<p align="center">Consumer Information</p> <p>Name: TERRANCE DITTMER</p> <p>Business Name:</p> <p>Svc Address: 614 LAKE SHORE DR</p> <p>County: Orange Phone: (407)-929-3668</p> <p>City/Zip: Maitland / 32751-</p> <p>Account Number: 0274310000</p> <p>Caller's Name: TERRANCE DITTMER</p> <p>Mailing Address: 614 LAKE SHORE DR</p> <p>City/Zip: MAITLAND ,FL 32751-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 120716</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 06/20/2016</p> <p>Time: 16:20</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 646.04</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 08/19/2016</p> <p>Closeout Type: GI-05</p> <p>Apparent Rule Violation: N</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1215086W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/12/2016</p> <p>Fax: (407) 869-6961 R</p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: 06/30/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Request No. 1213380W Name COTTON ,ROBERT MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Monday, June 20, 2016 3:55 PM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 120716

CUSTOMER INFORMATION

Name: Terrance Dittmer

Telephone: (407) 929-3668

Email: shelleydittmer@gmail.com

Address: 614 Lake Shore Drive Maitland FL 32751

BUSINESS INFORMATION

Business Account Name: Terrance Dittmer

Account Number: 0274310000

Address: 614 Lake Shore Drive Maitland FL 32751

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am writing to request a review of an unfortunate situation with my water service. On the evening of April 12 our neighbor alerted us of a leak at our water meter. We both called the customer service number to inform Utilities Inc. of the leak.

The operator said, even though it was after hours someone would come out to check the situation. The on call field service person called to say that it did not look bad and would deal with it in the morning.

Then at around 8am the next morning a gentleman from Utilities Inc. stopped by to say the leak was on our side; and that he had turned off our water temporarily to assess the situation.

He asked whether we wanted to leave the water on or off. We told him to leave the water off and we would call our plumber to fix the leak.

We really thought nothing of the conversations until we received our April 28 statement billing us for \$646.04. We usually use between 10 and 15 thousand gallons of water per month. But this statement is for almost 90 thousand gallons of water.

I did pay the bill, but am requesting a review by the PSC and adjustment to my statements by the company. I realize that it is my responsibility to inform Utilities Inc. of leaks, but I also feel it is their responsibility to respond to my concerns about leaks.

I do not believe the field service representative could have possibly stopped by to see what was happening the

Request No. 1215086W

Name DITTMER ,TERRANCE MR.

Business Name _____

night of April 12 since so much water was lost. Furthermore, every time I have inquired about this incident, I have had no one respond. I have left messages on the "Call Back" line. No response. I have waited to speak to a representative, but when they tell me they will look into the matter, they would not call back. I finally spoke to a supervisor named Amy in the Altamonte Springs office. She informed me that there is nothing that they could do for me in consideration of the bill. And finally another supervisor called and said again there was nothing that could be done. He also said that because of the amount of water that the repair person said was flowing out of the pipe, it was impossible for that to have been just leaking that one night. If that is the case, then there should have been tremendous erosion? We had no erosion. Our neighbor noticed water in their driveway and yard for the first time on the evening of April 12. My concern is that there is a meter issue, or that the meter has not been read at all. Another aside that may or may not be of importance deals with the meter. When the plumber was repairing the pipe, they broke the water meter. Instead of installing the meter, the Field Service Representative gave the meter to the plumber and told him to install it. He was not cordial about it at all. Now I find that the Utilities Inc. person was actually supposed to do the installation; which he did not. It was a very old meter that most likely should have been replaced long ago anyway. Please review and respond at your earliest convenience. Thank you very much for your attention to this matter.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Request No. 1215086W Name DITTMER ,TERRANCE MR. Business Name

Case taken by Diane Hood

06/30/2016 - Company response received via Email. DScott.

07/06/2016 - Company response received via Email. DScott.

07/07/2016 - The Company has provided the following information regarding the Customer's concerns:

"From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Thursday, June 30, 2016 12:21 PM
To: shelleydittmer@gmail.com
Cc: PSCREPLY
Subject: FPSC Request No: 1215086W

Dear Ms. Dittmer:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning a water leak that occurred at your premises, 614 Lake Shore Dr., Maitland, FL sometime between 3/18/2016 and 4/12/2016 that resulted a high bill.

In your complaint, you stated that the neighbor contacted the utility to report the leak because of the water that was running into their yard and onto their driveway, you also stated that the neighbor alerted you about the leak/water running and in addition to their call, you contacted the utility after business hours about it on 4/11/2016. You indicated that the Utility on call person told you that he would come out to check the problem, which he did and you were informed about the leak in your plumbing. It is not clear if you chose to leave the water on so that you would not be without water over night, our records do not show that the Utility turned the water off at that time since it would have been your choice. You indicated that the on call person informed you that the Utility would come back to your premises the next morning for a courtesy check and to provide assistance by turning the water off until you obtained a plumber.

Our records show that on 4/12/2016 shortly after 8am, the Field Supervisor came to your residence as a follow-up to the Field Staff's findings that had come to your residence on 4/11/2016 to inspect the problem. Review of the Field Supervisor's investigation indicates that he spoke with you and informed you about his findings, he showed you the leak and the location, he offered to turn off the water if you wanted him to turn it off until you could obtain a plumber. You informed him that you had a plumber scheduled to come out and to turn off the water, which he did. The Field Supervisor obtained a read from the meter after it had been turned off while there, the meter read was 1534330 and the usage that had occurred since the meter was read for billing on 3/18/2016 was 79,970 gallons.

On 4/13/2016, records indicate that a telephone call was received from A New Beginning Environmental stating that they had a repairman at your address to make a repair and they had broken the water meter. They want to

Request No. 1215086W

Name DITTMER ,TERRANCE MR.

Business Name _____

replace the meter. Our Field Staff came to your premises to replace the broken meter with a new one. The plumber you had hired to make the repairs was not ready for the meter to be installed and said it would be late in the day before it could be installed. He offered to install it after he had completed the work on your service. So that your service would not be off until the next day, the meter was provided to him to install and was later inspected by the Utility.

In your complaint you stated that you had made several contacts to the Utility to speak to someone about an adjustment to your account because of the leak, after you were denied an adjustment by several of the Customer Service Representatives, you asked for your call to be escalated to a manager and no one returned your call in a timely manner.

On 5/23/2016 our records show that you contacted the Utility concerning the leak and the usage billed because of it, you expressed that because the water was not turned off the evening of 4/11/2016 by the Field Staff, you now had a very high bill and expressed that an adjustment credit was due to the account. You were told that your concerns would be provided to the Customer Service Supervisor.

On 5/27/2016, you called and asked to speak to the Customer Service Supervisor about the leak, you stated that our Field Staff told you that you would need to contact the Customer Service Supervisor, you stated that you had already called the past Monday but no one had contacted you.

There are notes on your account dated 5/27/2016 that indicate you contacted the Utility to dispute the usage because the Utility Staff came out on a Friday night to investigate the leak and did not turn the water off until the following Saturday morning so the water was left to run and that resulted in the high usage. Our records show that the leak was investigated by our Staff on 4/11/2016 and 4/12/2016. (Monday evening and Tuesday morning) On 6/10/2016, you requested that someone speak to you about an adjustment credit to your account and you expressed frustration that no one had returned your calls.

On 6/10/2016, records indicate that you spoke to the Customer Service Supervisor and you expressed that no one had contacted you. You stated that because of the Utility's negligence and not investigating your leak right away you had received a high bill.

On 6/13/2016, the Operations Manager Spoke with you and informed you that your request for an adjustment credit to your account because of the leak in your plumbing/pipe was denied and he also addressed additional concerns you had at the time. You expressed dissatisfaction to the Manager that your request for an adjustment credit for the leak was denied.

The Utility does not assume responsibility for the Customer's defective plumbing and leaks that may occur because of it. However, there are times when the Utility is able to provide some relief to the Customer when a leak occurs and the Customer is billed for wastewater too and the water/leak was outside of the home. In your case, your service is water only so there is not any courtesy adjustment for wastewater. We apologize that you did not receive a response to your telephone calls in a timely manner. We are sorry for the

inconvenience you experience because of the leak, we are happy that it was located and you were able to have it repaired.

Please contact our Customer Service Department at 866-842-8432 if additional assistance is required. The FPSC is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-800-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

07/07/2016 - Company Response received on 07/06/2016 contains the same information that was received on 06/20/2016. MBermudez

07/11/2016 - Company response received via Email. DScott.

7/12/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The company's records show that on 4/12/16, shortly after 8 a.m., the Field Supervisor came to the residence as a follow-up to the Field Staff's findings that had come to the customer's residence on 4/11/16, to inspect the problem.
- * Review of the Field Supervisor's investigation indicates that he spoke with Ms. Dittmer and informed her about his findings, he showed the customer the leak and the location, he offered to turn off the water if she wanted him to turn it off until she could obtain a plumber.
- * Ms. Dittmer informed him that she had a plumber scheduled to come out and to turn off the water, which he did.
- * The Field Supervisor obtained a read from the meter after it had been turned off while there, the meter read was 1534330 and the usage that had occurred since the meter was read for billing on 3/18/16 was 79,970 gallons.
- * On 4/13/16, records indicate that a telephone call was received from A New Beginning Environmental stating that they had a repairman at the customer's address to make a repair and they had broken the water meter.
- * They want to replace the meter.
- * A Field Staff came to the premises to replace the broken meter with a new one.
- * The plumber the customer had hired to make the repairs was not ready for the meter to be installed and

said it would be late in the day before it could be installed.

* He offered to install it after he had completed the work on the customer's service.

* So that the service would not be off until the next day, the meter was provided to him to install and was later inspected by the Utility.

* In the complaint the customer stated that you had made several contacts to the Utility to speak to someone about an adjustment to her account because of the leak, after she was denied an adjustment by several of the Customer Service Representatives, she asked for the call to be escalated to a manager and no one returned her call in a timely manner.

* On 5/23/16, records show that Ms. Dittmer contacted the Utility concerning the leak and the usage billed because of it, she expressed that because the water was not turned off the evening of 4/11/16, by the Field Staff, she now had a very high bill and expressed that an adjustment credit was due to the account.

* She was told that her concerns would be provided to the Customer Service Supervisor.

* On 5/27/16, Ms. Dittmer called and asked to speak to the Customer Service Supervisor about the leak, she stated that the Field Staff told her that she would need to contact the Customer Service Supervisor, Ms. Dittmer stated that she had already called the past Monday but no one had contacted her.

* There are notes on the customer's account dated 5/27/16, that indicate she contacted the Utility to dispute the usage because the Utility Staff came out on a Friday night to investigate the leak and did not turn the water off until the following Saturday morning so the water was left to run and that resulted in the high usage.

* Records show that the leak was investigated by company Staff on 4/11/16 and 4/12/2016. (Monday evening and Tuesday morning).

* On 6/10/16, the customer requested that someone speak to her about an adjustment credit to her account.

* She expressed frustration that no one had returned her calls.

* On 6/10/16, records indicate that the customer spoke to the Customer Service Supervisor and expressed that no one had contacted her.

* The customer stated that because of the Utility's negligence and not investigating the leak right away she had received a high bill.

* On 6/13/16, the Operations Manager Spoke with the customer and informed her that the request for an adjustment credit to your account because of the leak in the plumbing/pipe was denied.

* He also addressed additional concerns the customer had at the time.

* The customer expressed dissatisfaction to the Manager that the request for an adjustment credit for the leak was denied.

* The Utility does not assume responsibility for the Customer's defective plumbing and leaks that may occur because of it.

* However, there are times when the Utility is able to provide some relief to the customer when a leak occurs and the customer is billed for wastewater too and the water/leak was outside of the home.

* In this case, the service is water only so there is not any courtesy adjustment for wastewater.

* The Company apologizes that she did not receive a response to her telephone calls in a timely manner.

* The company is sorry for the inconvenience experienced because of the leak, the company happy that it was located and the customer was able to have it repaired.

Shonna McCray

7/12/16: The correspondence received 7/11/16, is from the customer, as noted below:

"From: Shelley Dittmer [mailto:shelleydittmer@gmail.com]

Sent: Friday, July 08, 2016 5:45 PM

To: PSCREPLY; eschristian@ulwater.com

Subject: Case Ref # 1215086W

Florida Public Service Commission

In Re: Ms. Elise Christian, Customer Relations Specialist- Utilities Inc. response to case # 1215086W - Utilities Acct. 0274310000, Meter 17916351.

I will attempt to reply to the rambling response from Ms. Elise Christian which we received regarding my complaint to the Public Service Commission. Without punctuation it is very difficult to understand her meaning.

First of all, both my neighbor and I contacted Utilities, Inc. the night of April 11, 2016 to report the leak. The On Call field service person called us back after he said he had been at our location. He said it did not look bad to him and that he would have someone at our home first thing the next morning.

I was not given the opportunity to turn off the water at that time. Since I did not see the person that night I have no way of knowing if he really was at my house at all.

The next morning about 8am a gentleman knocked on the door to tell us that the leak was on our side of the meter and he had turned the water off. "Did we want to leave it off or turn it back on?" I said "Certainly leave it off!"

We contacted our plumber who came out within the hour to repair the pipes. Apparently when they were trying to repair the pipes, the meter broke off the pipes.

We called Utilities Inc. to inform them and they brought out another meter and they told the plumber to install it. As I said before, they were not pleasant about it.

When I saw the old meter it is pretty obvious that it was an ancient meter.

My confusion now is that I cannot understand how in one month's time that pipe leaked more than a year's worth of water without major erosion. We had no erosion!

I really would like for someone to respond to that question. Utilities, Inc. has never addressed my concerns in this matter. They just tell me that having the water on overnight could not have leaked the huge volume of water that was leaked.

I also dispute another statement that was made in Ms. Christian's letter. She said that there were notes referring to a Friday night and Saturday morning. I never referred to any such thing. I knew exactly when the leak was as I was returning from a Church Circle meeting, which are on Monday evenings when my husband informed me of the leak.

I am extremely dissatisfied with the lack of customer service at Utilities, Inc., and the lack of accountability. They have a monopoly and they let you know it. Basically they have said "Too bad. Get over it" with no explanation as to how so much water could have leaked without erosion!

I have recently discovered that other states have "red flags" when customers suddenly are using large amounts of water. It is too bad that the legislature has not instated a law like that for Florida. What a waste of our precious water resource!

I am assuming that there is nothing more that the FPSC will do in this matter. But I still feel that Utilities, Inc. has some responsibility in such an extreme water situation without any remedies; not to mention, I would certainly think Utilities, Inc. would at least be able to hire a person that can write a properly punctuated sentence. If you are unclear of my meaning, please read the response to your request to Utilities, Inc.

Yours truly,

Janet and Terrance Dittmer

Cc Elise Christian, Utilities, Inc.

Hon. Robert Cortes, State Legislator, Dist. 30

--

Shelley Dittmer"

Shonna McCray

7/12/16: Reviewed customer correspondence and noted customer's objection. Shonna McCray

7/12/16: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PLEASE ADDRESS THE CUSTOMER'S CONCERNS NOTED ABOVE. PLEASE PROVIDE A DETAILED 24-MONTH ACCOUNT HISTORY.

PROVIDE RESPONSE TO THE PSC BY 7/21/16. Shonna McCray

07/22/2016 - Company response received via Email. DScott.

7/26/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

* The Utility's records indicate that the technician received a call from its after hour service on 4/11/16 at approximately 9:22 p.m., he came to her premises on 4/11/16 (Monday) to investigate the leak.

* He spoke to Ms. Dittmer that evening by telephone about his findings and informed her about the action that would be taken by the Utility the following morning.

* The Utility's records do not indicate that the water was turned off by the technician on 4/11/16.

* It is standard practice for the Utility to go out and investigate a reported leak during regular business hours and also during after business hours.

* Leaks that are reported to the Utility are investigated by the Utility to make sure that the leak is not in the Utility's water lines and also to avoid potential water outages to its Customers because of a leak.

* As stated in the earlier correspondence to Ms. Dittmer, it is not clear if she chose to leave the water on or if the technician did not offer to turn it off for her.

* The Utility's' record does not show that her water was turned off by the technician on 4/11/2016.

* The Utilities' records show that a telephone call was received in its Customer Service Department from a person that identified herself as Penny Woodruff with A New Beginning Environmental, she informed the Utility that their company had a repairman at Ms. Dittmer's address to make a repair and they had broken the Utility's water meter.

* She requested information about the meter because their company wanted to replace it.

* The Utility did not request the company to replace the meter and it did not request the company to pay for replacing the meter.

* A technician was sent to Ms. Dittmer's premises to replace the broken meter.

* Upon arrival the plumber informed the technician that he was not ready for the meter to be installed and he informed the technician that it would be later in the day before it could be installed.

* Because the plumber was not certain about the time that he would be ready for the meter to be installed, he offered to install the meter after he had finished the work on Ms. Dittmer's water line repair.

* It is not standard practice for the Utility to allow others to install its water meters, however there are exceptions based on certain conditions and license held by the company or contractor.

* The plumber installed the meter and it was later inspected by the Utility.

* The Utility did not received a complaint from A New Beginning Environmental concerning unpleasant treatment to its personnel.

* The meter that was removed was installed at the premises on 4/2/02 and it was a Badger, the new meter that was installed is also a Badger.

* The Utility is not an expert in the conditions of the soil and what would or would not cause erosion in certain areas, it is unable to tell Ms. Dittmer why the soil or ground did not show erosion on her property from the leak, and it does not know the size of the break/hole/cut that was in her pipe.

* There was not a visible leak noticed when the Utility read her meter for billing on 3/18/16, the usage at that point was 13,490 gallons since 2/19/16 and this usage was within her high average usage range.

* Ms. Dittmer mentioned that her neighbor alerted her about the leak because water was running onto their driveway and yard, perhaps the ground had become saturated from the leak and the water had started to run off onto the neighbor's driveway and yard.

* The Utility cannot tell Ms. Dittmer what portion of the 79,970 gallons of water that registered through her meter was from her leak and what portion was from her actual usage between 3/18/16 and 4/12/16.

* It does not know when the leak started because it had not been at her premises since 3/18/16.

* It does not know the size of the break in her pipe that was repaired.

* The Utility can only speculate based on the size of the leak in the pipe and from a chart for Consumers about water leaks and the water flow/pressure at the meter when the water was running.

* A copy of a chart is included with the response, perhaps this resource will be useful to Ms. Dittmer by assisting her with trying to determine how her broken pipe could cause the amount of water in question.

* She will need to know the size of the break in her pipe, subtract what she feels was her usage for that month from the water that was billed (79,970 gallons) and the difference would be the estimated amount of water loss from her leak.

* This type of chart can also be found online.

* The notes on Ms. Dittmer's account appears to be documented incorrectly by indicating she informed the Customer Service Representative that she contacted the Utility about the leak that occurred on a Friday night and the water was allowed to run from Friday night to Saturday morning.

* This is the only reference on her account about those days.

* Notation has been added to her account to correct the days to Monday, 4/11/16 and Tuesday, 4/12/16.

* The company extends an apology to her for the error.

* The company apologizes to Ms. Dittmer for the delay in her telephone calls being returned and for her dissatisfaction with the service she received.

* The Utility is regulated by the PSC and it must operate under the regulations and guide lines that are

established by that office.

- * Utilities, Inc., is committed to providing safe, reliable and cost effective service to its customers.
- * Ms. Dittmer's concerns and the quality of service provided to her is very important to the Utility.
- * The Utility does not assume responsibility for the Customer's defective plumbing and leaks that may occur because of it.
- * There is a cost incurred by the Utility to provide water service to its Customer even in an unfortunate situation like a leak, the customer is responsible for their plumbing and the water that goes through the meter must be paid for by the customer or else it would be borne by everyone else in future rate filings, which is not equitable.
- * However, there are times when the Utility is able to provide some relief to the Customer when a leak occurs and the Customer is billed for wastewater in addition to the water from the leak.
- * If the leak was located on the outside of the home a wastewater leak adjustment is available.
- * Ms. Dittmer's service is water only so there is not a courtesy adjustment available for wastewater.
- * The meter reader is at the Customer's premises once a month to read the meter for billing, if the water meter is spinning at the time he/she is at the premises, the reader will approach the door to notify the Customer about the findings, if no one is present at the premises a tag is left at the premises that alerts the Customer about the findings, if the leak appears to be extreme and no one is at the premises the reader will turn the water off at the meter and notification will be left at the premises with the action taken and a contact telephone number.
- * If a meter read is entered into the device by the reader and it is higher than the Customer's average usage history, the device will alert the reader to recheck the meter read for accuracy.
- * The State does have a Conservation Water Program that the Utility must adhere to.
- * The Utility is sorry for the inconvenience Ms. Dittmer experienced because of the leak.
- * The company is happy that it was located and repaired in a very timely manner.
- * As a courtesy, a water leak adjustment credit will be applied to her account for \$118.00.
- * The requested bill and payment history is included with this correspondence.

Shonna McCray

7/26/16: 9:31 a.m. Will prepare resolution letter. Shonna McCray

8/19/16: Resolution letter prepared. Shonna McCray

8/19/16: Resolution letter mailed. This inquiry closed. Shonna McCray

08/26/2016 Customer called and asked to speak to analyst. Transferred caller to SMcCray who accepted the call. BJoiner

8/26/16: Mrs. Dittmer transferred by Belkis. Mrs. Dittmer stated she received the letter I sent. She stated some of things the company stated are inaccurate. She stated her main concern is that the company should have

Request No. 1215086W Name DITTMER ,TERRANCE MR. Business Name

smart meters that will alert customers when ever there is a leak or high usage. Mrs. Dittmer stated they should have some type of erosion or something to indicate the presence of the water. Discussed Mrs. Dittmer's concerns in detail. She indicated she was appreciative of the credit issued, but feels the company should have notified her of the leak. Mrs. Dittmer expressed appreciation for assistance provided. Shonna McCray

Request No. 1215097W Name JACOBS ,ALAN MR. Business Name _____

<p>Consumer Information</p> <p>Name: ALAN JACOBS</p> <p>Business Name:</p> <p>Svc Address: 500 BALD CYPRESS COURT</p> <p>County: Seminole Phone: (407)-862-0267</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number: 4133210000</p> <p>Caller's Name: ALAN JACOBS</p> <p>Mailing Address: 500 BALD CYPRESS COURT</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 120719</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: AC</p> <p>Date: 06/21/2016</p> <p>Time: 08:22</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p>Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1215097W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/13/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 07/07/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 07/28/2016</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Request No. 1215086W Name DITTMER ,TERRANCE MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" -----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Monday, June 20, 2016 6:57 PM

To: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 120719

CUSTOMER INFORMATION

Name: Alan Jacobs

Telephone: (407) 862-0267

Email: jacobsam1217@embarqmail.com

Address: 500 Bald Cypress Court Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Alan Jacobs

Account Number: 4133210000

Address: 500 Bald Cypress Court Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

To whom it may concern,

My issue is with Utilities, Inc is the billing methods based on reading my meter. There are two ways that Utilities, Inc reads a water meter, one way is an estimate based on usage 6 months ago and the second method is actually sending a person to read the meter. In practice sounds pretty good, however it leads to me overpaying my bill by hundreds of dollars over the year. The reason is that an estimate can be very low for me because they are using months I can water only once a month. Then the next month reading after the estimated month, the guy actually reads the meter and I get this extremely larger bill. The reason is that the reading is actually reading about 1 and 1/2 to 2 months of water usage for a one month bill. So, what happens is after I reach my base for water usage at a much lower price, the high price for the overage amount kicks in and kicks in hard, because it is looking not only on this month but a good part of last month's usage. When I called Utilities, Inc up they explained very nicely how it works, etc, and said they really can't do anything about it. They will look into if I would like, which I requested, but there most likely be no action. So, this monopoly gets much more money from me that I should be paying because of a bad system. And this is not once but 6 times a year. Asked about automatically reading meters, they said the company does that in certain places but that is too expensive. Being a monopoly and the fact I really need water at my

Request No. 1215097W

Name JACOBS ,ALAN MR.

Business Name _____

house, makes this a real gotcha. No resolution, no escalation, and no other place to go. I am sure there are ways to do better estimating based on my monthly statistics of usage for an average versus estimating on one month where I do not use much water. There must be a way to have someone check our meters more than 6 times a year or they must made enough money to update the meters or if I complain about my bill Utilities, Inc comes up with a solution that makes me feel that they care. Thanks."

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

07/07/2016 - Company response received via Email. DScott.

7/11/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The water meter is scheduled to be read each month around the same time for billing.
- * The meter reader comes to the customer's premises each month around the same time to read the water meter, if there is not access to the meter because of gates, animals present or if weather conditions prevents the Utility from reading the meter, it is likely that usage will be estimated for that particular month.
- * If any of these conditions occur the Utility makes every effort to revisit the premises to obtain a read from the meter before issuing the bill.
- * If there are animals present or gates that prevent the meter reader from gaining access to the meter, the

Request No. 1215097W

Name JACOBS ,ALAN MR.

Business Name _____

company requests customers to please assist the readers by making sure there is access to the meter.

* Review of the customer's account indicates that the usage was estimated for the bill dated 10/7/14 at 4,436 gallons, the usage billed to on 9/8/14, before the estimated usage and from an actual meter read was 16,160 gallons and the usage bill to the customer on 11/5/14, after the estimated usage and from an actual meter read was 2,894.

* There was not any overcharge for water because the estimated usage was lower than the 1st tier rate.

* The usage billed on the bill dated 11/23/15 was estimated for 15,713 gallons, the usage billed on 10/13/15, before the estimated usage and was from an actual meter read and was 39,320 gallons.

* The usage billed on 12/9/15, after the estimated read and was from an actual meter read was 54,537 gallons.

* Both bills usage exceeded 15,000 gallons, there was not an adjustment due to over charged water.

* There was not any over charge for the wastewater because it does not bill usage past 10,000 gallons for each bill period.

* The maximum charged on each bill for wastewater was \$33.89 because both bills exceeded 10,000 gallons.

* The chart provided with this correspondence that references the tier billing for water charges when comparing the estimated bill for 15,713 gallons and the actual bill for 54,537.

* The water is billed in tiers, there are 3 tiers, they are:

1st tier is 6,000 gallons at \$0.95 per 1,000 gallons

2nd tier is 9,000 gallons at \$1.42 per 1,000 gallons

3rd tier is all 15,000 gallons at \$2.36 per 1,000 gallon

* The last estimated bill on the account is dated 5/10/16, for 5,414 gallons.

* The usage billed on 4/12/16, before the estimated usage and was from an actual meter read was 16,470 gallons.

* The usage billed on 6/9/16, after the estimated usage and was from an actual meter read was 70,056 gallons.

* The estimated usage for 5,414 gallons would appear to be too low and cause concern that it was possible that the customer was over charged for water because of the tiers billed on the 6/9/16 bill.

* The water billed was 586 gallons under the 6,000 gallon rate for \$0.95 per 1,000 gallons, 9,000 gallons would have been billed at the 2nd tier at \$1.42 per 1,000 gallons.

* It amounts to 9,586 gallons billed in the highest tier for water on the bill dated 6/9/16 and should be moved to the 1st and 2nd tiers.

* However, when the water usage is moved the wastewater usage follows that water usage up to a maximum of 10,000 gallons and a charge for \$33.89.

* In most cases the water goes down but the wastewater cost goes up on the bill because it was only billed up to 5,414 gallons.

* A chart was provided to the customer, hopefully it will provide a clearer understanding concerning the adjustment credit that is due to you for \$1.03 for over charges under the tired water rate and the sewer rates.

* Example: There are two bill periods involved, the total usage (5,414 gals & 70,056 gals) between the two are 75,470 gallons to be billed and is divided between the two bills under the correct tiered rates.

* That would amount to 37,735 gallons per bill at:

6,000 gallons @ \$.95 per 1,000 gallons
9,000 gallons @ \$1.42 per 1,000 gals
22,735 gallons @ \$2.36 per 1,000 gallons

- * The Utility's goal is to provide customers with accurate bills at all times.
- * As stated earlier, there are times that a bill will have estimated usage.
- * Customers are entitled to receive bills with their correct usage for the periods billed.
- * The customer can contact the company whenever a bill with estimated usage if he/she would like for it to be reviewed with.
- * The Utility will review the estimated usage and the current usage because the rate for water is billed in tiers and if a credit is due to the account because of the estimated usage, it will be adjusted for the credit.
- * Customer provided with resolution via email.

Shonna McCray

07/11/2016 - Company response received via Email. DScott.

7/12/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- * On 7/7/16, written communication was sent to Mr. Jacobs that addressed his concerns.
- * He was informed that he was provided inaccurate information concerning the Utility's billing method.
- * Mr. Jacobs was informed that the meter reader goes to his premises each month around the same time to read his water meter and if there is not access to the meter because of gates, animals present or if weather conditions prevent the Utility from reading his meter, it is likely that his usage will be estimated for that particular month.
- * If any of these conditions occur the Utility makes every effort to revisit the premises to obtain a read from his meter before issuing his bill.
- * He was informed that if there are animals present or gates that prevent the meter reader from gaining access to the meter, the Utility request customers to please assist the readers by making sure there is access to the meter.
- * Mr. Jacobs was informed that the Utility's goal is to provide its customers with accurate bills at all times.
- * It was explained that there are times that a bill will have estimated usage and to please keep in mind, that when this happens it is estimated usage and upon his request, a review of his account is made available to him.
- * Mr. Jacobs was informed that he is entitled to receive bills with the correct usage for the periods billed and to contact the Utility when he receives a bill with estimated usage if he would like for it to be reviewed for any credit or adjustment that could be due to him because of the estimated usage.
- * Review of Mr. Jacobs' account found that his account was due an adjustment for \$1.03 because of the estimated usage.
- * His account was credited.

Shonna McCray

Request No. 1215097W Name JACOBS ,ALAN MR. Business Name _____

7/28/16: This inquiry closed. Shonna McCray

Request No. 1215720W Name METCALF ,TIM MR. Business Name _____

Consumer Information Name: TIM METCALF Business Name: Svc Address: 647 CLEMSON DR County: Seminole Phone: (561)-506-6000 City/Zip: Altamonte Springs / 32714- Account Number: 5197727107 Caller's Name: TIM METCALF Mailing Address: 647 CLEMSON DR City/Zip: ALTAMONTE SPRINGS ,FL 32714- Can Be Reached: E-Tracking Number: 120782	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: ANGIE CALHOUN Entered By: DH Date: 06/28/2016 Time: 13:05 Via: E-FORM Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company Code: WS251 Company: Attn. Elise S Christian1215720W Response Needed From Company? Y Date Due: 07/20/2016 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 07/12/2016 Reply Received Timely/Late: T Informal Conf.: N	Closed by: AC Date: 08/03/2016 Closeout Type: GI-05 Apparent Rule Violation: N

Request No. 1215097W Name JACOBS ,ALAN MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Tuesday, June 28, 2016 11:34 AM

To: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 120782

CUSTOMER INFORMATION

Name: Timothy Metcalfe

Telephone: (561) 506-6000

Email: timmetcalfe@cfl.rr.com

Address: 647 Clemson Drive Altamonte Springs FL 32714

BUSINESS INFORMATION

Business Account Name: Tim Metcalfe

Account Number: 5197727107

Address: 647 Clemson Drive Altamonte Springs FL 32714

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

After years of water use last month there was enough water used at my home a townhouse with just myself living here to fill a swimming pool they claim I used the water, I have no leaks and no explanation where the water went. I contacted them and they will not even exclude me from the sewage charge or any relief. Please help me. Thank you Tim Metcalfe. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

a) the cause of the problem

b) actions taken to resolve the customer's complaint

c) the company's proposed resolution to the complaint

Request No. 1215720W

Name METCALF ,TIM MR.

Business Name

- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

07/12/2016 - Company response received via Email. DScott.

07/12/2016 Reviewed report:

UI indicates, prior to the complaint filing, the customer's meter was re-read on 06/21/16. UI indicates that there were no visible leaks at the location. UI Staff met with the customer's brother on 06/23/16, to check for leaks inside the premise. UI Staff did not find any leaks. The customer's brother expressed concern, that since the unit was an end unit, the water hose was attached to the spigot, leaving available for someone to use it.

The customer was called in regards to his complaint on 06/30/16 and a voicemail message was left requesting a return call. The utility left a door hanger at the premise on 07/05/16 due to no contact. The customer contacted the company on 7/05/16, indicating that he did not wish to be present for a meter test and was not interested in the utilities findings. A field meter was test was performed on 07/06/16, and the meter past the field test (results attached to response.)

UI indicates that it has billed the customer appropriately, since the re-read was in-line with the previous read, and the meter tested accurately.

ACalhoun

08/03/2016 No further contact from customer. Closing complaint without apparent infraction, GI-05 High Bill.

ACalhoun

<p align="center">Consumer Information</p> <p>Name: RAISUL HOWLADER</p> <p>Business Name:</p> <p>Svc Address: 551 CARLISLE AVENUE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: JOHN PLESCOW</p> <p>Entered By: RJC</p> <p>Date: 07/12/2016</p> <p>Time: 11:07</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 940.00</p>
<p>County: Seminole Phone: (321)-356-6400</p> <p>City/Zip: Altamonte Springs / 32714-</p> <p>Account Number: 44297 35317</p> <p>Caller's Name: RAISUL HOWLADER</p> <p>Mailing Address: 415 SAN SEBASTIAN PRADO</p>	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1216667W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/02/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>City/Zip: ALTAMONTE SPRINGS ,FL 32714-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 07/28/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: Y</p>	<p>Closed by: MV</p> <p>Date: 09/13/2016</p> <p>Closeout Type: GI-32</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer stated that he is disputing the amount \$940.00 .

What is the date of the bill?

Customer stated that this is from the two billing cycles for statement dates 06/08/2016 and 07/07/2016.

Why do you believe you have been billed improperly?

Customer stated that there was a water leak from the lines between the water meter and the plumbing inside his home that he was unaware of . Customer stated that he spoke to the utility representative and was told

that they put a door hanger on his door to notify him of the water leak but he never received it. Customer stated that he never received any kind of notice from Utilities, Inc. of Florida regarding a water leak. Customer stated that the utility should implement a better system to notify their customers of a possible leak.

Other Comments: Customer requests assistance from the PSC to resolve this dispute.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R.Castillo

07/14/2016- Customer called to inquire as to the timeframe for the complaint. Explained that the company had 15 business days to contact through 08/02/2016. Advised customer to call back if company failed to contact within the timeframe. SLynch

07/28/2016 Company response received via email, added to file, and forwarded to SMcCray. ACalhoun

7/29/2016 Customer correspondence received via email, added to file, and forwarded to SMcCray. DHood

"From: Raisul Howlader [mailto:shakil127@gmail.com]

Sent: Thursday, July 28, 2016 9:34 PM

To: Elise Christian

Cc: PSCREPLY

Subject: Re: REQUEST NO. 121667W

Request No. 1216667W

Name HOWLADER ,RAISUL MR.

Business Name _____

Dear Ms. Christian -

What we have here is failure to communicate - with Utilities, Inc. continuing to believe my misfortune is its windfall. And worse.

There are so many issues with your response and protocols that I don't know where to start. Your offer remains the same as when my tenant spoke by phone with three employees in succession a month ago. The offer was and remains unacceptable hence we have not moved forward at all.

"We are sorry for the inconvenience that you experienced because of it - "inconvenience" is hardly an apt characterization for \$1,000 in unexpected water bills - and we are happy that you were able to locate the leak and repaired it. I sincerely doubt you are happy about my having to repair the leak - at the cost of another \$500. Both platitudes.

The property is a rental property. I pay the water.

My tenant travels - sometimes 2-3 weeks at a time - and otherwise uses very little water; monthly usage is between 1,000 to 1,500 gallons.

Statements of fact: There was no visible leak (which was underground outside the house) so no indication of a leak. The tenant was in town the week of June 5th. He left town on a trip June 10th. No door hanger was reported as discovered by the tenant prior to his leaving. I regularly go by the house to check on it.

"The Utility does not assume responsibility for the Customer's defective plumbing and leaks ..." Well that is too obvious. While it wasn't a defect; it was a 30+-year-old copper service giving out.

I'm not saying your firm should be responsible. I'm am saying I refuse to be gouged by you and your employer for something both beyond my control and that caused your firm no additional costs - see below.

The first red flag should have been waved by Utilities, Inc. with the May 27, 2016, reading that revealed that more than 30x the normal amount water had been consumed during the earlier month. It was not. If a reread had been done then, hopefully this issue would not have escalated. I can now assert that Utilities, Inc. is culpable in the lost water.

Furthermore, on June 7th, during the recheck, it was now very obvious not only that there was a leak - but a very bad leak - as the meter was spinning like a top. If the leak had been on Utilities, Inc.'s side, you'd have been there on the double to fix it. Instead, as it was on the customer's side, your agent knocked on the door; found no one home; left a door hanger (?) and left. Thank goodness the leak wasn't inside destroying the house or otherwise we'd be having a much different conversation.

The prudent thing would have been for the agent to turn off the water and take all steps necessary to contact the "customer" immediately, rather than doing just about the least amount possible - leaving a door hanger and leaving. This protocol needs to be revisited as I can't imagine this is the first or last time this type issue has arisen/will arise.

Instead, the very next communication from Utilities, Inc. was a bill for \$505.60 on top of a bill for \$328.59. This is egregious and gouging. And I haven't even received the last billing in this trilogy saga.

My very fair month-old offer still stands. I will pay for all water at the base rate \$3.70/1,000 and move on; not the escalating over consumption penalty charge peaking at \$8.31/1,000 which in this instance is ludicrous. Plus accept the "courtesy" \$112.88 sewer offset - you folks are too funny - to be adjusted upward if the third month's billing is over 8,000 gallons.

My tenant is an apartment community real estate developer and says he has dealt with the likes of Utilities, Inc. such as in the form of Florida Water Services and its several resurrections in that you all believe you are answerable to no one and are always unreasonable. He has offered to have one of his attorneys take over this matter at no cost to me should that prove necessary, while we hope that it will not.

Once the three months of billing have been adjusted as outlined above, I will pay immediately.

Regards,

Raisul Howlader"

7/29/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

* Review of the account indicates that the usage on the bills dated 6/8/16 and 7/7/16 indicates that the leak must have started sometime after 4/28/16 and 5/27/16, when the meter was read for the bill dated 6/8/2016.

* Company records do not show that the meter reader noticed a visible leak while at the premises to read the meter.

* On 6/7/16, when the bill was being prepared, it was noticed that the usage was higher than the average usage history.

* A work order was issued to reread the meter for accuracy and to check for any visible leaks.

* On 6/7/16, the meter was reread; the recheck showed that an additional 25,210 gallons had registered through the meter between 5/27/16 and 6/7/16. * On 6/7/16, the meter was spinning which was an indication that there was a leak at the residence.

* The technician attempted to reach someone at the premises, no one answered the door, and a door tag was left that informed the resident about the findings.

* On 6/28/16, the meter was read for billing, an additional 29,670 gallons had registered through the meter since 6/7/16.

Request No. 1216667W

Name HOWLADER ,RAISUL MR.

Business Name _____

* The Utility is only at the premises once a month to read the meter for billing.
* On 5/27/16, when the meter was read for billing, the reader did not see a visible leak at the meter.
* The recheck on 6/7/16, is when the meter indicated that water was registering through it.
* The Utility does not assume responsibility for the Customer's defective plumbing and leaks that may occur in the Customer's plumbing because of it.
* The company is sorry for the inconvenience that the customer experienced because of it and is happy that the customer was able to locate the leak and repair it.
* As a courtesy, a wastewater credit adjustment is applied to the account for \$112.88.
* The account balance after the credit has been applied is \$392.72.
* A deferred payment arrangement is available to pay that balance in 6 monthly installments plus the current month bill.
* The company requests Mr. Howlader contact the Customer Service Department by 8/1/16 at 1-866-842-8432 to make the first installment for \$65.45 and the balance; \$327.27 will be put on a payment arrangement to be paid in 5 additional monthly installments plus the current month bill.
Shonna McCray

7/29/16: Reviewed customer correspondence and noted customer's objection. Shonna McCray

7/29/16: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE SEE ADDITIONAL CUSTOMER CONCERNS AS NOTED ABOVE. PLEASE PROVIDE A 24-MONTH ACCOUNT HISTORY. PLEASE PROVIDE RESPONSE BY 8/9/16. Shonna McCray

08/04/2016 - Company response received via Email. DScott.

08/05/2016 A caller who identified himself as William Shalcross called to inquire about complaint. He stated assisting his friend who is the customer of record. Transferred caller to SMCray who accepted the call.
BJoiner

8/5/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
* Mr. Howlader does not have 24 months of bill history.
* His service was started as of August 2015.
* On 8/4/16, correspondence was sent to Mr. Howlader that addressed his objection to the Utility's findings.
* The company responded to the customer's email as follows:
"Dear Mr. Howlader:

This communication is in reference to your objection to Utilities, Inc. of Florida's (UIF) response concerning your complaint to the Florida Public Service Commission (FPSC) that relates to the water line leak on your property. Your concerns are addressed as follows:

You:

Request No. 1216667W Name HOWLADER ,RAISUL MR. Business Name

What we have here is failure to communicate - with Utilities, Inc. continuing to believe my misfortune is its windfall. And worse. There are so many issues with your response and protocols that I don't know where to start. Your offer remains the same as when my tenant spoke by phone with three employees in succession a month ago. The offer was and remains unacceptable hence we have not moved forward at all.

UIF:

Utilities, Inc. of Florida (UIF) is regulated by the Florida Public Service Commission (FPSC). The Utility must operate under the Rules and Regulations that are set forth by that office. An application was filed by UIF with FPSC for the current rates charged by the Utility to its Customers for water and waste water service, the rates are regulated and approved by FPSC.

The customer is responsible for his plumbing even with a leak and the misfortune such as yours, there is not a windfall for the Utility because of it. Because there is a cost for the Utility to provide water to its Customers, the water that goes through the meter must be paid for by that customer or else it would be borne by everyone else, which is not equitable. The Utility has provided a wastewater adjustment to your account for \$112.88.

You:

The property is a rental property. I pay the water. My tenant travels - sometimes 2-3 weeks at a time - and otherwise uses very little water; monthly usage is between 1,000 to 1,500 gallons.

Statements of fact: There was no visible leak (which was underground outside the house) so no indication of a leak. The tenant was in town the week of June 5th. He left town on a trip June 10th. No door hanger was reported as discovered by the tenant prior to his leaving. I regularly go by the house to check on it.

UIF:

The Utility encourages its Customers to either have the Utility turn the water off at the meter when they are away from their premises for extended periods, there is a service fee for the Utility to do this or the Customers can install their personal valve at their service point that will allow them to turn the water off to help avoid this type of water loss in their absence. You stated that your tenant was at the premises the week of June 5th and left on June 10th. On June 7th the Utility Staff was at your premises to reread the meter and that is when he verified that the read taken by the meter reader on 5/27/2016 was correct and that the dial on the meter indicated that water was registering through the meter. He approached the door to inform the occupant that he could have a possible leak, no one answered the door. The door hanger was left that stated the same.

You:

I'm not saying your firm should be responsible. I'm am saying I refuse to be gouged by you and your employer for something both beyond my control and that caused your firm no additional costs - see below. The first red flag should have been waved by Utilities, Inc. with the May 27, 2016, reading that revealed that more than 30x the normal amount water had been consumed during the earlier month. It was not. If a reread had been done then, hopefully this issue would not have escalated. I can now assert that Utilities, Inc. is culpable in the

lost water.

UIF:

The Utility disagrees with you that the water loss because of the aged plumbing at your property is its responsibility. The meter reader was at your premises on 5/27/2016 to obtain an accurate read from your meter for issuing your monthly bill. The meter readers do not have access to any information from your account that would have indicated to him that your usage was 30x more than your usage from earlier months.

You:

Furthermore, on June 7th, during the recheck, it was now very obvious not only that there was a leak - but a very bad leak - as the meter was spinning like a top. If the leak had been on Utilities, Inc.'s side, you'd have been there on the double to fix it. Instead, as it was on the customer's side, your agent knocked on the door; found no one home; left a door hanger (?) and left. Thank goodness the leak wasn't inside destroying the house or otherwise we'd be having a much different conversation.

The prudent thing would have been for the agent to turn off the water and take all steps necessary to contact the "customer" immediately, rather than doing just about the least amount possible - leaving a door hanger and leaving. This protocol needs to be revisited as I can't imagine this is the first or last time this type issue has arisen/will arise.

UIF:

The Utility's personnel came to your premises on June 7th to recheck the meter read for billing 'because the usage that was going to be billed was high'. The recheck was to validate the meter read as accurate and to check for a possible leak. When checking for a possible leak, staff would be checking for water registering through the meter while he was at the meter and also for any obvious/visible water running while at the premises. The meter did indicate water registering through it, so as a courtesy, the tag was left. You stated your tenant was at the premises between June 5th and June 10th, there was no way for the reader to know if the Customer was doing laundry, in the shower or what could have been the reason for the water registering through the meter while he was at it, that is the reason for the notification that "you may have a leak". The meter was not spinning like a top as you stated when the recheck was done on June 7th, if the meter had been spinning like a top, the field staff would have turned the meter off after no one answered the door. A door hanger would have been left that informed you that the meter had been turned off, the reason for it and would have also included a contact telephone number. Your statement is correct, that if the Utility had a leak in its line (s) in any location, it would have been accountable for it and would have been expeditious in taking the necessary action to rectify the problem.

You:

Instead, the very next communication from Utilities, Inc. was a bill for \$505.60 on top of a bill for \$328.59. This is egregious and gouging. And I haven't even received the last billing in this trilogy saga.

UIF:

Request No. 1216667W Name HOWLADER ,RAISUL MR. Business Name

You were billed the correct rates for water and wastewater service that registered through the meter at your premises, they are approved and regulated by FPSC. In earlier communication to the Utility you indicated that your leak was repaired on 6/25/2016. Your bill dated 7/7/2016 was for service up to 6/28/2016, it included any water usage after the leak had been repaired. Your bill scheduled to be issued around 8/8/2016 shows usage since 6/28/2016 as 770 gallons.

You:

My very fair month-old offer still stands. I will pay for all water at the base rate \$3.70/1,000 and move on; not the escalating over consumption penalty charge peaking at \$8.31/1,000 which in this instance is ludicrous. Plus accept the "courtesy" \$112.88 sewer offset - you folks are too funny - to be adjusted upward if the third month's billing is over 8,000 gallons.

UIF:

As stated earlier in this communication, the charges for water and wastewater service are regulated and approved charges by FPSC. The components that went into the rate making for the approved charges were reviewed by FPSC, they were adjusted as required and were approved by the FPSC for all affected Customers. They are not negotiable rates, they are regulated rates and the Utility remains in compliance with FPSC rules and regulations with the application of the tariffed rates.

You:

My tenant is an apartment community real estate developer and says he has dealt with the likes of Utilities, Inc. such as in the form of Florida Water Services and its several resurrections in that you all believe you are answerable to no one and are always unreasonable. He has offered to have one of his attorneys take over this matter at no cost to me should that prove necessary, while we hope that it will not.

UIF:

As stated earlier in this communication, Utilities, Inc. of Florida is regulated by The Florida Public Service Commission. Simply stated; At Utilities, Inc., we are committed to providing safe, reliable and cost effective service to our customers, a safe, challenging and enjoyable work environment for our employees, and a fair return for our shareholders; all with the underlying commitment to act with integrity, protect the environment and enhance the communities we serve.

UIF understands that there will be times that our Customers will disagree with our position with its findings such as in this case. The Utility must consider all of its Customers that can potentially be affected when a courtesy water credit is applied to a customer's account because of water that registered through that Customer's meter. It understands that you may feel the leak you experienced was beyond your control and that you feel the Utility should or can do more to offset your expenses because of it. However, it is the Utility's responsibility to make sure that all of its Customers are treated fairly and not have them be affected in their rates because of your leak.

The Utility does not find that an additional courtesy credit adjustment is due to your account, there will not

be an additional credit applied to it. Your account balance as of today is \$392.72. The offer for a payment arrangement remains available to you. If the account is left unpaid without a payment arrangement after the investigation has been closed by FPSC and their office finds that the Utility was not at fault for your water loss and the Utility is not in violation for the application of the Utility's tariff, proper notice will be issued to you and your service will be interrupted for the unpaid bill.

If you would like the payment arrangement, please contact our Customer Service Department at 866-842-8432 to make the arrangement. FPSC is included in this correspondence."

Shonna McCray

8/5/16: Mr. William Shalcross transferred by Belkis. Mr. Shalcross stated he was calling on behalf of his friend Raisul Howlader. Explained to Mr. Shalcross that I could not discuss Mr. Howlader's complaint without his consent. Mr. Shalcross stated the wrong complaint # is provided on the response that Mr. Howlader received; he asked if a response had been received. Advised a response has been received. He also asked about billing. Explained to Mr. Shalcross that the company bills based on their approved tariff rates. Explained incases of leaks, the company is not required to issue a leak adjustment they may or may not issue a leak adjustment. Explained the PSC can only require the company to issue an adjustment if the meter is faulty. Mr. Shalcross stated he understood. Shonna McCray

8/5/16: Will prepare resolution letter. Shonna McCray

08/09/2016 Customer correspondence received via email and added to file. ACalhoun

"From: PSCREPLY

Sent: Tuesday, August 09, 2016 8:25 AM

To: Consumer Contact

Subject: FW: REQUEST NO. 121667W

For case no. 1216667W

From: Raisul Howlader [mailto:shakil127@gmail.com]

Sent: Monday, August 08, 2016 9:50 PM

To: Elise Christian

Cc: PSCREPLY

Subject: Re: REQUEST NO. 121667W

Dear Ms. Christian: Please respond by informing me what Utilities, Inc.'s protocol is for notifying delinquent accounts up to and including turning off service. Thank you.

Raisul Howlader"

08/10/2016 - Company response received via Email. DScott.

Request No. 1216667W

Name HOWLADER ,RAISUL MR.

Business Name _____

8/11/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following was sent to the customer via email:

"Utilities, Inc. of Florida must follow the Florida Public Service Commission (FPSC) rules and regulations for disconnect of service to a Customer for an unpaid bill. Attached is a copy of the Rule that explains when a bill becomes delinquent, which is after the 21st day from the issued date of the bill and a separate notification is required that provides an additional 5 business days to the Customer before the service is disconnected. In your case, your account is extended for payment for the disputed balance on it until FPSC has completed its investigation. After the investigation is finalized and if the account remains unpaid, the disconnect process will begin by issuing the 5 business day notification before a disconnect occurs." Shonna McCray

8/11/16: Resolution letter prepared. Shonna McCray

8/11/16: Resolution letter mailed. Leaving complaint open pending customer contact by 8/26/16. Shonna McCray

08/12/2016 - Company response received via Email. DScott.

Following correspondence was received:

"From: Raisul Howlader [mailto:shakil127@gmail.com]

Sent: Friday, August 12, 2016 1:46 PM

To: Elise Christian

Cc: PSCREPLY

Subject: RE: REQUEST NO. 121667W

Dear Ms Christian:

As Utilities, Inc. is aware, there was an undiscovered leak at my rental property (551 Carlisle Ave. Altamonte Springs) between the meter readings on May 27, 2016 and July 29, 2016, resulting in very large billings over that two month period. A request for reduction to the billings due to extenuating services was made to Utilities, Inc. Customer Service Department (by phone) and was rebuffed. I immediately filed a complaint with the Florida Public Service Commission (C/N: 1216667W). Utilities, Inc. responded to that complaint by email on August 4, 2016 stating no reduction in the billing amount is possible do to published rates and regulations.

I am asserting that Utilities, Inc. is negligent in not notifying me immediately upon suspicion of a serious leak on July 7, 2016 after the first extraordinarily high billing. With the billing address not being the service address, Utilities, Inc. should have concluded that the account holder did not reside at the service address. Regardless of whether it did or not, Utilities, Inc.'s protocol appears to be attempting to contact an occupant at the service address, and failing that, leaving a door hanger notification at the service address; and not notifying the account holder directly.

However, for account delinquencies, Utilities, Inc.'s protocol is to contact the account holder by U.S. mail at the billing address.

Request No. 1216667W

Name HOWLADER ,RAISUL MR.

Business Name

In this instance (on July 7, 2016), after Utilities, Inc. personnel concluded the home was not occupied at the time, a one-time door hanger is an egregiously inadequate protocol in that there is no consideration as to when that notification may be received, if ever. A house could be abandoned; the resident may be away for an extended period of time; and perhaps most importantly, with no visible leak outside the residence, a reasonable person would assume the leak is in the house and may well be causing serious damage. But Utilities, Inc., as a regulated utility, asserts its responsibility stops at the meter. Period. For the record, the tenant did not find a door hanger notification on or after July 7, 2016 despite Utilities, Inc.'s undocumented assertion that one was left.

I asked that I be rebilled at the lowest rate - \$3.70/1,000 gallons - for all the lost water - instead of at the punitively escalating rates designed to promote water conservation. I thought that a reasonable request not shared by Utilities, Inc. I hereby withdraw that offer.

Instead, because I assert Utilities, Inc. did not take reasonable and prudent steps to notify me as the responsible party, that it should be responsible for any lost water in excess of a normal monthly amount. A weak argument could be made that I am culpable in not reviewing the June 7th billing immediately upon receipt, though I did not because it is usually a nominal amount due a few weeks later.

In response, I assert that Utilities, Inc. holds the lion's share of the responsibility for lost water by through not aggressively notifying me directly of this serious and emergency situation. Therefore, please consider this a formal demand for reimbursement of \$415.74 as compensation for the loss.

I have reviewed my legal options in the event Utilities, Inc. refuses this reimbursement and may pursue court action if required; and that Utilities, Inc. may be held responsible for additional fees and costs associated with the collection of this debt.

If a positive response is not received by me by August 19, 2016, I will feel compelled to pursue any or all legal remedies.

On a related matter, I believe that both the Florida Public Service Commission and any court of law will frown upon Utilities, Inc. applying my security deposit to the amount owed while the complaint remains "open" with the PSC.

Regards,
Raisul Howlader
415 San Sebastian Prado
Altamonte Springs, FL
407-687-8932"
Shonna McCray

08/16/2016 - Company response received via Email. DScott.

08/18/2016 Customer correspondence received via U.S. mail., and forwarded to SMcCray. ACalhoun

8/17/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. The company sent the following email to the customer in response to his email:

Request No. 1216667W Name HOWLADER ,RAISUL MR. Business Name

" The Utility's position remains the same as stated in earlier communication to you concerning an additional credit to your account because of a leak that occurred in your plumbing and pipe at 551 Carlisle Avenue, Altamonte Springs, FL. There will not be an additional credit applied to your account because of your leak in your plumbing and piping.

*

1. The meter was accurately read and your bills were accurately computed.
2. The Utility has no discretion with regard to the calculation of the amount due. We must apply the rate structure approved by the FPSC.
3. Our field staff identified a leak and hung a door hanger at that time to inform you and your tenant of the leak.
4. The Utility is not the property owner and is not the responsible party for the condition of the plumbing and piping at 551 Carlisle Avenue and it is not responsible for the water that leaked out due to a failure of your plumbing. The Utility's records show you as the responsible account holder for water and wastewater service for this address.
5. The Utility incurred costs to produce, treat and deliver the volume of water measured at your meter, and billed you the current rate, which reflects the value placed on that volume by the FPSC when setting rates. Any hypothetical adjustment to your bill would have the effect of causing those expenses incurred in delivering water to your premises to be subsidized by the other Weathersfield Customers, which is not fair to your neighbors.
6. We had previously recognized that the water that leaked out of your outside piping did not enter the collection system. Therefore, we posted a credit to your sewer bill for \$112.88.
7. The Utility's application of your deposit toward your current balance was done as a benefit to you to reduce the amount owed on your account because of your leak. Under FPSC Regulations 25-30.311, (Attached) UIF could have elected to continue holding the deposit through the maximum allowed timeframe as identified in the FPSC Rules. If you do not prefer the deposit credited to your account early, UIF will remove the credit and reestablish the deposit amount and will continue to hold the deposit until the maximum allowed timeframe. This will thereafter increase your account balance due on your bill dated 8/7/2016 by \$80.00. Your new account balance will be \$422.16. Please notify the Utility by 8/23/2016 if you prefer the deposit to remain as a credit on your bill dated 8/7/2016. If we do not hear from you on or before that date, the deposit will be removed from your account as a credit and will be reestablished as a deposit and will be held until the maximum allowed timeframe."

Shonna McCray

8/18/16: Leaving complaint open pending contact from customer by 8/26/16. Shonna McCray

08/18/2016 - Company response received via Email. DScott.

8/18/16: Following customer correspondence received and added to file:

"From: Raisul Howlader [mailto:shakil127@gmail.com]

Sent: Thursday, August 18, 2016 7:36 AM

To: Elise Christian

Request No. 1216667W

Name HOWLADER ,RAISUL MR.

Business Name _____

Cc: PSCREPLY
Subject: Re: REQUEST NO. 121667W

Dear Ms. Christian ,

Please reply with contact information - including email address - for the corporate officer who oversee Utilities, Inc.'s Altamonte Springs operation. And please copy that individual on this email. Thank you.

Raisul Howlader"
Shonna McCray

8/18/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- * The customer's request was forwarded to the President, John Hoy.
- * Provided below is the requested information for communicating with Mr. Hoy:

John Hoy, President

Utilities, Inc.

E-mail: customerservice@uiwater.com

Post Office Box 160609

Altamonte Springs, Florida 32716

Phone: (866) 842-8432

Fax: (407-869-6961)

- * Because Mr. Hoy travels frequently, Elise Christian suggest Mr. Howlader use the e-mail address that is provided for communication with him.

Shonna McCray

8/18/16: Reviewed customer correspondence; added to file. Complaint forwarded to Supervisor for referral to Process Review. Shonna McCray

08/19/16: Delivered case file to process review. RRoland

Request No. 1216667W Name HOWLADER ,RAISUL MR. Business Name

<p align="center">Consumer Information</p> <p>Name: CARL B RAINWATER</p> <p>Business Name:</p> <p>Svc Address: 209 PALMETTO CONCOURSE</p> <p>County: Seminole Phone: (407)-862-7920</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number: 2333400000</p> <p>Caller's Name: CARL B RAINWATER</p> <p>Mailing Address: 209 PALMETTO CONCOURSE</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1222817W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/10/2016</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 10/10/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: REY CASTILLO</p> <p>Entered By: DH</p> <p>Date: 09/19/2016</p> <p>Time: 08:29</p> <p>Via: E-MAIL</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: RJC</p> <p>Date: 10/28/2016</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Carl Rainwater [mailto:cbrainh2o@gmail.com]
 Sent: Sunday, September 18, 2016 9:02 PM
 To: Consumer Contact
 Subject: Residential Water Billing

Carl B Rainwater
 209 Palmetto Concourse
 Longwood, Fl 32779

I feel I was overcharged on my July bill. Somewhat corrected on the Aug. bill except for the excess charge for high usage rate. I called to try and get it corrected without success. The Sept. bill showed an adjustment of an additional charge instead of a reduction. My bills average between

\$75 to \$95.

Sept 2016.pdf

July 2016.pdf

August 2016.pdf

Please review the attached copies of my bills and advise.

Thank you,
Carl B. Rainwater
407-862-7920 "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case scanned and emailed to company. Case taken by Diane Hood

10/10/2016 - Company response received via Email. DScott.

Company response indicates the following:

From: Elise Christian [<mailto:ESChristian@uiwater.com>]

Request No. 1222817W

Name RAINWATER ,CARL MR.

Business Name _____

Sent: Monday, October 10, 2016 11:59 AM
To: PSCREPLY
Subject: RE: 1222817W Carl B. Rainwater

Dear Mr. Castillo:

This correspondence is in reference to Mr. Carl B. Rainwater's complaint concerning the usage and charges billed to him on his water bills by Utilities, Inc. of Florida-Sanlando, dated 7/11/2016 and 8/7/2016. Mr. Rainwater is a customer at 209 Palmetto Concourse, Longwood, FL.

Mr. Rainwater was contacted on 10/10/2016 by telephone to address his concerns and to explain the adjustment credits that were applied to his account for the two bills. His meter was over read on 6/30/2016 for his bill issued on 7/11/2016, the high read resulted in a high bill issued for 7/11/2016 and a low bill issued on 8/7/2016. The two bills were corrected to reflect his average for each month and resulted in a credit to his account for \$1.81. An apology was extended to him for the error, Mr. Rainwater was satisfied with the correction to his account.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

10/28/2016 Having not received any further contact from the Customer, this inquiry will be closed as a GI -
25. R.Castillo

Request No. 1222817W Name RAINWATER ,CARL MR. Business Name

<p style="text-align: center;">Consumer Information</p> <p>Name: STEPHANIE SCHUROTT</p> <p>Business Name:</p> <p>Svc Address: 1131 RIDGE RD</p> <p>County: Seminole Phone: (407)-221-1392</p> <p>City/Zip: Longwood / 32750-</p> <p>Account Number:</p> <p>Caller's Name: STEPHANIE SCHUROTT</p> <p>Mailing Address: 1131 RIDGE RD</p> <p>City/Zip: LONGWOOD ,FL 32750-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 121346</p>	<p style="text-align: center;">Florida Public Service</p> <p style="text-align: center;">Commission - Consumer Request</p> <p style="text-align: center;">2540 Shumard Oak Boulevard</p> <p style="text-align: center;">Tallahassee, Florida 32399</p> <p style="text-align: center;">850-413-6100</p> <p style="text-align: center;">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1223357W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/14/2016</p> <p>Fax: (407) 869-6961 R</p> <p>Interim Report Received: / /</p> <p>Reply Received: 10/10/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p style="text-align: center;">PSC Information</p> <p>Assigned To: REY CASTILLO</p> <p>Entered By: DH</p> <p>Date: 09/23/2016</p> <p>Time: 11:39</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 6000.00</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: RJC</p> <p>Date: 11/03/2016</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, September 23, 2016 11:32 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 121346

CUSTOMER INFORMATION
Name: Stephanie Schurott
Telephone: (407) 221-1392
Email: s.schurott@yahoo.com
Address: 1131 Ridge Rd Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Stephanie Schurott Account Number:
Address: 1131 Ridge Rd Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Moved into new house on 8/19/2016 and have no water. Have to pay \$6000 to get meter for water setup. I was shortly told by neighbors that I would have water but was told that Utilities Inc. was putting in water but would have to pay \$6000 to have a meter placed and then an additional amount to have a plumber pull a permit and attache the meter to the home. I spoke with Utilities Inc. on several occasions about a possible payment plan for this hookup and was told that there was no way that this could be done. Several neighbors were under the impression that this was something that could be paid through taxes but after speaking with Brian at UI, I was told that that would not be possible and that if i wanted water i would have to pay the \$6000 to them. Myself along with many of the neighbors in the community feel that this whole process has been a bit of scam seeing that the well water was tested and showed that the water is no good even with the best filtration system. I think that this is a really bad practice to expect people to pay this amount up front and think that the best option for getting everyone to contribute is to offer a payment plan. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Request No. 1223357W Name SCHUROT ,STEPHANIE MS. Business Name

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/10/2016 - Company response received via Email. DScott.

Company response indicates the following:

From:Elise Christian <ESChristian@uiwater.com>
Sent:Monday, October 10, 2016 4:20 PM
To:s.schurott@yahoo.com
Cc:PSCREPLY
Subject:Potable Water Installation Fee
Attachments:Sanlando Tap Fees.pdf; FPSC REQUEST NO. 1223357W SCHUROT.pdf

Dear Ms. Schurott:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the cost to have potable water service installed by Utilities, Inc. of Florida - Sanlando at your property located at 1131 Ridge Rd., Longwood, FL.

Utilities, Inc. of Florida - Sanlando is regulated by the Florida Public Service Utility and the rates charged are regulated and approved by that office. The cost for potable water installation at your premises is \$5,901.00, the cost includes the meter installation fee for a 5/8 X 3/4 inch meter. A copy of the approved tariff is included with this communication.

Please do not hesitate to contact our office if additional information is required. FPSC is included in this communication.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

11/20/2016 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

Request No. 1223357W Name SCHUROT ,STEPHANIE MS. Business Name

"From: PSCREPLY
Sent: Thursday, October 20, 2016 7:59 AM
To: Consumer Contact
Subject: FW: Potable Water Installation Fee

From: Stephanie Schurott [mailto:s.schurott@yahoo.com]
Sent: Wednesday, October 19, 2016 4:54 PM
To: Elise Christian
Cc: PSCREPLY
Subject: Re: Potable Water Installation Fee

Good Afternoon,

It was never an issue of the amount, the problem was that no payment plan was offered. Since the well water was not good and I personally had to go with Utilities Inc water I think a payment plan should have been offered.

Have a Wonderful Day,
Stephanie Schurott

Sent from my iPhone"

11/03/2016 Having not received any further contact from the Customer, this inquiry will be closed as a GI - 25
. R.Castillo

Request No. 1223357W Name SCHUROT ,STEPHANIE MS. Business Name

Consumer Information

Name: TERESA GOODMAN
 Business Name:
 Svc Address: 2350 PLEASANT DR

 County: Seminole Phone: (407)-435-3153
 City/Zip: Longwood / 32779-
 Account Number:
 Caller's Name: TERESA GOODMAN
 Mailing Address: 2350 PLEASANT DR

 City/Zip: LONGWOOD ,FL 32779-
 Can Be Reached:
 E-Tracking Number: 121546

**Florida Public Service
 Commission - Consumer Request
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399
 850-413-6100**

Utility Information

Company Code: WS251
 Company:
 Attn. Elise S Christian1224960W
 Response Needed From Company? Y
 Date Due: 11/02/2016
 Fax: (407) 869-6961 R

Interim Report Received: / /
 Reply Received: 11/10/2016
 Reply Received Timely/Late: T
 Informal Conf.: N

PSC Information

Assigned To: REY CASTILLO
 Entered By: DH
 Date: 10/12/2016
 Time: 09:39
 Via: E-FORM
 Prelim Type: SEWER SERVICE
 PO:
 Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
 Certified Letter Sent: / /
 Certified Letter Rec'd: / /

Closed by: RJC
 Date: 11/17/2016
 Closeout Type: NJ-99
 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, October 12, 2016 9:02 AM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 121546

CUSTOMER INFORMATION
 Name: Teresa Goodman
 Telephone: (407) 435-3153
 Email:
 Address: 2350 Pleasant Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Teresa Goodman

Account Number:

Address: 2350 Pleasant Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against CWS Communities LP d/b/a Palm Valley Utilities

Details:

PLEASE HELP !!!!!. Sanlando Utilites of Hunt Club - Utilities Inc. of Florida...is at it again. They were cited in 2014 for illegal discharge into our streets and protected waterways. My family lives about a block away and is feeling ill from the smell. Kids walk by the pools of water mixed with the feces and step in it.....This is ridiculous. Furthermore, the local government approved to build 100 more homes using this already overloaded plant. It's like a third world country there. PLEASE HELP !!!

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Request No. 1224960W

Name GOODMAN ,TERESA MS.

Business Name

11/10/2016 - Company response received via Email. DScott.

11/14/2016 Company response received via email, added to file, and forwarded to RCastillo. ACalhoun

Company response indicates the following:

Dear Mr. Castillo:

This correspondence is in reference to Ms. Teresa Goodman's complaint to your office on 10/12/2016. Utilities, Inc. of Florida-Sanlando did not receive notification of this complaint in its office until 11/10/2016 by Facsimile and on 11/14/2016 a copy of the complaint was provided to the Utility and herewith we are providing a timely response.

Ms. Teresa Goodman has listed her address as 2350 Pleasant Dr., Longwood, FL. She is not a customer in any of Utilities, Inc. of Florida service areas. Her house is located three blocks away from the homes on Azalea Dr., those homes have their own wells and are on septic they abut to the Utility's Wekiva Plant site. Ms. Goodman's property was not impacted by the operation of the Utility's Wekiva Plant. The plant is not "overloaded" or operating in excess of its permitted capacity. At all times, UIF took timely and appropriate steps to terminate the flow of fully treated effluent from our percolation ponds southward toward the homes on Azalea Drive. Currently, the water table has dropped significantly after Hurricane Matthew impacted our ponds' performance temporarily. As noted in our earlier response to FPSC, we put those Azalea Drive residents who were impacted by UIF in touch with our insurance carrier to address their concerns.

We continue to inform FDEP regarding the operating condition and performance of our Wekiva Plant on an ongoing basis. We are currently in full compliance with our operating permit. Ms. Goodman's reference to CWS Communities LP d/b/a Palm Valley Utilities is in error.

Summary of Utility's response sent FPSC on 10/26/2016 concerning this issue:

a) Homes on Azalea Drive in Longwood are located adjacent to the south boundary line of our Wekiva WWTP. None of the Azalea Drive residents are customers of the Utility. The Wekiva WWTP typically treats its wastewater flow to meet reuse standards and then pumps the reuse water into two 3.0-million gallon storage tanks followed by delivery to our reuse customers. When the storage tanks are full or when the plant effluent doesn't meet DEP's stringent reuse standards, plant effluent is disposed either by applying the effluent to our on-site percolation ponds after treatment or by discharging the fully treated effluent to Sweetwater Creek. In early September, after an extended period of wet weather, the plant's influent flow increased while the demand for reuse decreased. Consequently, we utilized our ponds for effluent disposal intermittently in conformance with the DEP-issued operating permit. The Wekiva Plant's operating permit requires that we monitor the groundwater elevation at the monitoring well near Pond #3 on a weekly basis and to cease applying effluent to any of the ponds if the distance to the groundwater table is less than 7'. When the depth is greater than

or equal to 7', the ponds are functioning properly without impacting any adjacent properties. On 9/15/16, the water table was at 7.0'. However, on 9/17/16, groundwater was reported to have "daylighted", that is, it moved laterally through the berm that separates Ponds 3 & 4 from the homes on Azalea Drive, began seeping into the back yards, and then flowed toward the front yards between houses, across the sidewalk and into the storm gutter along the street.

b) Utility staff immediately took steps to address this condition including pumping the water out of Ponds 3 & 4 to lower the hydraulic head on the groundwater table under the ponds, stopped using any of the percolation ponds until the groundwater level dropped to 7', discharged fully treated effluent to Sweetwater Creek, and monitored the water table depth on a daily basis. DEP was notified by the Utility of the situation and updated daily. The source of the musty odors described in the complaint came from the standing water in the back yards or front yards of the homes on Azalea Drive, not from the Wekiva Plant, which continues to operate properly. The Seminole County Health Department staff visited the Wekiva Plant and found it to be operating properly as did DEP wastewater compliance and enforcement staff.

c) By 9/29/16, groundwater elevations had subsided to 6.5', water was no longer flowing across yards towards the sidewalk and storm gutter, and standing water in the back yards was dissipating. Heavy rainfall associated with the passage of Hurricane Matthew through the area on October 6-7, 2016 caused the groundwater to rise to 4.5'. However, the groundwater soon began to drop and is now at 7.5' with no daylighting occurring. Utility staff talked with three Azalea Drive residents who expressed their frustration and concerns. In all three cases, the Utility provided the residents with contact information for our insurance carrier in order to address their concerns about possible property damage.

d) The Utility is prepared to answer any questions FPSC staff may have.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

11/17/16- Transferred Ms. Goodman to Rey to discuss complaint.-Kenny Davis

11/17/2016 Ms. Goodman called back regarding her complaint. Ms. Goodman did not describe any issue with wastewater backflow or discharge of wastewater on her property. Ms. Goodman was concerned about wasterwater

being released into the ground and waterways in her community. I informed Ms. Goodman that the PSC does not have jurisdiction in this particular matter. I referred Ms. Goodman to the Florida Department of Environmental Protection to address her concerns regarding wastewater going into the ground and waterways in her community. Ms. Goodman understood and stated that she will contact FDEP. R.Castillo

Request No. 1225887W Name STELLA ,MICHELLE MS. Business Name _____

<p>Consumer Information</p> <p>Name: MICHELLE STELLA</p> <p>Business Name:</p> <p>Svc Address: 2761 AZALEA DR</p> <p>County: Seminole Phone:</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number:</p> <p>Caller's Name: MICHELLE STELLA</p> <p>Mailing Address: 2761 AZALEA DR</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 121630</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 10/21/2016</p> <p>Time: 16:24</p> <p>Via: E-FORM</p> <p>Prelim Type: SEWER SERVICE</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p>Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1225887W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/14/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 10/27/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 11/30/2016</p> <p>Closeout Type: GI-34</p> <p>Apparent Rule Violation: N</p>

Request No. 1224960W Name GOODMAN ,TERESA MS. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Friday, October 21, 2016 3:42 PM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 121630

CUSTOMER INFORMATION

Name: Michelle Stella

Telephone:

Email:

Address: 2761 Azalea Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: N/A

Account Number:

Address: N/A Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am a resident near your wastewater facility and very close to having the media broadcast your inability to keep your wastewater on your own property. Again.

In November of 2014 the Sanlando Utilities' Hunt Club Facility (owned by Utilities, Inc) was cited by the FDEP for unauthorized discharge of close to 2 million gallons of water into the Sweetwater Creek and residential properties located behind the plant on Azalea Dr. Based on the stench in our neighborhood they are at it again! The President of our Civic Association has documentation that this issue dates back to at least May of 1979.

FIX IT.

Every day we see or smell your activities on our street, you will hear from us.

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

Request No. 1225887W

Name STELLA ,MICHELLE MS.

Business Name _____

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/27/2016 - Company response received via Email. DScott.

10/28/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Homes on Azalea Drive in Longwood are located adjacent to the south boundary line of Utilities, Inc.'s Wekiva WWTP.
- * None of the Azalea Drive residents are customers of the Utility.
- * Mr. Snell lives on Westwood Drive, which is the next street to the east of Azalea Drive.
- * The Wekiva WWTP typically treats its wastewater flow to meet reuse standards and then pumps the reuse water into two 3.0-million gallon storage tanks followed by delivery to reuse customers.
- * When the storage tanks are full or when the plant effluent doesn't meet Department of Environmental Protection's (DEP) stringent reuse standards, plant effluent is disposed either by applying the effluent to on-site percolation ponds after treatment or by discharging the fully treated effluent to Sweetwater Creek.
- * In early September, after an extended period of wet weather, the plant's influent flow increased while the demand for reuse decreased.
- * Consequently, Utilities Inc utilized its ponds for effluent disposal intermittently in conformance with the DEP-issued operating permit.
- * The Wekiva Plant's operating permit requires that Utilities Inc. monitor the groundwater elevation at the monitoring well near Pond #3 on a weekly basis and to cease applying effluent to any of the ponds if the

Request No. 1225887W

Name STELLA ,MICHELLE MS.

Business Name _____

distance to the groundwater table is less than 7'.

* When the depth is greater than or equal to 7', the ponds are functioning properly without impacting any adjacent properties.

* On 9/15/16, the water table was at 7.0'.

* However, on 9/17/16, groundwater was reported to have "daylighted", that is, it moved laterally through the berm that separates Ponds 3 & 4 from the homes on Azalea Drive, began seeping into the back yards, and then flowed toward the front yards between houses, across the sidewalk and into the storm gutter along the street.

* Utilities Inc. staff immediately took steps to address this condition including pumping the water out of Ponds 3 & 4 to lower the hydraulic head on the groundwater table under the ponds, stopped using any of the percolation ponds until the groundwater level dropped to 7', discharged fully treated effluent to Sweetwater Creek, and monitored the water table depth on a daily basis.

* DEP was notified by Utilities Inc. of the situation and updated daily.

* The source of the musty odors described in the complaint came from the standing water in the back yards or front yards of the homes on Azalea Drive, not from the Wekiva Plant, which continues to operate properly.

* The Seminole County Health Department staff visited the Wekiva Plant and found it to be operating properly as did DEP Wastewater Compliance and Enforcement staff.

* By 9/29/16, groundwater elevations had subsided to 6.5', water was no longer flowing across yards towards the sidewalk and storm gutter, and standing water in the back yards was dissipating.

* Heavy rainfall associated with the passage of Hurricane Matthew through the area on 10/6/16 and 10/7/16, caused the groundwater to rise to 4.5'.

* However, the groundwater soon began to drop and is now at 7.5' with no daylighting occurring.

* Utilities Inc. staff talked with 3 Azalea Drive residents who expressed their frustration and concerns.

* In all 3 cases, utilities Inc. provided the residents with contact information for its insurance carrier in order to address their concerns about possible property damage.

* Utilities Inc. is prepared to answer any questions PSC staff may have.

* Ms. Stella is not a customer of the Utility.

* She has a septic system, as do all of the residents in the West Lake Brantley community.

* She has her own well.

Shonna McCray

11/30/16: This inquiry closed. Shonna McCray

Consumer Information

Name: KARON PHILLIPS
Business Name:
Svc Address: 2250 SPRINGS LANDING BLVD

County: Seminole Phone: (407)-921-4942
City/Zip: Longwood / 32779-
Account Number: 8772600000
Caller's Name: KARON PHILLIPS
Mailing Address: 2250 SPRINGS LANDING BLVD

City/Zip: LONGWOOD ,FL 32779-
Can Be Reached:
E-Tracking Number: 121670

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS251
Company:
Attn. Elise S Christian1226453W
Response Needed From Company? Y
Date Due: 11/21/2016
Fax: (407) 869-6961 R

Interim Report Received: / /
Reply Received: 11/14/2016
Reply Received Timely/Late:
Informal Conf.: N

PSC Information

Assigned To: REY CASTILLO
Entered By: DH
Date: 10/28/2016
Time: 08:34
Via: E-FORM
Prelim Type: IMPROPER
PO:
Disputed Amt: 0.00
Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /
Closed by:
Date: / /
Closeout Type:
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, October 27, 2016 8:30 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 121670

CUSTOMER INFORMATION

Name: Karon Phillips
Telephone: (407) 921-4942
Email: kp3277@aol.com
Address: 2250 Springs Landing Blvd Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Karon Phillips

Account Number: 8772600000

Address: 2250 Springs Landing Blvd Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Our credit card was stolen in late September. It took the bank 10 business days to replace it. During that time our water payment was due on October 4th and typically the auto-payment process would have paid on October 3rd. However, due to the stolen card it did not pay. We updated the auto-payment on October 18th with the new card information. However, on October 27th we arrived home at 6 PM to find that our water was turned off. We contacted UI emergency number and spoke to a rep who said they would call us back within 20 minutes. We did not receive a call back.

We're very upset. Please require them to:

1. Contact customer to warn of impending action (they have our address and e-mail on file)
2. Check their own auto-payment process (ours was up-to-date)
3. Have assistance after hours to turn water back on (we have no water due their errors)

Thank You

Tom and Karon Phillips "

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- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

11/14/2016 Company response received via email, added to file, and forwarded to RCastillo. ACalhoun

11/15/2016 Company response received via email, added to file, and forwarded to RCastillo. ACalhoun

11/21/2016 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"From: PSCREPLY

Sent: Monday, November 21, 2016 9:10 AM

To: Consumer Contact

Subject: FW: FPSC REQUEST NO. 1226453W - IMPROPER DISCONNECT

From: kp3277@aol.com [mailto:kp3277@aol.com]

Sent: Sunday, November 20, 2016 4:03 PM

To: ESChristian@uiwater.com

Cc: PSCREPLY; Tp3277@aol.com

Subject: Re: FPSC REQUEST NO. 1226453W - IMPROPER DISCONNECT

Dear Ms Christian and FPSC,

Ms Christina's response confirms our deep concern regarding Utilities Inc. lack of regard for due diligence prior to disconnecting service for a long standing paying customer for whom contact information is available if there were any effort made prior to disconnecting water service. Water disconnection is a health concern for the general public. Any organization entrusted with such an important and basic service should take the effort to:

1-Coordinate your billing and main organization records. Our email and telephone number was in the data base. We have been in communication with Utilites Inc., and each contact should confirm all customer information is up to date as a basic step. Apparently, your company does not. We called to inform you of a water main leak which saved your company quite a bit of money. Our effort was not appreciated apparently, and we will not bother in the future.

Request No. 1226453W

Name PHILLIPS ,KARON MS.

Business Name _____

2- Email customers rather than postal mail. You did not mail a notice of disconnect as you stated. Mail is outdated. Our email information was available. You had it.

3 - Call customers and warn of disconnect. We have two telephone numbers. You should have both. We did not receive a call as you state. Your records should have been up to date had your customer service employees been instructed to confirm customer information when they talk to customers.

Your company is irresponsible and does not take the effort to provide such an important service. Your cold and inaccurate response reflects this. Again, any effort on your part to contact us was not sufficient. Your services are not coordinated and do not share information which is irresponsible. We were told by First Billing that Utilities Inc. would handle a refund of our double payment. Utilities Inc. told us First Billing was responsible. Comical if not so sad. We should never have been forced to make a double payment. Your agent could not even see we had already paid. Very unprofessional and incompetent!

For the protection of Florida residents, Utilities Inc, must be required to make major, but proper changes to the way they do business.

Karon Phillips
2250 Springs Landing Blvd., Longwood , FL 32779
407-921-4942"

11/14/16 The company response indicates the following:

Dear Ms. Phillips:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning Improper Disconnect of water service at 2250 Springs Landing Blvd., Longwood, FL. on 10/27/2016.

In your complaint you stated that your credit card was stolen in late September and it took your bank ten business days to replace it and during that time your water bill was due on 10/4/2016 and your auto-payment process did not pay it because of the stolen credit card. You requested the FPSC to require the Utility to contact the Customer to warn of impending action, to check its auto-payment process to make sure it is up to date because yours was and in addition, the Utility should have after hours assistance to turn water back on due to the Utility's error.

The Utility is sorry to hear that your credit card was stolen. Review of your account indicates that the unpaid bill that resulted in your water service being interrupted was issued on 9/14/2016 and due by 10/6/2016. When the payment was not received by that date, a delinquent notice was automatically generated on 10/12/2016 that informed you that your account was past due for \$202.28 and the payment needed to be made to

avoid your service from being interrupted and if the Utility did not hear from you within 10 days of the date on the letter, your service may be severed without additional notification.

On 10/18/2016, a courtesy telephone call was made to remind you about the past due amount, the call was made to the telephone number that the Utility had on file at that time. The telephone number was not in service. The Utility does not have access to your bank record updates that you made because of the stolen credit card, so there would not have been anyway for it to know to extend your account for payment without you contacting the Customer Service Department during regular business hours to inform the Utility about the problem and request additional time to pay. As a result, your service was interrupted on 10/27/2016 for the past due bill. The Utility does have after hours assistance to restore the Customer's water if it has been interrupted because of the Utility's fault or error. Your service was not interrupted in error. We apologize that you were informed by the answering service that someone from the Utility would contact you within 20 minutes from your call and no one did. You should have received a call if the call was dispatched to the assigned person on call for emergencies.

The Utility values you as a Customer, as a courtesy the reconnect fee was waived. Your account reflects that you made a duplicate payment for \$329.23 and it was received in our office on 10/31/2016, it shows that a refund check was requested on 11/8/2016 and was scheduled to be issued to you for \$329.23 for the duplicate payment. Please do not hesitate to contact our Customer Service Department at 1-866-842-8432 if additional assistance is required. The FPSC is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

12/08/2016 Having not received any further contact from the customer, I will close the inquiry as a GI - 25. R.Castillo.

01/13/17: Received Customer Satisfaction Survey in which the customer indicated that she had not received resolution or a conclusion of this complaint. Objection should have been registered on this complaint on 11/21/16. RRoland

Request No. 1226453W Name PHILLIPS ,KARON MS. Business Name

<p align="center">Consumer Information</p> <p>Name: ELIZABETH GEHRON</p> <p>Business Name:</p> <p>Svc Address: 102 VIHLEN RD</p> <p>County: Seminole Phone: (407)-335-7574</p> <p>City/Zip: Sanford / 32771-</p> <p>Account Number: 4160110000</p> <p>Caller's Name: ELIZABETH GEHRON</p> <p>Mailing Address: 102 VIHLEN RD</p> <p>City/Zip: SANFORD ,FL 32771-</p> <p>Can Be Reached: (407)-320-5993</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DV</p> <p>Date: 11/22/2016</p> <p>Time: 14:25</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 38.55</p>
	<p align="center">Utility Information</p> <p>Company Code: WS251</p> <p>Company:</p> <p>Attn. Elise S Christian1228754W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/15/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 12/05/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 12/30/2016</p> <p>Closeout Type: WS-17</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Total amount of bill due is \$83.55. Customer is disputing \$38.50 of the bill because she never has had to pay more than \$45.00

What is the date of the bill?

Bill date was 10/25/16

Why do you believe you have been billed improperly?

Customer states that a new meter was installed since the last billing cycle and her bill almost doubled.

Other Comments:

Customer has reached out to Utilities, Inc. several times. Has been unable to speak with a supervisor. States that they just came and looked at her meter and said that she was billed correctly. There are no leaks or reasons to account for this sudden increase in her bill.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diana Vizcarrondo

12/05/2016 - Company response received via Email. DScott.

12/7/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Ms. Gehron's account was reviewed for the disputed usage on her October bill for 5,130 gallons.
- * It was found that the Utility had a broken washer on the Customer's side of the meter that resulted in water passing through the meter and through the register.
- * The water meter was replaced, Ms. Gehron's account was adjusted to her average usage for the water and

Request No. 1228754W

Name GEHRON ,ELIZABETH MS.

Business Name _____

wastewater that had registered through the meter.

* The usage adjusted was 4,230 gallons, water was credited for \$15.90 and the wastewater was credited for \$34.31.

* The total account credit that included tax was \$50.85.

* On 12/1/16, Ms. Gehron was contacted by telephone and was informed about the credit to her account.

* An apology was extended to her for the inconvenience caused.

* She was satisfied with the resolution and expressed appreciation for contacting her.

Shonna McCray

12/7/16: Complaint forwarded to Supervisor for review. Shonna McCray

Request No. 1231199W Name RICHESON ,YADIRA MS. Business Name _____

Consumer Information Name: YADIRA RICHESON Business Name: Svc Address: 712 MAHOGANY LN County: Seminole Phone: City/Zip: Altamonte Springs / 32714- Account Number: Caller's Name: YADIRA RICHESON Mailing Address: 712 MAHOGANY LN City/Zip: ALTAMONTE SPRINGS ,FL 32714- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: DH Date: 12/19/2016 Time: 10:04 Via: E-MAIL Prelim Type: QUALITY OF PO: Disputed Amt: 0.00
	Utility Information Company Code: WS251 Company: Attn. Elise S Christian1231199W Response Needed From Company? Y Date Due: 01/11/2017 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 01/11/2017 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 01/30/2017 Closeout Type: GI-30 Apparent Rule Violation: N

Request No. 1228754W Name GEHRON ,ELIZABETH MS. Business Name _____

From: Yadira Richeson [mailto:yadirarich@gmail.com]
Sent: Sunday, December 18, 2016 6:25 PM
To: Consumer Contact
Subject: RE: Florida and Docket #160101-WS

Please help us! We received a letter that Utilities Inc. is increasing our monthly rate. The water quality is very poor. You must see whenever we wash anything and the mineral deposits wherever we use the water. We must buy water since it is obvious that the water cannot be safe... only using common sense.

The photos below show you how well they read our meters. We took videos too.

Please help us!

712 Mahogany Lane, Altamonte Springs, FL 32714"

Please note picture copies attached

Please review the attached correspondence in which the customer reports the following:

"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Request No. 1231199W Name RICHESON ,YADIRA MS. Business Name

Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case scanned and emailed to company. Case taken by Diane Hood

01/11/2017 - Company response received via Email. DScott.

1/12/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

* Ms. Yadira Richeson is a customer at 760 Mahogany Lane, Altamonte Springs and her mother is a customer at 712 Mahogany Lane, Altamonte Springs.

* The response

"Review of your mother's account at 712 Mahogany shows that on 11/24/2016 your mother reported a sewer back-up in her shower to the Utility's after hour service. The service was checked at the Utility's points of responsibility and the Utility did not find a problem on its side. The finding was provided to the person at the premises and it was suggested that a plumber should be called because the blockage was not in the Utility's line.

On 12/24/2016, your mother reported a sewer back-up and said her neighbor at 716 Mahogany also had a back-up. A service technician was dispatched to check the service, he talked with the person at the premises and found that this was the second time they have had a backup. The Utility ran a router and camera in the lines and found roots blocking the two customers' lines up to the "Y". The lines were cleared and cleaned by the Utility. Both customers were informed that the Utility would be in touch to recheck the lines.

On 1/10/2017, records show that you contacted the Utility asking for an estimated time for the repairs. The Utility's finding on 12/24/2016 was that roots had formed a ball that was blocking both customers' service lines on their side and that the Contractor of the subdivision when the homes were built had installed the lines and the "Y" eight feet deep under the canal. This involved digging to that depth to be able to access the "Y". The Utility cannot relocate the "Y". As of today, 1/11/2017, the lines are clear, the lines were treated with RootX which is an eco-friendly solution that destroys roots and help to prevent the growth of roots. The Utility will be providing more frequent inspections and maintenance on the sewer lines at this location.

Please see the information under "How to Contact The Commission" on the Customer Notice attached. It provides information on how to submit your concerns and objections about the pending rate case filing under Docket No. 160101-WS."

Shonna McCray

NOTE: The same response was provided for both complaints (1231199 and 1231205). Shonna McCray

1/30/17: This inquiry closed. Shonna McCray

Request No. 1231199W Name RICHESON ,YADIRA MS. Business Name

Request No. 1231205W

Name RICHESON ,YADIRA MS.

Business Name

Consumer Information

Name:
 Business Name:
 Svc Address: 760 MAHOGANY LN

 County: Seminole Phone:
 City/Zip: Altamonte Springs / 32714-
 Account Number:
 Caller's Name: YADIRA RICHESON
 Mailing Address: 760 MAHOGANY LN

 City/Zip: ALTAMONTE SPRINGS ,FL 32714-
 Can Be Reached:
 E-Tracking Number:

**Florida Public Service
 Commission - Consumer Request
 2540 Shumard Oak Boulevard
 Tallahassee, Florida 32399
 850-413-6100**

Utility Information

Company Code: WS251
 Company:
 Attn. Elise S Christian1231205W
 Response Needed From Company? Y
 Date Due: 01/11/2017
 Fax: (407) 869-6961 R

Interim Report Received: / /
 Reply Received: 01/11/2017
 Reply Received Timely/Late: T
 Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY
 Entered By: DH
 Date: 12/19/2016
 Time: 10:16
 Via: E-MAIL
 Prelim Type: SEWER SERVICE
 PO:
 Disputed Amt: 0.00
 Supmntl Rpt Req'd: / /
 Certified Letter Sent: / /
 Certified Letter Rec'd: / /
 Closed by: SDM
 Date: 01/30/2017
 Closeout Type: GI-34
 Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

"From: Yadira Richeson [mailto:yadirarich@gmail.com]
 Sent: Sunday, December 18, 2016 6:20 PM
 To: Consumer Contact
 Subject: RE: Florida and Docket #160101-WS

To the ones who can protect us from water increase charge. RE: Florida and Docket #160101-WS

My 98 year old mother had a sewer backed up at the same time the next door neighbor on Thanksgiving day. The water damage is over \$7,000. Please know that the lines were both clean, no plugged but the problem was at "the city top". It means the lines are connected and is not my mothers or the neighbors being careless. NOW they want to increase her bill. WE in Mahogany Lane need an investigation since this same horrible and costly experience can happen again. We never see any maintenance in our neighborhood in Mahogany Lane, Altamonte Springs. Please send us help to investigate this serious issue.

Request No. 1231205W

Name RICHESON ,YADIRA MS.

Business Name

I truly hope someone helps us!

Sincerely,

Yadira Richeson
760 MAHOGANY LANE
ALTAMONTE SPRINGS, FL 32714"

Please note customer correspondence attached

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case scanned and emailed to company. Case taken by Diane Hood

01/11/2017 - Company response received via Email. DScott.

1/12/17: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Ms. Yadira Richeson is a customer at 760 Mahogany Lane, Altamonte Springs and her mother is a customer at 712 Mahogany Lane, Altamonte Springs.
- * The response

Request No. 1231205W Name RICHESON ,YADIRA MS. Business Name

"Review of your mother's account at 712 Mahogany shows that on 11/24/2016 your mother reported a sewer back-up in her shower to the Utility's after hour service. The service was checked at the Utility's points of responsibility and the Utility did not find a problem on its side. The finding was provided to the person at the premises and it was suggested that a plumber should be called because the blockage was not in the Utility's line.

On 12/24/2016, your mother reported a sewer back-up and said her neighbor at 716 Mahogany also had a back-up. A service technician was dispatched to check the service, he talked with the person at the premises and found that this was the second time they have had a backup. The Utility ran a router and camera in the lines and found roots blocking the two customers' lines up to the "Y". The lines were cleared and cleaned by the Utility. Both customers were informed that the Utility would be in touch to recheck the lines.

On 1/10/2017, records show that you contacted the Utility asking for an estimated time for the repairs. The Utility's finding on 12/24/2016 was that roots had formed a ball that was blocking both customers' service lines on their side and that the Contractor of the subdivision when the homes were built had installed the lines and the "Y" eight feet deep under the canal. This involved digging to that depth to be able to access the "Y". The Utility cannot relocate the "Y". As of today, 1/11/2017, the lines are clear, the lines were treated with RootX which is an eco-friendly solution that destroys roots and help to prevent the growth of roots. The Utility will be providing more frequent inspections and maintenance on the sewer lines at this location.

Please see the information under "How to Contact The Commission" on the Customer Notice attached. It provides information on how to submit your concerns and objections about the pending rate case filing under Docket No. 160101-WS."

Shonna McCray

NOTE: The same response was provided for both complaints (1231199 and 1231205). Shonna McCray

1/30/17: This inquiry closed. Shonna McCray

Request No. 0966196W

Name KNIGHT ,BRENDA MRS

Business Name _____

Consumer Information

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

PSC Information

Name: BRENDA KNIGHT

Business Name:

Svc Address: 238 DUNCAN TRAIL

County: Seminole Phone: (407)-869-7605

City/Zip: Longwood / 32779-

Account Number: 85667 00000

Caller's Name: SCOTT KNIGHT

Mailing Address: 238 DUNCAN TRAIL

City/Zip: LONGWOOD ,FL 32779-

Can Be Reached: (407)-463-1684

E-Tracking Number:

Utility Information

Company Code: WS397

Company: SANLANDO UTILITIES CORPORATION

Attn. Ann Raponi0966196W

Response Needed From Company? Y

Date Due: 09/29/2010

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 09/29/2010

Reply Received Timely/Late: T

Informal Conf.: N

Assigned To: SHONNA MCCRAY

Entered By: SGW

Date: 09/08/2010

Time: 11:35

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 60.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 11/10/2010

Closeout Type: GI-05

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$60.00

What is the date of the bill? Bill date is 08/23/2010

Why do you believe you have been billed improperly? Customer states his water bill has doubled and that his bill reflected 108,100 gallons in a 34 day cycle when customer was gone for 10 days during this billing period.

Customer states he has no leaks and no water running. Customer states he has not refilled his pool or done anything out of the ordinary during this time. Customer states his bill has been climbing for the last 4 months.

Customer wants to have his water meter calibrated. Customer states Sanlando reps want him to be at the residence when they come out. Customer does not want to have to take off work to be present when the company comes out as his meter is completely accessible. Customer wants his account reviewed for accuracy.

Request No. 0966196W

Name KNIGHT ,BRENDA MRS

Business Name _____

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

09/29/2010 - Caller states he hasn't received any response from the Company so far. Advised caller Company has until end of business on 09/29/2010 to respond and to allow more time. MBermudez

09/29/2010 - Company response received via e-mail. /EEstelle

9/30/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

o On 9/3/10, Mr. Knight contacted the company regarding a high bill in the amount of \$161.76, for 108,100 gallons.

Request No. 0966196W Name KNIGHT ,BRENDA MRS Business Name _____

- o On 9/7/10, the Field Operator met with Mrs. Knight and re-read the meter.
- o At the time of the visit, no leaks were registering on the meter and the meter reading of 809890 was inline with the previous reading of 782320 taken on 8/23/10.
- o On 9/8/10, Mr. Knight to get the results of the field visit.
- o The Customer Service Representative explained that the reading was in line with the previous reading and that no leaks were found.
- o Mr. Knight was not happy with the results; used vulgar language and belittled the Representative.
- o The Representative offered a Field Test and a Bench Test.
- o Mr. Knight refused the Field Test stating he was not taking a day off from work to meet with the company repairman.
- o The Representative offered to have the meter tested in his wife's presence; however, he refused and stated his wife was no more intelligent than she was.
- o On 9/20/10, Mr. Knight was billed \$98.05 for 52,640 gallons.
- o A Field Test can be scheduled for a convenient time for the customers.
- o There is no charge for the Field Test.
- o If Mr. Knight is interested in a bench test; he should provide his written request and deposit of \$20.00 to the company to Ann Raponi's attention.
- o For the bench test, the meter will be pulled and sent back to the manufacturer for testing.
- o If the meter is registering accurately, the customer's check will be retained by the company; otherwise it will be returned to the customer.
- o Response provided to customer via mail.

Shonna McCray

10/05/2010 - Caller states he hasn't received any type or response from the Company. Caller states he received another bill and is concerned about this because he hasn't received his response. Transferred call to Case Analyst. MBermudez

10/5/10: Mr. Knight transferred by Marcos. Customer stated he has not received a response from the company. Reviewed the response with customer. Customer asked what is being done. Advised the customer the company has offered to conduct a field test and/or bench test. Explained each test to the customer and advised of the charges associated with the bench test. Advised the customer the PSC can only require the company to issue a credit if the meter is not working properly. He requested a field test be done and advised he will not be present. He stated the company advised him they could not do a field test unless he is present and he is not taking off for the test. He requested the test be done at his convenience and in his presence. Advised Mr. Knight the test is usually done during normal business hours. He stated they can do it on Friday, at 5:00. Advised Mr. Knight that I would re-send the case to the company and request they contact him to schedule an appointment for the field test. Shonna McCray

10/5/10: ATTN COMPANY:

PLEASE CONTACT THE CUSTOMER TO SCHEDULE AN APPOINTMENT TO CONDUCT A FIELD TEST. PLEASE PROVIDE RESULTS OF

Request No. 0966196W Name KNIGHT ,BRENDA MRS Business Name

FIELD TEST TO PSC BY 10/14/10. Shonna McCray

10/6/10: Returned call to Ann Raponi at 800-272-1919 ext 1367. Left message advising I was returning her call. Shonna McCray

10/7/10: Response received via email. Shonna McCray

10/8/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o The business hours are 8:00 a.m. - 5:00 p.m.
- o Ann Raponi called Mr. Scott Knight on 10/5/10, at 4:15 p.m. to arrange a field test.
- o He is being unreasonable about meeting between the hours of 8:00 a.m. to 5:00 p.m.
- o He would like to have his test at 5:00 p.m., Ms. Raponi advised him that he would have to pay an after hour charge.
- o Ms. Raponi offered a Bench Test at no charge to him.
- o He stated go ahead with the bench test.
- o He is aware that if the meter comes back accurate, no adjustments will be made and the bill will become due.
- o The Bench Test will take 3 weeks to get the results.

Shonna McCray

10/29/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PLEASE PROVIDE THE RESULTS OF THE BENCH TEST TO THE PSC BY 11/9/10. Shonna McCray

11/9/10: Response received via email. Shonna McCray

11/10/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o The meter was tested by Badger Meter, Inc.
- o The meter tested at acceptable tolerance.
- o The meter as registering low at all levels.
- o The meter tested as follows:
 - 99% accuracy - 15 gallons per minute
 - 100.7% accuracy - 2 gallons per minute
 - 98.9% - ¼ gallon per minute
- o There is no adjustment due to the account for a faulty meter.
- o Customer provided with resolution and meter test results via mail.

This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: GAYLE GARBER</p> <p>Business Name:</p> <p>Svc Address: 255 VISTA OAK DR.</p> <p>County: Seminole Phone: (407)-833-0115</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number: 0856500000</p> <p>Caller's Name: GAYLE GARBER</p> <p>Mailing Address: 255 VISTA OAK DR.</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached: (407)-701-1390</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: NH</p> <p>Date: 09/16/2010</p> <p>Time: 08:33</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 276.69</p>
	<p align="center">Utility Information</p> <p>Company Code: WS397</p> <p>Company:</p> <p>Attn. Ann Raponi0967923W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/07/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 10/08/2010</p> <p>Reply Received Timely/Late: L</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 10/22/2010</p> <p>Closeout Type: WB-49</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$316.69

What is the date of the bill? 9/20/10

Why do you believe you have been billed improperly? Customer states her average water bill does not come out to more than \$20.00 a month.

Other Comments:

Customer states that the company sent out a technician to check her meter and to search for leaks. Customer was advised that the technician did not find anything wrong. Customer was advised that she must pay the entire bill or risk being disconnected.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by NHollinhead

10/08/2010 - Company response received via e-mail. /EEstelle

10/8/10- Reviewed Company Response:

Company sent a letter to customer dated 10/7/10 and the PSC was cc: in the response. The letter states that on 9/3/10 customer contacted company about the August billing. At the time, a request was made to have meter re-read and check for leaks. The field personnel took a reading of 571080 and it was inline with the 8/21/10 reading of 562790. No leaks were found. On 9/14/10, company re-visited the premise and it appeared an irrigation pipe may have recently been repaired.

On 9/16/10, customer spoke to company and he stated he had a leak in the irrigation. Customer requested an adjustment due to the leak and company advised customer that any leak on the customer side, is the customer's responsibility. Company was willing to provide a payment arrangement.

As of 10/7/10, a payment has been made and the current bill balance is \$21.03. Vfarria

10/22/2010 - It appears the company may have violated PSC Rule 25-22.032(6) (b) - Failure to respond to

Request No. 0967923W

Name GARBER ,GAYLE MS.

Business Name

Commission inquiry in 15 days. - Viol # 49. Complaint closed as WB-49. Vfarria

Request No. 1007209W Name WARREN ,DENNIS MR. Business Name _____

Consumer Information Name: DENNIS WARREN Business Name: Svc Address: 329 RAVEN ROCK LANE County: Seminole Phone: (407)-448-3984 City/Zip: Longwood / 32750- Account Number: Caller's Name: DENNIS WARREN Mailing Address: 329 RAVEN ROCK LANE City/Zip: LONGWOOD ,FL 32750- Can Be Reached: (407)-339-8122 E-Tracking Number: 28746	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: ANGIE CALHOUN Entered By: AC Date: 05/04/2011 Time: 14:09 Via: E-FORM Prelim Type: QUALITY OF PO: Disputed Amt: 0.00
	Utility Information Company Code: WS397 Company: Attn. Elsie Christian1007209W Response Needed From Company? Y Date Due: 05/25/2011 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 05/24/2011 Reply Received Timely/Late: T Informal Conf.: N	Closed by: AC Date: 06/28/2011 Closeout Type: GI-30 Apparent Rule Violation: N

Request No. 0967923W Name GARBER ,GAYLE MS. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"Complaint filed with PSC

Select County: SEMINOLE

CUSTOMER INFORMATION

Name: dennis warren

Telephone: 407-448-3984

Email: dennisawarren@aol.com

Address: 329 Raven Rock Lane Longwood 32750

BUSINESS INFORMATION

Business Account Name: dennis warren

Account Number:

Address: 329 Raven Rock Lane Longwood Florida 32750

COMPLAINT INFORMATION

Complaint: Other Complaint against Sanlando Utilities Corporation

Details:

My name is Dennis Warren. I live at 329 Raven Rock Lane in Longwood, Fl. Our water service is provided by Sanlando Utilities. The person that periodically comes by my home to check my meter is a person known as "Hap". I believe his legal name is Harold Ebert. This person has on several occasions over the last many years yelled at my wife and I, acted belligerent and in a threatening manner, and most recently (last night) threatened to put a lock on the main water meter at our condo that we own in a community next door to our home (and also service by Sanlando Water). These threats and acts of intimidation began several years ago when my wife became the President of the condo Association (Springwood Village, 160 Springwood Circle, Longwood, Fl.), which coincidentally is where this (Hap) person used to live. He would on occasion show up at Board meetings shouting and yelling obscenities about various issues when he didn't even own the unit he was staying in. Usually he has a strong odor of alcohol upon him when he acts this way and is always screaming, sometimes making threats about what he can do based on his position at Sanlando Utilities (turn the water off to everyone's unit). I am deeply concerned that he is also the person that checks my water meter at my home in the Sleepy Hollow subdivision next door to my condo. Last night, once again, he became extremely upset and was yelling and acting in a threatening manner at my wife and another Board member after his son received a warning about parking his commercial vehicle (Sanlando Truck) at the Association in violation of the rules. When the security guard told his son he was violating the rules his son (who is also a Sanlando employee) called his father ('Hap') who then drove up to my wife and the other Board member and began yelling at the top of his lungs. He again smelled like alcohol. He then told the security guard that he was going to "put a lock

Request No. 1007209W

Name WARREN ,DENNIS MR.

Business Name _____

on the Main water line to the condo Association to turn the water off" and "it would be against the law for any one to remove it". At this point his threats and behavior only seem to be escalating and I am concerned that this person not only knows where I live but also is responsible for overseeing my meter information for my water services. I would ask that he be removed from anything to do with my home account and my condo account based on his actions and threats. I feel his actions are not only alarming, but cause my family and I fear for our safety. Should his actions continue, or if there are any reprisals from this person, I will seek legal assistance regarding this matter. Thank you for your anticipated assistance on this matter. Dennis Warren, 407-448-3984 "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
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 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

05/24/2011 - Company response received via e-mail. /EEstelle

05/24/11 Reviewed report:

Sandlando (Utilities Inc.) states that an operations manager investigated the customer's concerns with the employees indicated in the customer's complaint. Company states that the employees were advised that any personal situation, the services provided by company is not to be used in any way that is inconsistent with ethical business practices of the company. Company provided a copy of the written apology from the employee to

Request No. 1007209W

Name WARREN ,DENNIS MR.

Business Name _____

the customer.

6/16/11- Customer states that Sanlando Utilities has yet to contact him. NHollinhead

06/17/2011 ATTENTION SANLANDO: Supplemental report requested.

Customer contacted the PSC and indicated that he had not been contacted by the company regarding his complaint.

Per PSC Rule 25-22.032(6), complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Please contact the customer, and provide the PSC with a supplemental report indicating when the customer was contacted, and the result of that contact.

A response is due by June 28, 2010.

Angela Calhoun

06/27/2011 - Company response received via email. DScott.

06/28/2011 Reviewed supplemental report:

Sanlando indicates that it contacted the customer on 6/27/11 regarding his complaint. Customer was provided a copy of the letter from the original response. Sanlando provided a copy of the email sent to the customer with the letter attached.

Closing complaint without apparent infraction, GI-30 Quality of Service. ACalhoun

<p align="center">Consumer Information</p> <p>Name: GLENN W RICHTMYER</p> <p>Business Name:</p> <p>Svc Address: 117 ICHABOD TRAIL</p> <p>County: Seminole Phone: (407)-791-7208</p> <p>City/Zip: Longwood / 32750-</p> <p>Account Number: 4887700000</p> <p>Caller's Name: THOMAS J RICHTMYER</p> <p>Mailing Address: 117 ICHABOD TRAIL</p> <p>City/Zip: LONGWOOD ,FL 32750-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: NEAL FORSMAN</p> <p>Entered By: RK</p> <p>Date: 11/21/2011</p> <p>Time: 16:21</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 312.27</p>
	<p align="center">Utility Information</p> <p>Company Code: WS397</p> <p>Company:</p> <p>Attn. Elsie Christian1040502W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/14/2011</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 12/14/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: Y</p>	<p>Closed by: NEF</p> <p>Date: 01/30/2012</p> <p>Closeout Type: GI-32</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$228.72

What is the date of the bill? Oct 13, 2011.

Why do you believe you have been billed improperly? Customer states company read the meter on the 12th of October. Company says customer used 157,220 gallons.

Other Comments: Customer wants to know how the company is reading his meter. Customer states no one has opened the box. Customer states the dials on the meter are not turning. Customer would like to know if he can get a replacement for his meter.

Customer states his typical usage is 4,030 gallons and \$7.73 in Sept. The bill for August 6,090 gallons was \$9.38.

Customer would like to know how he is getting billed.

Customer would like his meter to be bucket tested.

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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Rik Koeteuw

11/29/11: Mr. Thomas Richtmyer transferred by Terrence. He stated his service was disconnected earlier today without warning or notification. Mr. Richtmyer stated the meter was tested on 11/22/11, no leaks were found. Explained to Mr. Richtmyer the service should not have been disconnected during the complaint process for the disputed amount. He stated he received another bill in the last week indicating \$330.00 (approx.) is the balance. He stated his bills usually are less than \$10.00. Explained to Mr. Richtmyer the additional \$101.00 is the current bill and should not be due this soon. Advised Mr. Richtmyer I would contact the company and re-contact him. Shonna McCray

11/29/11: NOTE: It appears the company has violated PSC rules---service interrupted during the complaint process. Shonna McCray

11/29/11: 2:48 p.m. Called Patrick Flynn at 407-869-1919 ext 1359 with Sanlando Utilities regarding Mr. Richtmyer's service. He is out of the office this week; transferred to Marc Fragos. Per Mr. Fragos, \$312.37 - current balance
\$210.95 - past due balance
Mr. Fragos confirmed the customer's bills are usually less than \$10.00. Discussed the complaint process and

Request No. 1040502W

Name RICHTMYER ,GLENN MRS

Business Name

explained service should not be interrupted during the complaint process. Mr. Fragos will have the customer's service restored today. Agreed the disputed amount would be changed to \$312.37. Mr. Fragos requested the complaint be faxed directly to him at 407-869-6961. Shonna McCray

11/29/11: 3:09 p.m. Called Mr. Thomas Richtmyer at 407-791-7208. Advised the service should be restored today. Shonna McCray

11/29/11: Complaint faxed to company. Shonna McCray

12/01/2011 Customer called to ask how much the company charges as a commercial account. Customer is concerned that he is being charged incorrectly. Customer states he is being billed 0 to 6,000 gallons at \$.75/1000 gallons, 6,000 to 10,000 is \$.79/1000 gallons, 10,000 to 15,000 gallons is \$1.01/1000 gallons, 15,000 gallons plus is \$1.41/1000. Customer is concerned that's a 88% jump. Customer would like to see the rates for residential and commercial. Customer states he can be contacted at 407-791-7208. Rik Koeteew

12/13/11- Customer called to speak to case analyst. Case analyst was not available, he was transferred to RRoland. NHollinhead

12/13/11: I spoke with Mr. Richtmyer. He states that the company has not contacted him regarding this complaint. I advised that the company's response is due tomorrow. I explained that we will follow up with the company if we do not receive the response by tomorrow. RRoland

12/14/11- Customer was transferred to case analyst. NHollinhead

12/14/11: Mr. Richtmyer transferred by Nusly. He advised he contacted the company today regarding the response to his complaint after receiving a door hanger requesting he contact the company. Mr. Richtmyer stated the company advised him they could send the meter off to be tested if he pays for it. The company also offered to spread the bill over 6 months. Mr. Richtmyer stated he is not paying to have the meter tested nor is he willing to spread the bill over 6 months. Mr. Richtmyer also does not agree with the tiered rates the company is billing. Advised Mr. Richtmyer I would review the company's tariff to ensure the rates are correct. Explained to Mr. Richtmyer an independent meter test could be done at his expense; the rates billed are approved by the PSC prior to the company billing; the response is due by 5:00 p.m. today. Mr. Richtmyer stated he would be contacting the Governor's office regarding the billing. Mr. Richtmyer asked what the commercial rate is because he feels he is being billed at a commercial rate rather than a residential rate. Advised Mr. Richtmyer I would verify the rates and review the information provided by him and the company before re-contacting him. Customer's objection noted. Shonna McCray

12/14/2011 - Company response received via e-mail. /EEstelle

12/15/11: REVIEWED COMPANY RESPONSE. Response indicates the following:

o Mr. Richtmyer's meter is read monthly approximately between the 9th and the 12th of each month.

- o The meter was read on 9/9/11, with a reading of 1916650.
- o The usage was 4,080 gallons.
- o The next read was taken on 10/12/11, with a reading of 2075870.
- o The usage was 159,220 gallons.
- o The following month the read was taken on 11/10/11, with a reading of 2147820.
- o The usage was 71,950.
- o Mr. Richtmyer's consumption history varies from extremely low usage to an extreme high usage.
- o Mr. Richtmyer's usage history for 4 years is provided.
- o On 11/22/11, Mr. Richtmyer's meter was tested in his presence.
- o The meter tested at 98.23% accuracy.
- o It was found to be within PSC guidelines for accuracy.
- o The Technician explained the test and answered all questions that Mr. Richtmyer had.
- o Mr. Richtmyer continues to feel that the meter was not read which he feels resulted in the high usage on one bill, even though the 10/13/11 bill and the 11/13/11 bills both had high usage.
- o 11/14/11, Mr. Richtmyer responded to the company's request to contact the office to review his concerns.
- o He expressed that he does not believe that he used the water and that he does not want to pay the bill.
- o An offer was made to him to have the meter sent for a bench test to certify the accuracy through an independent source.
- o He was not willing to pay for the test if the meter tested as being accurate.
- o He was offered a deferred payment arrangement by paying the bill in 6 monthly installments along with his current monthly bills, he was not willing to accept that either.
- o Mr. Richtmyer was informed that the account and the complaint needed to be resolved and that the meter would be pulled and sent for a bench test and a new meter will be installed in the interim.
- o He was informed that his account will be placed in a disputed status until the result of the meter test is obtained.
- o He was informed that if the meter is accurate, the bill will remain and that a deferred payment arrangement is available.
- o If the meter is a faulty meter and does test as high that his account will be adjusted to his average usage.
- o He was satisfied with the decision and method to be used to satisfy his complaint.

Shonna McCray

12/15/11: Reviewed the company's tariff.

- o As of 6/23/11, the rates for 5/8"x3/4" meters were as follows:
 - Residential Service: \$4.41 Base Facility Charge (BFC) plus gallonage charges (per 1,000 gallons):
 - \$0.75 - 0 to 6,000 gallons
 - \$0.79 - 6,001 to 10,000 gallons
 - \$1.01 - 10,001 to 15,000 gallons
 - \$1.41 - over 15,000 gallons
 - General Service: \$4.41 BFC plus \$1.10 per 1,000 gallons
 - Bulk Service: \$4.41 BFC plus \$1.10 per 1,000 gallons

Request No. 1040502W Name RICHTMYER ,GLENN MRS Business Name

o Residential Service was billed using the tiered rate structure on the tariff effective 12/17/10.
Shonna McCray

12/15/11: 10:45 a.m. Called Mr. Glenn Richtmyer at 407-791-7208 to discuss his complaint. Will advise of the following:

- o The meter tested within the guidelines of F.A.C. (the accuracy of the meter must register between 95% and 101.5%). His meter tested at 98.23%.
 - o The PSC cannot require the company to issue credit being the meter tested within guidelines.
 - o The PSC nor the company can explain how the water was used.
 - o The company is billing per the rates approved in their tariff effective 6/23/11.
 - o The company has offered payment arrangements.
- Left message requesting a return call. Shonna McCray

12/19/11: Resolution letter mailed. Leaving complaint open pending customer by 1/4/12. Shonna McCray

12/30/11 - Mr. Richtmyer called regarding his complaint. He wanted to know what his options were regarding his complaint. He said he received the letter from Ms. McCray and did not agree with the resolution. First, he wanted to know if the company was going to be penalized for improperly disconnecting his service during the complaint process. I advised the complaint could be closed as an apparent infraction to the PSC rules. He also wanted to know the results of the bench test. He said he received the results of the field test but not of the bench test. Mr. Richtmyer also disagrees with the tiered rate the PSC has approved for the company. He said as a result of the tiered rate the bulk of the water he is being billed for is being billed at a higher rate. He said there should be a caveat that in extreme circumstances the customer be billed at the lower rate. He said the customer is being penalized for something he had no control over. I explained the next step in the complaint process was to forward his case to the Process Review team. Mr. Richtmyer was also concerned about his service being disconnected. I advised he needed to pay his current charges to keep his service from being disconnected. Mr. Richtmyer also wanted to know if the company would consider rebilling the disputed bill at the lower tiered rate. I advised I would note his file of this request. Forwarded e-mail to RRoland regarding Mr. Richtmyer's phone call. rmchargue

1/3/12: Complaint forwarded to Supervisor for referral to Process Review. Shonna McCray

01/03/12: Case file delivered to process review. RRoland

Request No. 1043767W

Name JAMESON ,RAY MR.

Business Name

Consumer Information

Name: RAY JAMESON

Business Name:

Svc Address: 121 LAUREL OAK DR.

County: Seminole Phone: (407)-788-2798

City/Zip: Longwood / 32779-

Account Number: 9684510000

Caller's Name: RAY JAMESON

Mailing Address: 121 LAUREL OAK DR.

City/Zip: LONGWOOD ,FL 32779-

Can Be Reached:

E-Tracking Number: 30651

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS397

Company:

Attn. Elsie Christian1043767W

Response Needed From Company? Y

Date Due: 01/05/2012

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 01/04/2012

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 12/13/2011

Time: 10:33

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 01/17/2012

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Monday, December 12, 2011 9:44 PM

Cc: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 30651

CUSTOMER INFORMATION

Name: Ray Jameson

Telephone: 407-788-2798

Email: rjameson@cfl.rr.com

Address: 121 Laurel Oak Drive Longwood FL 32779

Request No. 1043767W

Name JAMESON ,RAY MR.

Business Name

BUSINESS INFORMATION

Business Account Name: Ray Jameson
Account Number: 9684510000
Address: 121 Laurel Oak Drive Longwood Florida 32779

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Improper Billing against Sanlando Utilities Corporation

Details:

I have complained to Sanlando Utilities 3 times last month regarding increase in my residential bill two month straight(doubled \$\$ amount - quadruple usage amount).

I have had the meter read several times, by Sanlando Utilities. Sanlando verified "no leaks" by their tech. I have read the meter many times when the water is off and it does not move. With the Sanlando tech present on site he verified the meter didn't move the entire time he was there. There is no leak. The sprinkler systems has been turned off for a month. My bills are twice as high in the fall as summer when I sprinkle twice per week. My average usage has quadruple from 83 gallons per day to 419 gallons per day since Sept. without the sprinklers being on at all. I am not using anywhere near that much water nor anywhere as much water as I use in the summer months when bills are lower as well as lower usage. There is a billing problem at Sanlando. The rates are correct, but the usage calculation is incorrect. Can you please assist me? Sanlando refuses to assist with this problem any further.

thanks in advance for your assistance, Ray Jameson "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/04/2012 - Company response received via e-mail. /EEstelle

01/05/2012- Reviewed Company Response:

Mr. Jameson indicated that his residential bill for two months straight has been high. He indicated that at his request, Sanlando Utilities has reread his meter several times and both he and the technician witnessed that there was not any visible leak detected each time that the meter was reread.

Mr. Jameson indicated that his bills are higher in the fall when he is using his irrigation less than they are during the summer months when he is irrigating his landscape more. Mr. Jameson indicated that he feels that the rates are correct, but the usage calculation is incorrect.

Mr. Jameson's meter was reread on November 15, 2011, the read was 5758590, November 23, 2011, the read was 5760850, November 29, 2011, the read was 5761980, December 1, 2011, the read was 5762110 and on December 14, 2011, the read was 5763590. The technician did not observe any visible leak at each read.

December 14, 2011, the technician met with Mr. Jameson to test his meter. The meter was tested in Jamison's presence. The accuracy of the meter test indicated that the meter was not registering all of the water that was being delivered. The accuracy of the meter was 54.47%. The customer acknowledged that the meter was not registering the amount of water that was being delivered. He said that he would check his irrigation system again. The meter was replaced and a new meter was installed on the same day. A copy of the meter test result is provided with this correspondence and also a copy of Mr. Jameson's two year usage history.

January 4, 2012, the new meter was reread. The read obtained was 8900. The technician did not observe any visible leaks. The usage that had registered through the new meter since the installation date of December 14, 2011, was 8,890 gallons. A notification was left at the residence that provided the customer with the read and usage that was obtained from the new meter.

Sanlando Utilities is unable to explain to Mr. Jameson how he used the consumption at his residence. It does not find that there was "improper billing" by overbilling Mr. Jameson for his usage. Mr. Jameson was informed concerning the findings.

Request No. 1043767W

Name JAMESON ,RAY MR.

Business Name

- Based on the meter test, it would appear customer was under billed since the meter was reading less than what passed through the meter.

Reviewed by Vfarria

01/17/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFarria

Request No. 1044281W Name DAVIS ,ELLIOT MR. Business Name _____

Consumer Information Name: ELLIOT DAVIS Business Name: Svc Address: 519 SABLE TRAIL CIRCLE County: Seminole Phone: (716)-228-1982 City/Zip: Longwood / 32779- Account Number: 9604490983 Caller's Name: ELLIOT DAVIS Mailing Address: 519 SABLE TRAIL CIRCLE City/Zip: LONGWOOD ,FL 32779- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: SGW Date: 12/15/2011 Time: 09:11 Via: PHONE Prelim Type: QUALITY OF PO: Disputed Amt: 0.00
	Utility Information Company Code: WS397 Company: Attn. Elsie Christian1044281W Response Needed From Company? Y Date Due: 01/09/2012 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 12/16/2011 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 01/20/2012 Closeout Type: GI-30 Apparent Rule Violation: N

Request No. 1043767W Name JAMESON ,RAY MR. Business Name _____

Preclose type - Quality of Service

Customer Comments: Customer would like to be able to read his own meter to monitor his own usage to keep up with what water he is using each month. He just moved into his residence and is not familiar with his average usage. He did discover his sprinkler system was not set on a optimal setting but has since corrected that point. His first water bill was extremely high and he believes that the sprinkler setting may have been the cause. He wants to monitor his bill to be able to recognize his usage.

His meter has a frosted globe that makes it almost impossible to read the meter. He called Sanlando and a woman came out to read his meter on December 14,2011 and claimed she was able to read the meter. She called customer today, December 15,2011 but did not identify herself to the customer until the end of the conversation which was perceived as rude on the employee's part by the customer. The call was concerning the inquiry the customer had regarding replacing the globe. He was told that if he couldn't read it was his problem and as long as she could read it there would not be a replacement. He called again and was told that what the woman told him was not true and that someone from the company would contact him.

Customer wants to know why the woman was so resistant to his inquiry. She told him you had to bend all the way down and look to the side to get a reading. He did so and could only see maybe the first and last number. Customer wants to have the opportunity to be able to read his own meter. Customer can not believe the woman actually read the meter correctly and had other people to try to read it and they also could not do so.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

12/16/2011 - Company response received via e-mail. /EEstelle

12/16/11: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o A new meter was installed at Mr. Davis' residence.
- o He was notified that the new meter has been installed.
- o Sanlando Utilities apologized to him for the inconvenience that he experienced concerning his request.

Shonna McCray

1/20/12: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: DOUGLAS E RESCHO</p> <p>Business Name:</p> <p>Svc Address: 1550 N RIDGE LAKE CIRCLE</p> <p>County: Seminole Phone: ()- -</p> <p>City/Zip: Longwood / 32750-</p> <p>Account Number:</p> <p>Caller's Name: DOUGLAS E RESCHO</p> <p>Mailing Address: 1550 NORTH RIDGE LAKE CIRCLE</p> <p>City/Zip: LONGWOOD ,FL 32750-</p> <p>Can Be Reached: ()- -</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: MEP</p> <p>Date: 02/21/2012</p> <p>Time: 10:37</p> <p>Via: MAIL</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO: ART GRAHAM</p> <p>Disputed Amt: 1500.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS397</p> <p>Company:</p> <p>Attn. Elsie Christian1053614W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/13/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: 03/12/2012</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 03/08/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: MEP</p> <p>Date: 04/30/2012</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

See attached correspondence regarding customer's request for installation of an outdoor irrigation meter. The customer was quoted between \$1,000 - \$1,500.

- 1) Please indicate the exact cost to install the irrigation meter.
- 2) Please provide a comprehensive construction cost breakdown to install the meter, including all charges and how the total is calculated.
- 3) Please provide tariff reference on the reconciliation of the irrigation meter installation costs.
- 4) Please provide the customer with a written cost breakdown to install an irrigation meter.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Douglas E. Rescho at (407)-831-0571 (home).

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

03/08/2012 - Company response received via e-mail. /EEstelle

03/12/2012 Reviewed report. The company's written report sent by email and letter to the customer indicates that the cost to install an irrigation meter is \$1,283.94. However, the written estimate to the customer indicates the cost is \$1,328.94. On March 7, 2012, Sanlando sent a letter to the customer with the irrigation meter installation estimate. It appears the customer received conflicting irrigation meter installation estimates. eplendl

03/12/2012 FAX TO CO. The company's written report sent by email and the letter to the customer sent on March 7, 2012, indicates that the cost to install an irrigation meter is \$1,283.94. However, the written estimate to the customer indicates the cost is \$1,328.94.

1) Please confirm the actual cost to install an irrigation meter at Mr. Rescho's residence.

Request No. 1053614W Name RESCHO ,DOUGLAS MR. Business Name

2) Please indicate whether the amount quoted in the report or the written estimate reflected a typographical error.

3) Please indicate how the company will notify the customer of the correction and confirmation of the irrigation meter installation charge.

4) Please provide another report by March 20, 2012. eplendl

03/12/2012 - Company response received via e-mail. /EEstelle

03/12/2012 Reviewed report. Sanlando Utilities indicates that the company elected to waive the \$45.00 deposit due to the customer's previous/current account history. Therefore, the cost to install the irrigation meter is calculated as \$1,328.94 - \$45.00 deposit waiver = \$1,283.94. eplendl

03/12/2012 I spoke with Bart Fletcher, Supervisor, in the PSC's Division of Economic Regulation. Mr. Fletcher requests an invoice or written estimate from Sanlando Utilities and their subcontractor that fully itemizes the \$950.00 installation charge. eplendl

03/12/2012 FAX TO CO. Mr. Bart Fletcher, Supervisor, in the PSC's Division of Economic Regulation. Mr. Fletcher requests an invoice or written estimate from Sanlando Utilities and their subcontractor that fully itemizes and explains the calculation of the \$950.00 installation charge.

1) Please provide the PSC with a subcontractor invoice or written estimate that fully itemizes and explains the calculation of the \$950.00 installation charge.

2) Please provide another report by March 20, 2012. eplendl

03/13/2012 - Company response received via e-mail. /EEstelle

03/13/2012 Reviewed report. Sanlando provided Sunshine Building and Development Corporation's invoice which indicated that the subcontractor will furnish materials, tap a 6" PVC line, install a 1-inch service, set an irrigation meter and meter box, clean up and replace sod. The estimate is \$950.00. eplendl

03/13/2012 A letter was sent to the customer. eplendl

03/22/2012 Letter returned for incorrect address. eplendl

03/23/2012 Letter resent to the customer. eplendl

04/03/2012 - Company response received via e-mail. /EEstelle

04/03/2012 Reviewed report. Sanlando requests a copy of the PSC's letter to the customer. eplendl

04/03/2012 Received correspondence from the customer requesting installation of an exclusion meter to exclude the exterior irrigation from the household water consumption. eplendl

04/13/2012 Contacted Company. I spoke with Ms. Elise Christian, who confirmed that Sanlando does not offer an exclusion meter and is not tariffed to offer an exclusion meter. Ms. Christian indicated that Sanlando will respond to the customer's letter and provide a copy of the letter to the PSC when it is mailed to Mr. Rescho. I will fax a copy of the PSC's March 23, 2012, letter to Ms. Christian at 407-869-6961. eplendl

04/13/2012 FAXED a copy of the PSC's March 23, 2012, letter to Ms. Elise Christian at Sanlando. eplendl

04/04/2012 Another letter was sent to the customer. eplendl

04/30/2012 Closed. The PSC has no record of further customer contact. eplendl

Consumer Information Name: RAKHI CHHABRA Business Name: Svc Address: 3325 FOXWOOD DR County: Orange Phone: City/Zip: Apopka / 32703- Account Number: Caller's Name: RAKHI CHHABRA Mailing Address: 3325 FOXWOOD DR City/Zip: APOPKA ,FL 32703- Can Be Reached: E-Tracking Number: 33493	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: DH Date: 04/05/2013 Time: 08:04 Via: E-FORM Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company Code: WS397 Company: Attn. Elise S Christian1106691W Response Needed From Company? Y Date Due: 04/26/2013 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 04/08/2013 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 05/17/2013 Closeout Type: GI-25 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, April 05, 2013 3:57 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 33493

CUSTOMER INFORMATION

Name: rakhi chhabra
Telephone:
Email:
Address: 3325 foxwood dr apopka FL 32703

BUSINESS INFORMATION

Business Account Name: rakhi chhabra
Account Number:
Address: 3325 foxwood dr apopka Florida 32703

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Improper Billing against Sanlando Utilities Corporation

Details:

I called the water company last week of march and complained about very high water bill since my consumption is not high. I was told that they would research and get back to me. They did get back to me by disconnecting my service, charging me reconnection fee, asking me to pay everything on the bill...which i did and now they are asking 200 dollars on deposit. I asked them nobody told me about deposit and I was rudely replied by customer service that it is there new law.?? No one told me about deposit before putting that on account and as a consumer I feel I should have been aware of this policy. "

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 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Request No. 1106691W

Name CHHABRA ,RAKHI MR.

Business Name

Case taken by Diane Hood

04/08/2013 - Company response received via e-mail. /ewe

4/9/13: REVIEWED COMPANY RESPONSE. Response indicates the following:
o Utilities, Inc. of FL and Sanlando Utilities Corp. does not show the customer or the service address as a part of their records.
Shonna McCray

4/9/13: Sent letter to customer requesting a billing statement be provided to the PSC. Shonna McCray

5/17/13: No further contact from customer. This inquiry closed. Shonna McCray

Request No. 1125651W Name CHIARENZA ,MARY MS. Business Name _____

Consumer Information Name: MARY CHIARENZA Business Name: Svc Address: 215 STEVENAGE DR County: Seminole Phone: (407)-869-0600 City/Zip: Longwood / 32779- Account Number: 27568-00000 Caller's Name: MARY CHIARENZA Mailing Address: 215 STEVENAGE DR City/Zip: LONGWOOD ,FL 32779- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: SS Date: 10/02/2013 Time: 11:38 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 108.00
	Utility Information Company Code: WS397 Company: Attn. Elise S Christian1125651W Response Needed From Company? Y Date Due: 10/23/2013 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 10/10/2013 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 11/07/2013 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 1106691W Name CHHABRA ,RAKHI MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$138

What is the date of the bill? 7/21/2013

Why do you believe you have been billed improperly? Customer stated that her bills are usually around \$30.

Other Comments:

Customer stated that she received an exorbitant bill last year around the same time as this one that was over \$100 as well, from Sanlando Utilities Corporation. Customer stated this seems to only happen in June and then her bill goes back down to being around \$30. Customer stated that the person who reads the meters in her neighborhood does not check every meter and skips houses. Customer stated that she does not have a pool and has not been watering her lawn because there has been so much rain lately. Customer stated that last June (2012) the meter was changed by the company. Customer stated that her meter was pulled in June of this year by the company when this billing issue happened so that it could be checked but the company never told her if the reading was correct. Customer stated that her water was disconnected yesterday without notice but has been turned back on because she agreed to have a payment arrangement scheduled for the \$138.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Stefanie Swanson

10/10/2013 - Company responses received via Email. DScott.

Request No. 1125651W

Name CHIARENZA ,MARY MS.

Business Name

10/11/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Ms. Chiarenza indicated in her complaint that she feels that the usage billed was too high and that the same thing occurred around the same time last year.
- * In both cases, the water usage went back down to what she considered is her average usage.
- * On 5/22/12, a new meter was installed at Ms. Chiarenza's residence because of the age of the old meter (17 years old) and it had stopped registering water.
- * The customer was billed "0" usage on the 5/21/12 bill.
- * The June 2012 usage was 60,000 gallons on the new meter.
- * The usage went down to an average of 3,500 - 4,700 gallons per month until 5/20/13.
- * The 5/20/13 usage was 18,040 gallons from the same meter that registered the 60,000 gallons a year earlier.
- * On 6/19/13, the usage from the same meter was 58,390 gallons.
- * The meter was read on 7/12/13 and usage was 3,780 gallons since the 6/19/13 reading.
- * On 7/18/13, the usage was 1,060 gallons since 7/12/13.
- * On 7/29/13, the usage was 1,870 gallons since 7/18/13.
- * The customer returned back to low average again with water registering through the same meter each time.
- * On 7/25/13, the meter was tested at the residence.
- * The test results indicated that the meter was registering accurately on all flows.
- * On 7/25/13, while the operator was at the residence, he checked the customer's sprinkler system.
- * He found that the sprinkler system was set to water 4 zones and each zone was timed to run for one hour and a half each 3 times a week.
- * He provided information to the customer about resetting the time on the sprinkler system to reduce the high usage in the future.
- * The customer stated that she was not satisfied with the test results from 7/25/13, and requested that the meter be sent to an independent source for testing.
- * The meter was removed on 7/29/13, and sent to Mars Company for testing.
- * The meter tested within the PSC regulations for accuracy and it also met the American Water Works Association (AWWA) guidelines for accuracy.
- * Copies of both meter test results provided with written resolution to the customer.
- * The account is set up on a deferred payment arrangement to pay the bill in 4 monthly installments along with the monthly bill each month.
- * The meter test results from 7/25/13 were as follows:
 - Min Flow - 99.0%
 - Med Flow - 100.0%
 - Max Flow - 98.0%
 - Accuracy - 99.0%

Shonna McCray

10/30/2013- Customer called regarding case. Transferred to case analyst. BBeltinor

10/30/13: Ms. Chiarenza transferred by Brema. The customer states she has not heard anything from the company. She states she received her current bill which indicates she should pay \$19.XX. She states the current charges are \$18.45 and the payment arrangement amount made on the disputed amount is \$25.41. Ms. Chiarenza contacted the company regarding her current bill and was advised by a Representative to just pay \$18.45; she did not need to pay the payment arrangement amount. Advised Ms. Chiarenza that I would notify the company she was not provided with a resolution and she has concerns regarding the total amount of the payment needed. Shonna McCray

10/30/13: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

- * THE CUSTOMER STATES SHE WAS NOT CONTACTED AND PROVIDED WITH A RESOLUTION TO HER COMPLAINT.
 - * THE CUSTOMER STATES SHE WAS ADVISED NOT TO PAY THE PAYMENT ARRANGEMENT AMOUNT THAT SHE ONLY NEEDED TO PAY THE CURRENT CHARGES.
 - * PLEASE PROVIDE A DETAILED 24-MONTH ACCOUNT HISTORY OR 24 MONTHS OF BILLING STATEMENTS TO THE PSC
- PLEASE CONTACT THE CUSTOMER TO ADDRESS HER CONCERNS AND PROVIDE A RESPONSE TO THE PSC BY 11/8/13. Shonna McCray

11/07/2013 - Company response received via Email. DScott.

11/7/13: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- * Ms. Chiarenza was contacted by email communication at email address bennieskid@aol.com on 10/10/13.
- * The email communication addressed her concerns and provided her with copies of the two meter test results and information was addressed again concerning the deferred payment arrangement for the 6/20/13 bill that was arranged between Ms. Chiarenza and a CSR on 10/1/13.
- * In the email, she was requested to contact the utility if she required additional assistance.
- * The PSC was copied on the original email response to Ms. Chiarenza and also a 2nd copy of the email was provided to the PSC as an attachment with the response to her complaint.
- * Elise Christian called Ms. Chiarenza on 10/31/13, to inquire about her not receiving the email communication that was sent to her on 10/10/13.
- * Initially she stated that she did not receive it and she stated that the PSC did not receive anything from the company either.
- * When Ms. Christian mentioned that she had received a request from the PSC for supplemental information and the files showed that they had documented her complaint with their response to them, she then acknowledged that the email address was correct but she has her email set up to send messages from senders that she did not know to her junk mail and she deletes them without opening them and she stated, "I probably deleted yours".
- * Ms. Christian told her that she would put a copy of the email in the US Mail to her.
- * A copy was mailed to her on 10/31/13.
- * Ms. Chiarenza contacted the Customer Service Department on 10/30/13, for an explanation about her bill dated 10/22/13.

* The bill requested a payment for \$18.45.
* She informed the CSR that she had a deferred payment arrangement and that the monthly payment was for \$34.52 and that she did not understand how her total bill amount could be for only \$18.45.
* The CSR explained to her that the actual bill total including the prorated deferred installment for \$25.41 was actually \$53.36.
* The deferred bill amount was for \$138.59 (6/20/13 disputed bill) she paid the July and August current bill amounts when due.
* She did not pay the bill dated 9/22/13, for \$32.09 and the deferred bill that totaled \$170.68.
* The bill for \$138.59 was deferred on 10/1/13, and would be paid in future 4 monthly installments starting with the 10/22/13 bill.
* Ms. Chiarenza made a payment for \$67.00 on 10/17/13.
* Because she made the \$67.00 payment after the 6/20/13 bill had been deferred, the full \$67.00 was applied to the unpaid bill for 9/22/13, \$32.09 and the 10/22/13 bill for \$53.36.
* Those two bills totaled \$85.45 less the \$67.00 payment credit = amount due \$18.45.
* The CSR did not make this clear to Ms. Chiarenza.
* Ms. Christian called Ms. Chiarenza and explained it to her in detail on 10/31/13.
* She stated that she understood it clearly at that point.
* Because Ms. Chiarenza was confused about the \$67.00 payment and how it should have been applied, Ms. Christian renewed the deferred payment arrangement on her new current balance.
* As of 11/6/13, her total account balance is \$131.63.
* That balance has been deferred for 4 monthly installments starting with her bill that will be issued around 11/22/13 and due around 12/13/13.
* This was explained to her and she stated that she understood all of it and stated that she appreciated the assistance that she had received with resolving her concerns.
* At closing, she said that she thought that her meter was not being read each month.
* Ms. Christian went over her usage and the meter tests results.
* Ms. Christian explained to her that her meter was read on 5/20/13, and showed that 18,040 gallons had registered on it for the May bill and it was read on 6/19/13, and it showed that 58,390 gallons had registered on it for June bill.
* Ms. Christian told her that she would let the Area Manager know her concerns about the meter readers.
* 24-months of bills provided with response.

Shonna McCray

11/7/13: This inquiry closed. Shonna McCray

12/3/2013- Customer called with specific questions regarding case. Analyst not available, transferred to voicemail. BBeltinor

12/9/13 - Customer was calling regarding case. Transferred caller to analyst. SSwanson

12/9/13: Ms. Chiarenza transferred by Stefanie. She stated she was checking on the status of her complaint. Explained to Ms. Chiarenza that her complaint has been closed. Reviewed the response with Ms. Chiarenza. She stated for the past 2 years in June her bills have been extremely high and she does not understand why. Noted Ms. Chiarenza's objection. Reviewed the response with Ms. Chiarenza; she advised the meter was tested and is working properly. She also confirmed no leaks were found. Explained to Ms. Chiarenza in order to require the company issue credit, the meter would have been working inaccurately. Explained the company is not required to explain how the water was used. Advised Ms. Chiarenza to monitor her usage. Explained she could also read the meter to confirm the readings. Discussed her concerns in detail and advised it appears she has been billed appropriately. She advised she understood. She stated she would re-contact the PSC if her June 2014 bill increases. Shonna McCray

Request No. 1160084W Name MAGEE ,DOUGLAS MR. Business Name _____

<p>Consumer Information</p> <p>Name: DOUGLAS J MAGEE</p> <p>Business Name:</p> <p>Svc Address: 99 EASTERN FORK</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SGW</p> <p>Date: 09/19/2014</p> <p>Time: 10:45</p>
<p>County: Seminole Phone: (407)-332-7677</p> <p>City/Zip: Longwood / 32750-</p> <p>Account Number: 8041 300000</p> <p>Caller's Name: ARLENE MAGEE</p> <p>Mailing Address: 99 EASTERN FORK</p>	<p>Utility Information</p> <p>Company Code: WS397</p> <p>Company:</p> <p>Attn. Elise S Christian1160084W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/10/2014</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 150.00</p>
<p>City/Zip: LONGWOOD ,FL 32750-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 10/08/2014</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 10/31/2014</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Request No. 1125651W Name CHIARENZA ,MARY MS. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$150.00

What is the date of the bill? August 2014

Why do you believe you have been billed improperly? Customer states her August bill was for \$193.64 using 84,060 gallons. Customer states that her water bill has never been over \$40. Customer does not want to pay for water she did not use. Customer is disputing \$150 of the bill received.

Other Comments: Customer states the bill that came after that was only \$24.24 and this indicates to her that an error must have occurred on the July reading to cause the bill to spike.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams Lynch

9/29/2014: Customer called back and wished to speak with her assigned analyst to move further with her complaint. Customer was advised Shonna would call her back when she was ready. SCannon

9/29/14: 2:56 p.m. Returned call to Mrs. Arlene Magee at 407-332-7677. She stated a call in from Elise Christian with the company this morning, but she did not return the call. Advised Mrs. Magee the company usually call customers to discuss their complaints and provide resolution. Mrs. Magee stated the meter was changed previously. Explained to Mrs. Magee the PSC can only require the adjust the bill if it is determined the meter was not working properly. Advised Mrs. Magee to return the call to Elise. Mrs. Magee indicated she would call. Shonna McCray

10/08/2014 - Company response received via Email. DScott.

10/9/14: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Mrs. Magee disputed the usage bill for 84,760 galls for service provided from 6/5/14-7/7/14.
- * Mrs. Magee's meter was reread several times for accurate reading and was found to be correct.
- * There was not any visible leak observed at the premise each time.
- * The meter was field tested and was found to be performing within the required accuracy range.
- * The meter was bench tested by an independent source and was found to be accurate.
- * The meter was installed at the premise on 6/13/13.
- * The meter that was in place prior to the current meter was installed in 1993.
- * There were some months the usage would spike in excess of 15,000 gallons on that meter.
- * The meter was replaced because of the age of the meter.
- * On 9/30/14, Elise Christian spoke with Mrs. Magee and explained the meter tests and results.
- * She was provided a copy of each test and understood that the meter indicated that she was not billed for more water than the amount that had registered through her meter.
- * She said she has a pool and has a pool service that takes care of it, but was sure that the service would never leave water running, she has a yard service and that service had not damaged any irrigation lines that required repairing.
- * Md. Christian explained to her that the utility found that the meter was correct and also the bill that was issued to her was correct.
- * She expressed the hardship that the large bill caused to her.
- * Ms. Magee has been a customer with the utility since 1975 and has a perfect account.
- * Her usage rarely exceeds 3,000 gallons each month, as a courtesy an adjustment was provided to her account.
- * She expressed gratitude and satisfaction for the consideration.

Shonna McCray

10/31/14: This inquiry closed. Shonna McCray

Request No. 1160084W Name MAGEE ,DOUGLAS MR. Business Name

Request No. 1168646W

Name PREWITT ,DON MR.

Business Name _____

Consumer Information

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

PSC Information

Assigned To: MARCOS
Entered By: DH
Date: 12/12/2014
Time: 11:17
Via: E-MAIL
Prelim Type: IMPROPER
PO:
Disputed Amt: 0.00
Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /
Closed by: MAB
Date: 01/16/2015
Closeout Type: GI-25
Apparent Rule Violation: N

Utility Information

Company Code: WS397
Company:
Attn. Elise S Christian1168646W
Response Needed From Company? Y
Date Due: 01/07/2015
Fax: (407) 869-6961 R

Interim Report Received: / /
Reply Received: 01/05/2015
Reply Received Timely/Late: T
Informal Conf.: N

Name: DON PREWITT
Business Name:
Svc Address: 951 SWEETWATER CLUB BLVD
County: Seminole Phone: (407)-774-3331
City/Zip: Longwood / 32779-
Account Number: 1842210000
Caller's Name: DON PREWITT
Mailing Address: 951 SWEETWATER CLUB BLVD
City/Zip: LONGWOOD ,FL 32779-
Can Be Reached:
E-Tracking Number:

Please review the attached correspondence in which the customer reports the following:

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, December 12, 2014 7:58 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37602

CUSTOMER INFORMATION

Name: Don Prewitt
Telephone: 407-774-3331
Email: lprewitt@cfl.rr.com
Address: 951 Sweetwater Club Blvd. Longwood FL 32779

Request No. 1168646W

Name PREWITT ,DON MR.

Business Name _____

BUSINESS INFORMATION

Business Account Name: Don Prewitt
Account Number: 1842210000
Address: 951 Sweetwater Club Blvd. Longwood Florida 32779

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Other Complaint against Sanlando Utilities Corporation

Details:

Utilities Inc came out and read our meter and without even contacting us that there was a problem, we received many days later the billing which indicated that we used 390,170 gallons of water in one month \$26.90 a day with only 2 people living in the house! I sent them a letter asking for an adjustment as we had a repair company come out and fix the front fountain which was overflowing and that cost us an additional \$280.00. I never got a reply back from them. This month the meter was read again, AND AGAIN they did not call us and advise we still had a problem. Waited days and sent out another bill for another 385,170 gallons of water used in one month at \$26.13 per day!

We had someone come out and go through the whole house and yard and they found a leak in the main water line in the yard that was using 5 gallons of water a minute. We had the repair work done which cost us another \$1,145.00. On top of all this, we were gone for a week after Thanksgiving to Colorado and when we got home there was a letter from them that they were going to disconnect our water for non-payment of water bill. We have lived in our home for over 15 years and are on auto pay, so we couldnt believe that we received this notice. I immediately called the number on 12/9/14 to find out what the problem was but since it was 8:27 pm, no one was available to talk to. At that point I filled out the form and paid the bill in full \$1,499.62 confirmation #9111211. Two days later I came home and there was a notice on the door that they disconnected my water for non-payment! I called and asked for a manager, and after holding for over 15 minutes, I explained the situation to a service rep, since no manager was available and they did send someone out to turn water back on. I have asked for some kind of credit as we did everything we could possibly do to correct this situation. I have bills and proof of repair work and feel that this should have been handled better. It is an extreme hardship on anyone to have a \$3000.00 water bill in a two month period and have to pay out another \$1500. in repairs. Please, we ask for any help you can offer in this situation."

Please note the attached customer correspondence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has

Request No. 1168646W

Name PREWITT ,DON MR.

Business Name _____

been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

12/16/2014 Customer correspondence received via email, added to file, and forwarded to MBermudez. DHood

"-----Original Message-----

From: Linda Prewitt [mailto:lprewitt@cfl.rr.com]

Sent: Tuesday, December 16, 2014 8:00 AM

To: Consumer Contact

Subject: Re: Water bill

Good morning Ms. McHargue,

Just wanted to make sure you did receive my fax with the billings as well as the work that was done on our property to resolve the water leak. Thanks.

Don and Linda Prewitt "

12/18/2014 - Company response received via Email. DScott.

01/06/2015 - Company response received via Email. DScott.

01/14/2015 - Reviewed Company Response:

The Company provides that it send the Customer a letter on 01/05/2015, to address his high bill and leak

Request No. 1168646W

Name PREWITT ,DON MR.

Business Name

concerns.

The letter advises the Customer that the meter reading will take steps to notify a customer of any visible leaks that are observed at the time of a meter reading; and get an alert to check the meter reading if the information entered exceeds three times the customer's average usage. The Customer had an average usage of 187,422 gallons of water from July 2013 through July 2014. Because the usage at the residence is normally very high, a reading of 562.266 gallons would have been required for the system to initiate a "recheck reading" alert. A copy of the Customer's usage history was included with the letter.

The letter then advises the Customer that the Company does not adjust bills that are high because of faulty plumbing on the Customer's side of the service.

Then the letter advises that while the account is on Auto Bill Pay, the Company's system will only auto deduct up to a certain dollar amount. When that dollar amount is deducted, the remaining balance is placed in a delinquent status, and the Customer has no way of knowing this has happened unless they are notified. The Company states that it attempted to notify the Customer of the situation by leaving a tag at the residence on 11/12/2014 and a call was attempted on 12/09/2014.

The Company provided that a review of the account showed that the Customer was out of town during that time, and didn't return to the residence until 12/11/2014, so the service should not have been disconnected. For this reading, a disconnection charge of \$21.00 was removed from the account.

Finally, the Customer was advised that payment arrangements can be made with Customer's that receive a high bill as a result of a leak. The arrangement allows the Customer to pay the high bill in monthly installments.

MBermudez

01/16/2015 - Having received no further contact from the Customer, this complaint shall be closed as GI-25.

MBermudez

Consumer Information

Name: ELOISE & HERBER ELFAND
Business Name:
Svc Address: 102 BRIER PATCH COURT

County: Seminole Phone: (407)-332-8289
City/Zip: Longwood / 32750-
Account Number: 5831600000
Caller's Name: ELOISE ELFAND
Mailing Address: 102 BRIER PATCH COURT

City/Zip: LONGWOOD ,FL 32750-
Can Be Reached:
E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS397
Company:
Attn. Elise S Christian1169250W
Response Needed From Company? Y
Date Due: 01/14/2015
Fax: (407) 869-6961 R

Interim Report Received: / /
Reply Received: 01/13/2015
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: MARCOS
Entered By: SGW
Date: 12/18/2014
Time: 09:22
Via: PHONE
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 100.00
Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /
Closed by: MAB
Date: 01/23/2015
Closeout Type: GI-25
Apparent Rule Violation: N

Preclose Type - Improper Bills
What is the amount of the bill in dispute? \$100.00
What is the date of the bill? December 2014

Why do you believe you have been billed improperly? Customer states her bill usually runs between \$23-\$27 per month but this bill came in for \$126.23 for 50,360 gallons of water from Sanlando Utilities. Customer states there is no way she could possibly use that much water. Customer is disputing \$100 of the current bill as her average is around \$26.00.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either

- verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
 3. The response should include the following:
 - a) the cause of the problem
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 - e) confirmation the company has made direct contact with the customer
 4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams Lynch

01/13/2015 - Company response received via Email. DScott.

01/23/2015 - The Company has provided the following information regarding the Customer's concerns:

"Dear Mr. Bermudez-Frau:

This correspondence is in reference to Ms. Eloise and Mr. Herber Elfand's complaint concerning the usage billed to them by Sanlando Utilities Corporation on their bill dated 11/12/14 for 50,360 gallons. They expressed that the usage was too high and they did not feel that it was correct. Mr. and Ms. Elfand are customers at 102 Brier Patch Court, Longwood, FL.

The meter was reread for accuracy and checked for visible leaks. There was not an error in the meter read billed and there was not any visible leak observed each time that the technician was at the premises. On 12/16/14, the meter was tested at the premises. The test indicated that the meter was working properly and met FPSC guide lines for accuracy. The utility did not find an error in the usage billed that would require an adjustment to the bill. A copy of the test was provided to Ms. Elfand and a copy is included with this correspondence.

Request No. 1169250W Name ELFAND ,ELOISE & HERBER M. Business Name

The utility contacted Ms. Elfand by telephone and addressed her concerns about the usage and explained the meter test to her. A bench test on the meter was made available to her since she expressed dissatisfaction with the field test results. She declined the bench test since her usage had gone back down to normal. She said she will begin to monitor her usage in the future. She does not require additional assistance from the utility at this time.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

01/23/2015 - Having received no further contact from the Customer, this case shall be closed as GI-25.

MBermudez

<p align="center">Consumer Information</p> <p>Name: CRAIG LYONS</p> <p>Business Name:</p> <p>Svc Address: 205 LITTLEHAMPTON CLOSE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: JM</p> <p>Date: 12/18/2014</p> <p>Time: 11:17</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>County: Seminole Phone: (407)-782-0555</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number: 7038900000</p> <p>Caller's Name: CRAIG LYONS</p> <p>Mailing Address: 205 LITTLEHAMPTON CLOSE</p>	<p align="center">Utility Information</p> <p>Company Code: WS397</p> <p>Company:</p> <p>Attn. Elise S Christian1169295W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/13/2015</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 01/13/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 01/23/2015</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

The customer is seeking clarification of a credit for a waste water leak. When he contacted the Company, they told him he would be receiving a \$9.00 credit. The customer would like to know if this is for just 1 month or for 4 months. An average of the 4 lowest months were taken. The customer could not understand the explanation the supervisor was giving him. The customer spoke with the supervisor during the week of 12/15/2014. He has not received the \$9.00 credit yet.

- Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
 2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by J. Mclean-Sinatra

01/09/2015 Customer stated that the company has not contacted him yet. Transferred Mr. Lyons to Shonna. R. Castillo

1/9/15: Mr. Lyons transferred by Rey. He stated he has not heard anything from the company. Explained to Mr. Lyons the response is due on 1/13/15. Advised customer to re-contact the PSC if he does not hear from the company by 1/13/15. Shonna McCray

01/13/2015 - Company response received via Email. DScott.

1/14/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Review of the account indicates that the usage began to go up starting with the bill issued on 2/20/14.
- * On 3/4/14, a utility technician met with Mr. Lyons at the premises to show him the location of the meter and at that time Mr. Lyons was made aware that the meter was registering a leak someplace in the customer's plumbing.
- * The bills for March, April, May and June continued to show high usage that was the result of possible leak(s) in the plumbing.
- * Around 6/30/14, a request was received from Mr. Lyons for an adjustment to his account because of the leak.
- * He was requested to provide information about the leak location and the repair confirmation.
- * Around 11/20/14, the information was received by the company.

Request No. 1169295W

Name LYONS ,CRAIG MR.

Business Name

* The company apologizes that it was not clear about the adjustment that was provided to the customer's account for the leak.

* The adjustment is provided as a courtesy to the customer by the utility to provide some relief to the customer when he/she has experienced a leak in their plumbing and the water from the leak was not treated by the company's wastewater facility and the customer's average usage does not exceed 10,000 gallons a month.

* The wastewater charge has a maximum cap that is billed each month and that is only 10,000 gallons is billed to the customer even when the total usage for water exceeds 10,000 gallons each month.

* The customers' average usage is determined from the last 6 to 12 months over all average usage before the leak occurred.

* In the customer's letter, it appears that he was somewhat aware about the leak in 2013 and it continued until it was repaired sometime late summer 2014.

* Company records show that around 3/4/14, a company technician met with Mr. Lyons and the leak was registering on the meter at that time.

* The utility does not normally provide courtesy adjustments for each month that the leak existed when the leak has knowingly existed past a couple of months and bills.

* The courtesy adjustment was provided by taking 6 months average usage between 8/15/13 and 1/15/14, which is the lowest usage period before the leak was pointed out on 3/4/14.

* The average usage between the 6 month period was 7,323 gallons each month.

* The maximum wastewater usage billed to the customer is 10,000 gallons each month, which is the same on the bills with the leak.

* The difference between the average usage of 7,323 gallons and 10,000 gallons is 2,677 gallons, which is the usage that the courtesy adjustment is for.

* As a courtesy, the adjustment was provided for 4 months at the wastewater rate of \$1.99 per 1,000 gallons.

* The account has been adjusted for 10,708 gallons for a total wastewater adjustment for \$21.31.

* The bill issued on 12/22/14, included a credit for \$9.58, which was a partial adjustment for the leak.

* An additional credit of \$11.75 was applied to the account after the 12/22/14 bill.

* On 1/12/15, a payment of \$50.67 was received.

* The account has a credit balance of \$11.75.

* Customer provided with resolution via letter on 1/12/15.

Shonna McCray

1/23/15: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: DONALD CASEY</p> <p>Business Name:</p> <p>Svc Address: 218 E. HORNBEAM DRIVE</p> <p>County: Seminole Phone: (407)-869-9224</p> <p>City/Zip: Longwood / 32779-</p> <p>Account Number: 6132210000</p> <p>Caller's Name: DONALD CASEY</p> <p>Mailing Address: 218 E. HORNBEAM DRIVE</p> <p>City/Zip: LONGWOOD ,FL 32779-</p> <p>Can Be Reached: (407)-869-9224</p> <p>E-Tracking Number: 59300</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WS397</p> <p>Company:</p> <p>Attn. Elise S Christian1193490W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/20/2015</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 10/19/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 09/29/2015</p> <p>Time: 13:43</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 01/08/2016</p> <p>Closeout Type: WB-05</p> <p>Apparent Rule Violation: Y</p>
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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Tuesday, September 29, 2015 1:28 PM
 Cc: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 59300

CUSTOMER INFORMATION

Name: Donald Casey
 Telephone: 407-869-9224
 Email: doncasey@embarqmail.com
 Address: 218 E. Hornbeam Dr. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Donald Casey
Account Number: 6132210000
Address: 218 E. Hornbeam Dr. Longwood Florida 32779

Water County Selected: SEMINOLE

COMPLAINT INFORMATION

Complaint: Other Complaint against Sanlando Utilities Corporation

Details:

Received water bill on 8/17 (read date:7/30/2015). Bill was excessively higher and call placed to Customer Service Dept. CSR asked me if I was the lady having problems with the water softener. We checked the outside softener and discovered a problem. Called repairman and unit repaired on 8/18 (\$922.34). On 9/15 we received water bill (read date: 8/27/2015). This bill was higher than last month (checked outside meter and it was not running - obviously no leaks). Call placed to CSD I was told there was an overlap which is understandable. However, why is there no system in place to notify customers of potential problem? Their answer is that many people in my area will use excessive water. When I questioned the fact that the CSD knew about my softener problem before I did, they said that problem was from July, 2014. There was no problem in 2014 with our unit. I asked for an adjustment and was told the Operations Dept. felt no adjustment was warranted. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Request No. 1193490W Name CASEY ,DONALD MR. Business Name

Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/19/2015 - Company response received via Email. DScott.

10/20/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * On 10/19/15, Elise Christian spoke to Mr. and Mrs. Casey to address their concerns about the usage charged on the two bills.
- * Mr. and Mrs. Casey acknowledged their water softener failed and was repaired after they received the bill dated 8/11/15.
- * The meter was read on 7/30/15, for the 8/11/15 bill and the usage was 85,220 gallons.
- * On 8/17/15, Ms. Casey contacted the utility to inquire about the high usage/bill and requested the meter to be reread for accuracy.
- * Mrs. Casey stated that the Customer Service Representative asked her if she was the lady having problems with the water softener and that is when they checked their softener and had it repaired on 8/18/15.
- * On 8/18/15, the meter was reread for accuracy and was checked for visible leaks, the meter read was 3186050, the usage since 7/30/15 read was 85,160 gallons, there was not any visible leak noticed.
- * The operator notified the customer with the findings.
- * On 9/22/15, Mrs. Casey contacted the utility after receiving her bill dated 9/10/15 that included the usage from the leak since 7/30/15 meter read.
- * The usage billed was 93,070 gallons up to the meter read date of 8/27/15, 85,160 gallons of the usage had already registered through the meter when it was reread on 8/18/15, so only 7,910 gallons registered through the meter since the 8/18/15 read.
- * On 9/22/15, Mrs. Casey inquired about why there was not a system in place to notify the customers of potential problem, she stated that she was told that many people in her area use excessive water.
- * The company apologized for that response being given as a reason.
- * The utility does make every effort to notify a customer if a leak is noticed when the meter is being read, however the reader is only at the residence once a month to read the meter for billing, unless he/she notices water registering through the meter at the time that he is there, there is nothing to alert the customer about.
- * Mr. and Mrs. Casey's monthly average usage is between low 20,000 gallons to middle 20,000 gallons, with some months exceeding 30,000 gallons.
- * On 9/22/15, Mrs. Casey stated that she questioned, how did the Customer Service Department know about her softener before she did by asking her if she was the lady having problems with the water softener, she was told the Customer Service Representative was speaking about the problem from July 2014.
- * In Mrs. Casey's complaint she stated "there was no problem in 2014 with our unit".
- * The company's records show a work order dated 7/14/14, to check Mr. and Mrs. Casey's service for low pressure:

Request No. 1193490W Name CASEY ,DONALD MR. Business Name

1. 7/7/14 - Mr. Casey called due to low pressure for 3 wks. please check and advise # 407-869-9224. Dispatched @ 12:05pm.
 2. 7/7/14 - CHECKED ADDRESS AND FOUND THAT THEY HAVE WATER SOFTENER, PSI WAS 86. SPOKE WITH CUSTOMER AND HE STATED THAT THEY HAD SOFTENER UNPLUGGED BUT WATER WAS NOT ON BYPASS AND WAS STILL RUNNING THROUGH IT. WILL PLACE ON BYPASS TO CORRECT PRESSURE ISSUE.
- * In Mrs. Casey's complaint she stated that she requested a courtesy adjustment because of the high bills and her request was denied.
 - * Mr. and Mrs. Casey's service is for water and wastewater.
 - * The request for a courtesy adjustment would have been considered for a wastewater adjustment since the loss water was not treated by the sewer system.
 - * The wastewater adjustment was not available because the maximum cap billed for wastewater each month is 10,000 and their average usage exceeds 10,000 gallons.
 - * A deferred payment arrangement was made available to Mrs. Casey.
 - * After speaking with Mr. and Mrs. Casey, it seems that they are not satisfied because the utility did not provide a courtesy adjustment to their account for the water loss that was caused by their water softener malfunction.
 - * Mr. Casey also stated that he did not believe the meter was read and that the high usage is incorrect for the periods billed.
 - * Ms. Christian offered a meter test but he was not satisfied with a test being performed, his argument was the usage that was billed to him.
 - * Ms. Christian explained to him that the meter accuracy is the responsibility of the utility and if he disputed the usage, the meter is the device that measures it and it needs to be tested for accuracy.
 - * A copy of Mr. and Mrs. usage history for 24 months is included with this correspondence.
 - * In summary, Mr. and Mrs. Casey stated that they were not satisfied by the utility and that the utility was not helpful to them.
 - * Mrs. Casey expressed that she thought the utility would offer to provide a courtesy adjustment to their account for about \$100.00 to help with the large bills.
 - * She stated she would be notifying the PSC.
 - * The utility has scheduled the meter to be tested at their premises for accuracy.
 - * A copy of the meter test will be provided to the PSC upon completion and a copy will be provided to Mr. and Mrs. Casey.

Shonna McCray

10/22/2015 - Company response received via Email. DScott.

10/23/15: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- * On 10/21/15, the meter was tested at Mr. Casey's premises in his presence.
- * The test and the accuracy of the meter was explained to him.
- * The accuracy of the meter failed on the low side by registering at 87.0% and the overall accuracy was 94.63%.
- * The acceptable regulated range for the meter accuracy for American Water Works Association (AWWA) and for

Florida Public Service Commission Regulations is 98.5-101.5. Regulation 25-30.262 - Meter Accuracy Requirements.

- * The meter was not capturing all of the water that passed through it.
- * A copy of the meter test is included with the response and a copy is mailed to Mr. Casey.
- * Mr. Casey was satisfied with the test results and understood that the meter failed on the low side.
- * The meter was removed in his presence and a new meter was installed at his residence.
- * The utility will store the removed meter until 11/30/15, for additional testing if requested.

Shonna McCray

NOTE: It appears the company has violated PSC rules---meter not recording within standards. Shonna McCray

10/23/15: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

- * WHY WASN'T THE METER TESTED AFTER THE CUSTOMER'S CALLS ON 8/17/15 AND 9/22/15, REGARDING HIGH BILLS?
- * IS IT POSSIBLE THAT THE METER WAS RUNNING TOO FAST PRIOR TO RUNNING TOO SLOW AS NOTED FROM THE TEST CONDUCTED ON 10/21/15?
- * WHAT DATE WAS THE METER REPLACED?

PLEASE PROVIDE RESPONSE TO PSC BY 11/3/15. Shonna McCray

10/27/2015 - Company response received via Email. DScott.

10/28/15: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- * Note on account from customer's request on 8/17/15, did not come in as disputed usage that required a meter test at that time.
- * The contact on 9/22/15, was about a leak adjustment because of the water softener problem.
- * There was not a high bill usage dispute.
- * There was not a reason to test the meter because the usage was not in dispute.

"On 8/18/15, Ms. Casey # 407-869-9224 asking to have meter reread showing 80 thousand gallons of consumption suspects misreading or leaking of meter; record all information in ccb.

On 8/18/15, Reread meter checked for leaks # 99413948, read 3186050 called customer no leaks.

On 9/22/15 CSR Note: sent email to ops, I am asking if we could consider an adjustment for this customer Mrs. Casey at the above address.

She had an issue with her water softener which caused her to have a bill that was over \$200.00 for over 85,000 gals of water usage. She got it fix, but leak ran into next month which cause another high bill over \$200.00 with over 90,000 gals of water usage. She got it fix as soon as we came out and check for leaks."

- * The meter is a Badger 5/8" displacement meter.
- * The characteristics of this meter type could slow down slightly over time but it would not speed up and cause it to over register.
- * The meter was replaced on 10/21/15 because of the test results indicated that it was outside of PSC regulations.
- * The meter has been sent for an accuracy certification to MARS Company, Ocala, FL.

Request No. 1193490W

Name CASEY ,DONALD MR.

Business Name

* The test result will be provided to the PSC and also to Mr. Casey as a follow-up.
Shonna McCray

11/6/15: This inquiry closed. Shonna McCray

12/17/15: Received Customer Satisfaction Survey. Registered customer objection and reopened the complaint.
RRoland

12/17/15: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
* PROVIDE THE RESULTS OF THE METER TEST RESULTS TO THE PSC.
* WHAT IS THE CURRENT BALANCE ON THE ACCOUNT?
* WAS PAYMENT ARRANGEMENTS ESTABLISHED?
* PROVIDE 24-MONTH ACCOUNT HISTORY.
PLEASE PROVIDE RESPONSE TO PSC BY 12/30/15. Shonna McCray

01/05/2016 - Company response received via Email. DScott.

1/6/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
* The meter bench test results were provided with this response and indicates the meter is working properly.
* As of 1/5/16, Mr. Casey's account balance is \$0.00 for service period ending 12/4/15 and for bill dated 12/9/15.
* Ms. Casey was offered a payment arrangement when she contacted the utility concerning the high bill and requested an adjustment credit to the account.
* The customer did not require a payment arrangement.
* The 24-month account usage, billed amount and payment history provided with the response.
Shonna McCray

1/6/16: NOTES:
* The meter was tested on 10/21/15, with a accuracy rating of 94.63%.
* The accuracy of the meter must register between 95% and 101.5%.
* The results indicate the meter was registering slow.
Shonna McCray

1/6/16: Will prepare resolution letter. Shonna McCray

1/8/16: Resolution letter prepared. Shonna McCray

Request No. 1193490W Name CASEY ,DONALD MR. Business Name

1/8/16: Resolution letter mailed. This inquiry closed. Shonna McCray

01/11/2016 - Company response received via Email. DScott.

1/11/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided the customer's billing statements for 6 months; added to file. Shonna McCray

1/11/16: NOTE: It appears the company has violated PSC rules---meter not recording within standards. Shonna McCray

Request No. 1224183W Name SNELL ,WESTON MR. Business Name _____

Consumer Information Name: WESTON SNELL Business Name: Svc Address: 2251 WESTWOOD DR County: Seminole Phone: (407)-310-1035 City/Zip: Longwood / 32779- Account Number: Caller's Name: WESTON SNELL Mailing Address: 2251 WESTWOOD DR City/Zip: LONGWOOD ,FL 32779- Can Be Reached: E-Tracking Number: 121427	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: DH Date: 10/04/2016 Time: 09:31 Via: E-FORM Prelim Type: QUALITY OF PO: Disputed Amt: 0.00
	Utility Information Company Code: WS397 Company: Attn. Elise S Christian1224183W Response Needed From Company? Y Date Due: 10/27/2016 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 10/27/2016 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 11/16/2016 Closeout Type: GI-30 Apparent Rule Violation: N

Request No. 1193490W Name CASEY ,DONALD MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Monday, October 03, 2016 4:52 PM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 121427

CUSTOMER INFORMATION

Name: Weston Snell

Telephone: (407) 310-1035

Email:

Address: 2251 Westwood Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Weston Snell

Account Number:

Address: 2251 Westwood Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Serious breaches of safety and ecological stewardship on the behalf of Sanlando Utilities' Hunt Club Facility. They have previously been cited by the FDEP for unauthorized discharge of 2 MILLION gallons of water into sweetwater creek. Lately, all of my neighbors are noticing that the wastewater is flooding parts of RESIDENTIAL AREAS off of Azalea Drive in Longwood, FL. Frequently, myself and other residents of West Lake Brantley can smell the stench of the sewage clearly most mornings. This area backs up to Wekiva, a protected area with lots of wildlife and people living around it. This is disgusting, the company has not taken ownership for this issue despite a previous citation. Something must be done or the media will be contacted by disgusted residents in this area. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

Request No. 1224183W

Name SNELL ,WESTON MR.

Business Name _____

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/04/2016 - Company response received via Email. DScott.

10/6/16: REVIEWED COMPANY RESPONSE. Utilities, Inc. does not provide service to this customer or address. Shonna McCray

10/6/16: Changing company code to WS397 (Sanlando Utilities); will have due date adjusted. Shonna McCray

10/06/16: Due date adjusted to 10/27/16. RRoland

10/6/16: Complaint being sent to correct company. Shonna McCray

10/27/2016 - Company response received via Email. DScott.

10/28/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

* Homes on Azalea Drive in Longwood are located adjacent to the south boundary line of Utilities, Inc.'s Wekiva WWTP.

* None of the Azalea Drive residents are customers of the Utility.

* Mr. Snell lives on Westwood Drive, which is the next street to the east of Azalea Drive.

* The Wekiva WWTP typically treats its wastewater flow to meet reuse standards and then pumps the reuse water into two 3.0-million gallon storage tanks followed by delivery to reuse customers.

* When the storage tanks are full or when the plant effluent doesn't meet Department of Environmental Protection's (DEP) stringent reuse standards, plant effluent is disposed either by applying the effluent to

Request No. 1224183W

Name SNELL ,WESTON MR.

Business Name

on-site percolation ponds after treatment or by discharging the fully treated effluent to Sweetwater Creek.

- * In early September, after an extended period of wet weather, the plant's influent flow increased while the demand for reuse decreased.
- * Consequently, Utilities Inc utilized its ponds for effluent disposal intermittently in conformance with the DEP-issued operating permit.
- * The Wekiva Plant's operating permit requires that Utilities Inc. monitor the groundwater elevation at the monitoring well near Pond #3 on a weekly basis and to cease applying effluent to any of the ponds if the distance to the groundwater table is less than 7'.
- * When the depth is greater than or equal to 7', the ponds are functioning properly without impacting any adjacent properties.
- * On 9/15/16, the water table was at 7.0'.
- * However, on 9/17/16, groundwater was reported to have "daylighted", that is, it moved laterally through the berm that separates Ponds 3 & 4 from the homes on Azalea Drive, began seeping into the back yards, and then flowed toward the front yards between houses, across the sidewalk and into the storm gutter along the street.
- * Utilities Inc. staff immediately took steps to address this condition including pumping the water out of Ponds 3 & 4 to lower the hydraulic head on the groundwater table under the ponds, stopped using any of the percolation ponds until the groundwater level dropped to 7', discharged fully treated effluent to Sweetwater Creek, and monitored the water table depth on a daily basis.
- * DEP was notified by Utilities Inc. of the situation and updated daily.
- * The source of the musty odors described in the complaint came from the standing water in the back yards or front yards of the homes on Azalea Drive, not from the Wekiva Plant, which continues to operate properly.
- * The Seminole County Health Department staff visited the Wekiva Plant and found it to be operating properly as did DEP Wastewater Compliance and Enforcement staff.
- * By 9/29/16, groundwater elevations had subsided to 6.5', water was no longer flowing across yards towards the sidewalk and storm gutter, and standing water in the back yards was dissipating.
- * Heavy rainfall associated with the passage of Hurricane Matthew through the area on 10/6/16 and 10/7/16, caused the groundwater to rise to 4.5'.
- * However, the groundwater soon began to drop and is now at 7.5' with no daylighting occurring.
- * Utilities Inc. staff talked with 3 Azalea Drive residents who expressed their frustration and concerns.
- * In all 3 cases, utilities Inc. provided the residents with contact information for its insurance carrier in order to address their concerns about possible property damage.
- * Utilities Inc. is prepared to answer any questions PSC staff may have.
- * Mr. Snell is not a customer of Utilities Inc..
- * He has a septic system, as do all of the residents in the West Lake Brantley community.
- * He has his own well.

Shonna McCray

11/16/16: This inquiry closed. Shonna McCray

Request No. 1224183W Name SNELL ,WESTON MR. Business Name

<p align="center">Consumer Information</p> <p>Name: CHARLES ARNOLD</p> <p>Business Name:</p> <p>Svc Address: 10850 LOG HOUSE ROAD</p> <p>County: Lake Phone: (352)-241-0024</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number: 7732210000</p> <p>Caller's Name: CHARLES ARNOLD</p> <p>Mailing Address: 10850 LOG HOUSE ROAD</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 24981</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 06/16/2010</p> <p>Time: 11:02</p> <p>Via: E-FORM</p> <p>Prelim Type: OUTAGES</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 07/22/2010</p> <p>Closeout Type: GI-15</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WS641</p> <p>Company: LAKE UTILITY SERVICES, INC.</p> <p>Attn. Ann Raponi0949405W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/08/2010</p> <p>Fax: (407) 869-6961 R</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 07/07/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Wednesday, June 16, 2010 6:27 AM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 24981

Complaint filed with PSC

Select County: LAKE
 CUSTOMER INFORMATION

Name: Charles Arnold

Telephone: 352-241-0024
Email: carnold535_@earthlink.net
Address: 10850 Log House Road Clermont 34711

BUSINESS INFORMATION

Business Account Name: Charles Arnold
Account Number: 7732210000
Address: 10850 Log House Road Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

This is a perpetual problem that has existed for years and has never been taken care of by Lake Utilities despite numerous complaints. Every Wednesday and Thursday morning in the summer there is 0 water pressure at my house in the mornings. Since the utility company has changed its name and fallen under Utilities, Inc I still receive the same lousy water pressure service for twice the price. I cannot take a shower or flush a toilet for the next 2 or 3 hours because there is no water pressure. I have tried to call their emergency phone line in the morning but there is never an answer. I have lived here for 14 years and have tried to deal with this and there has never been a fix yet Lake County continues to allow more and more houses to be built out here and the water pressure just continues to diminish.

I have grown tired of this. I can't take a shower to go to work in the mornings because there is no pressure. This only happens on Wednesday and Thursday more than likely due to the idiotic watering regulations for lawns. Regardless of why the problem, it none the less remains a problem that has never been fixed and Lake Utilities has done a poor job of fixing things. In the past when I have called and complained in the mornings and someone has been there to answer the phone they have sent someone out around 9 am and low and behold, there is plenty of water pressure! It's amazing how that works when everyone has to stop watering their lawns around that time!

I can't go to work filthy and nasty because of the ineptness of this company to do their job correctly and I am fed up with dealing with them for all of these years. I am not the only person who lives here in South Clermont so there must be plenty of other people with the same issue who have not complained yet but it's getting more and more ridiculous every day. Please do something to get this issue resolved. It is unhealthy when toilets must be left to sit for hours because there is no water pressure to flush them and no water to clean or bathe with.

Thank you,

Charles S. Arnold "

Request No. 0949405W Name ARNOLD ,CHARLES MR. Business Name

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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

07/07/2010 - Company response received via e-mail. /EEstelle

7/7/10- Reviewed Company Response:

Area manager spoke to customer on 6/22/10 to obtain permission to install a pressure recorder for a time period from 6/22 to 6/28. Another pressure recorder was set up across the street on a vacant location. At no time during the recording did the pressure fall below 38psi. The 38psi was recorded on 6/27 Sunday (823pm) but then increased to 55psi. Average pressure was 50-65psi

The pressure is within regulation with DEP. Customer was cc: in the response. Vfarria

07/22/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-15. VFaria

<p align="center">Consumer Information</p> <p>Name: KEITH SIGNORILE</p> <p>Business Name:</p> <p>Svc Address: 4944 CAPE HATTERIS DRIVE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: SGW</p> <p>Date: 08/09/2010</p> <p>Time: 14:41</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 86.00</p>
<p>County: Lake Phone: (352)-394-3649</p> <p>City/Zip: Clermont / 34714-</p> <p>Account Number: 3073700000</p> <p>Caller's Name: KEITH SIGNORILE</p> <p>Mailing Address: 4944 CAPE HATTERIS DRIVE</p>	<p align="center">Utility Information</p> <p>Company Code: WS641</p> <p>Company:</p> <p>Attn. Ann Raponi0960173W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/30/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>City/Zip: CLERMONT ,FL 34714-</p> <p>Can Be Reached: (732)-221-9637</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 08/30/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 09/16/2010</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$32.00 for July 2010, and \$54.00 for June.

What is the date of the bill? August 2010

Why do you believe you have been billed improperly? Customer states his bill reflects 15,000 gallons more than his actual use for the next billing cycle. Customer states he is very conservative and uses around 5,000 gallons per month . His usual bill runs around \$65.00. He is very concerned for his upcoming bill which is reflecting 23,000 gallons. He states he was out of town for one week during this time and states he could not possibly have used that much water. Customer is also disputing a portion of his next bill as he is sure that the meter reading will have exceeded his actual use then as well for anything over 5,000 gallons.

Other Comments: Customer wants to have his accounts reviewed for accuracy and his meter checked if necessary.

Customer states his meter is reading much more than he uses. Customer owns his own home and there are no leaks. He has a lawn irrigation system but it is set to a very low output and confined to a small portion of his yard.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

08/30/2010 - Company response received via e-mail. /EEstelle

8/31/10- Reviewed Company Response: Per company request in response, Company code was changed to reflect Lake Utility Services, Inc.

Request No. 0960173W Name SIGNORILE ,KEITH MR. Business Name _____

Response states that customer contacted company office on 6/25/10 regarding his June bill. An order was issued to have meter re-read and to check for leaks. Field personnel responded on 6/28/10. The meter reading obtained was 1060730 and was in line with the 6/18/10 reading of 1055520. No leaks were observed.

On 7/21/10, a meter field test was conducted on the water meter, per customer's request, in order to determine accuracy of the meter. Meter was tested in customer's presence and the results indicated that the meter was reading accurately at all three test flows:

- 10 gallons @ 15 GPM was 97%
- 10 gallons @ 2 GPM was 98%
- 10 gallons @ 1/4GPM was 98%

Upon the receipt of the complaint, the company generated a new field activity to re-read the meter on 8/11/10. A meter reading was obtained (1097060) which was in line with the previous two readings of 1073450 (7/26) and 1096650 (8/9).

On 8/11/10, Customer spoke to Lead Service rep and requested a new field test. On 8/20/10, meter was tested in customer's presence and the results indicated that the meter tested accurately at all three flow rates:

- 10 gallons @ 15 GPM was 97%
- 10 gallons @ 2 GPM was 96%
- 10 gallons @ 1/4GPM was 97%

Per FPSC, company offered a bench test explaining a deposit requirement for the test and if customer should not require the bench test, company will provided a payment arrangement. Vfarria

09/16/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFarria

<p align="center">Consumer Information</p> <p>Name: QUINTON COLEMAN</p> <p>Business Name:</p> <p>Svc Address: 15230 MARKHAM DRIVE</p> <p>County: Lake Phone: (407)-580-3364</p> <p>City/Zip: Clermont / 34714-</p> <p>Account Number: 3603184325</p> <p>Caller's Name: QUINTON COLEMAN</p> <p>Mailing Address: 2255 OLD BAILEY COURT</p> <p>City/Zip: WALDORF ,MD 20602</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 27579</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 01/07/2011</p> <p>Time: 08:53</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS641</p> <p>Company:</p> <p>Attn. Ann Raponi0988426W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/31/2011</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 01/31/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 02/11/2011</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Thursday, January 06, 2011 5:21 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 27579

Complaint filed with PSC

Select County: LAKE
 CUSTOMER INFORMATION

Name: Quinton Coleman

Telephone: 407-580-3364
Email: qlcoleman@aol.com
Address: 2255 Old Bailey Court Waldorf, Md 20602

BUSINESS INFORMATION

Business Account Name: Quinton Coleman
Account Number: 3603184325
Address: 15230 Markham Drive Clermont Fl 34714

COMPLAINT INFORMATION

Complaint: Improper Billing against Lake Utility Services, Inc.

Details:

I have contacted the Water company (Lake Utilities Services, Inc), to let them know that it is no logical way I can be using an average of 780 gallons a day. I informed them that the house is empty. There has not been anyone living in the address (15230 Markham Drive , Clermont Fl.) since October 31, 2010. I had a tenant up until October 31,2010.

Since then I have spent 3 days in November there (Nov 1-3), to do repairs. I again spent 3 days there from December 28-30, 2010. I have turn off all water valves in the house to prevent a flood in the house if a leak happen while the house is empty. On this last trip I turn off the outside main water valve to the entire house to insure that there is no water usage.

The only water being use, is the Lawn Sprikers that is set to 1 time a week on Saturday for only 45 minutes. All they keep doing is reading the meter. At this point I think they should verify the Calibration and proper operations of the meter. I am getting no where with Lake Utilities Services,Inc. If you keep doing the same things you keep getting the same results.

My current Bill shows a usage of 23,470 Gallons or 780 a day. This is for period Nov 17 to Dec 17.

Could your commission help in any way to help resolve this matter. The home I live in Md has 3 people living in it and we only use an average of 1,400 to 1500 a month.Thank you in advance for any and all help with this matter! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint

- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/31/2011 - Company response received via e-mail. /EEstelle

02/01/2011- Reviewed Company Response: Company provided copy of letter sent to customer: PSC was cc: in the response.

Letter advises customer that a reading was taken on 1/5/2011 and the reading 1880820 was in line with the reading taken on 12/17/2010 (1868670). No leaks were found. Company is willing to provide customer a meter field test and/or bench test per tariff. Customer was offered a field test on 1/14/2011, but customer declined due to being out of town. Company suggested customer take a weeks worth of readings to secure correct reads and that the irrigation system is working properly.

For the bench test customer will need to make the request in writing and send a \$20.00 check to defray the cost of the testing. Customer is advised to schedule either field meter test or bench test with company. Company provided contact information so customer can schedule the test he wishes to have. VFaria

02/11/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

<p align="center">Consumer Information</p> <p>Name: JAMES M.& MARY WARREN</p> <p>Business Name:</p> <p>Svc Address: 13716 CALLE DE ORA CT.</p> <p>County: Lake Phone:</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number:</p> <p>Caller's Name: JAMES M.& MARY WARREN</p> <p>Mailing Address: 13716 CALLE DE ORA CT.</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 08/08/2011</p> <p>Time: 16:25</p> <p>Via: E-MAIL</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 09/12/2011</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WS641</p> <p>Company:</p> <p>Attn. Elsie Christian1023067W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/29/2011</p> <p>Fax: (407) 869-6961 R</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 08/12/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: James Warren [mailto:jwarren77@centurylink.net]
 Sent: Sunday, August 07, 2011 9:45 PM
 To: Consumer Contact
 Subject: Docket #100426-WS

We must protest any rate increase for Utilities, Inc in Lake Co, FL. Service from these people is nearly non-existent. Water pressure is minimal, the wastage from their facility in The Vistas is causing road damage, which must be repaired at taxpayer (us) expense. The cleanliness of their product is suspect from time to time, also.
 James M & Mary S Warren
 13716 Calle de Ora Ct

The Vistas
Clermont, FL 34711 "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
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 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Filed for docket 100426.

08/12/2011 - Company response received via e-mail. /EEstelle

8/16/2011- Reviewed Company Email Response to customer:

"Dear Mr. and Mrs. Warren:

This correspondence is in reference to your complaint concerning the water quality at 13716 Calle De Ora Court, Clermont, FL. This letter is sent as a follow up to our service investigation that was completed on August 10, 2011, by Lake Utility Services, Inc. We checked the water pressure and the quality of the water that was being provided to your home. The pressure was 72 psi and the chlorine level was .7. These are acceptable levels for quality pressure and quality water. At that time, the Technician informed you about the findings.

In your complaint, you indicated that Lake Utility Services, Inc. is causing road damage in the Vista

Request No. 1023067W

Name WARREN ,JAMES M.& MARY MR.

Business Name _____

community. Lake Utility Services, Inc. has not caused any destruction of the roads from its routine operation process that it is aware of.

Please be informed that Lake Utility Services, Inc. values all of its customers. Its goal is to provide quality service and excellent customer service to its customers at all times. We encourage you to contact our office anytime that you find that the quality of service or that our customer service is not satisfactory.

A telephone call was made to the telephone number on file this morning to inquire about your satisfaction from the August 10, 2011. A message was left at your service with a contact telephone number if you require additional assistance. Please do not hesitate to contact us if additional assistance is required. " . Vfarria

09/12/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFarria

Request No. 1044465W Name FRUTOS ,KIRENIA M. Business Name _____

<p align="center">Consumer Information</p> <p>Name: KIRENIA FRUTOS</p> <p>Business Name:</p> <p>Svc Address: 15628 STARLITE ST.</p> <p>County: Lake Phone: (786)-246-6917</p> <p>City/Zip: Clermont / 34714-</p> <p>Account Number:</p> <p>Caller's Name: KIRENIA FRUTOS</p> <p>Mailing Address: 15628 STARLITE ST.</p> <p>City/Zip: CLERMONT ,FL 34714-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 12/15/2011</p> <p>Time: 15:21</p> <p>Via: E-MAIL</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p align="center">Utility Information</p> <p>Company Code: WS641</p> <p>Company:</p> <p>Attn. Elsie Christian1044465W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/09/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>	
<p>Interim Report Received: / /</p> <p>Reply Received: 01/06/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 01/10/2012</p> <p>Closeout Type: GI-05</p> <p>Apparent Rule Violation: N</p>	

Request No. 1023067W Name WARREN ,JAMES M.& MARY MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Kirenia Frutos [mailto:frutoscpa@hotmail.com]
Sent: Wednesday, December 14, 2011 4:04 PM
To: Consumer Contact
Subject: docket #100426

To whom it may concern,

Let this serve as my official objection to Utilities, Inc. most recent increase in rates. I am a resident in south Lake County since December 2008. Every year, without fail, we have received a letter informing us that the water rates are increasing. And they increase by great numbers (over 38%). We purchased a home in the subdivision of Sawgrass Bay (aka Greater Lakes). At the time we purchased our home, we were informed that the community had reclaimed water for irrigation. All the pipes are installed but the reclaimed water is not hooked up/connected. We have contacted Lake Utilities, Inc. several times, and every time we have called, they have given us a different story, as to why the reclaimed water is not connected.

Here are just a few excuses we were given:

Due to the community not being fully built-out;
The builder has to make the request;
Due to a broken water line

And the excuses continue. So for three (3) years I have been paying a premium to water my lawn and paying wastewater charges on this use. To add insult to injury, now they want to increase our rates once again...based on their excuse that actual growth of population was less than the projected estimate, and therefore couldn't recover their invested costs? (1) The residents should not be held liable for bad business decision making. And (2) that's why the depreciation schedules for large investments such as these are well over 30-40 years, to allow recovery of cost over a period of time, not immediately!!

Water is a necessity, not a luxury. I cannot choose not to use water...we all need water. My water bill is well over \$100 a month, and we only water our lawn once a week for 10 minutes. Our water bill should not be more than our electric bill or even our cable bill, but it is. This is unjust and the Commission should not allow Lake Utilities Inc to increase their rates yet AGAIN.

Sincerely,

Request No. 1044465W Name FRUTOS ,KIRENIA M. Business Name

Kirenia Frutos, CPA, MBA
15628 Starlite St
Clermont, FL 34714
786-246-6917 "

Customer is being billed for wastewater services when it has not been connected to the system.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Customer correspondence was forwarded to docket 100426.

01/06/2012 - Company response received via e-mail. /EEstelle

01/06/12 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

The below is mail is from the customer, Ms. Frutos.

From: PSCREPLY
Sent: Friday, January 06, 2012 10:06 AM
To: Randy Roland
Subject: FW: FLPSC Complaint - Request No. 1044465W - Reference Reuse Water

Randy:

Is the below response considered a customer response although it came in the PSC reply? /ewe

From: Kirenia Frutos [mailto:frutoscpa@hotmail.com]
Sent: Friday, January 06, 2012 9:53 AM
To: eschristian@uiwater.com
Cc: PSCREPLY
Subject: RE: FLPSC Complaint - Request No. 1044465W - Reference Reuse Water

Ms. Christian,

Thank you for the eloquent response, in which you have tried to answer the question as to why the community doesn't have reuse water. However, many other questions have not been answered. For instance, you didn't provide an estimated date of when to expect the reuse water service. You just stated "It is not sure when or if this service will be provided." So in other words, the community will continue to pay a premium just to water the lawn. In addition, the Utility is charging wastewater fees for water that is not "waste", never retreated and used just for watering the lawn. Further, the Utility continues to increase the rates and never provides the service of which it has promised. My house has all the reuse water connections (pink plumbing), but no reuse water service.

You are right that the Utility did not provide reuse water when I purchased the home, but it did promise to have it connected once I purchased the home. And for three years, the Utility has given one lie after another for excuses as to why the residents do not have the service available. So excuse me for not accepting your apology for being misinformed.

I do hope this matter gets resolved quickly. I am not satisfied with your response to the situation. You couldn't care less, and I understand that; but we (the residents) are hard working people who like to provide a decent life for our families - just like everyone else (including you, I am assuming); and paying more for a water bill than a cable bill is unacceptable.

Request No. 1044465W Name FRUTOS ,KIRENIA M. Business Name

Again, I am not satisfied with the Utility's response or with the manner in which it has handled the situation. I hope the Public Service Commission researches this situation further and in more detail. It will find that I am not alone in this predicament. I truly feel the residents of Sawgrass Bay are being taken advantage of.

Kirenia Frutos
15628 Starlite St.
Clermont, FL 34714

From: ESChristian@uiwater.com
To: frutoscpa@hotmail.com
CC: pscreply@psc.state.fl.us
Subject: FLPSC Complaint - Request No. 1044465W - Reference Reuse Water
Date: Thu, 5 Jan 2012 22:44:55 +0000

Dear Ms. Frutos:

This correspondence is sent in reference to your inquiry about reuse water availability in your Sawgrass Community.

We apologize that you were misinformed about reuse water in the community when making a decision to purchase your home in that community. Lake Utility Services, Inc. does not have reuse water in the community at this time and did not provide it at the time that you purchased your home. It is not sure when or if this service will be provided. Lake Utility realizes that most homeowners desire reuse water when available. However, there is a process to obtain and produce the service.

Our Lake groves waste water treatment plant has just recently began producing reuse quality effluent to be delivered to the customers of Lake Groves. At this point, based on the current annual average daily flow of wastewater treated at this facility, it will only reliably provide reuse service to approximately 640 services/customers.

Request No. 1044465W Name FRUTOS ,KIRENIA M. Business Name

There has to be existing reuse water facilities within the community in order to produce and provide reuse to our customers. Once the production of reuse has been determine and the requirements have been determined for our customers, we will know what quantities of reuse may be available and offered to our customers. It is the Utilities goal to provide quality service at all time and in doing so, the Utility must approach this in a reliably manner so as not to over commit to our customers and not be able to reliably provide reuse service.

If you require additional assistance or if you have additional questions concerning your service or the reuse program, please contact our office at 1-800-272-1919 and a Customer Service Representative will be able to assist you.

Regards,

Elise S Christian

Customer Relation Specialist

Phone: 1-800-272-1919

Fax: 407-869-6961

Email: eschristian@uiwater.com

01/06/12 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe
To whom it may concern,

Request No. 1044465W Name FRUTOS ,KIRENIA M. Business Name _____

Please read below regarding the Utility's response. I am not in agreement with the company's proposed resolution or plan of action because there is none. The company did not provide any useful information and the problem still exists in which the residents of Sawgrass Bay were told reuse water was available and we are still not getting the service.

I am not sure as to what other options the residents have but the Commission should be fully aware of what is happening.

Sincerely,

Kirenia Frutos
15628 Starlite St.
Clermont, FL 34714

1/9/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Ms. Frutos stated that when she purchased her home in the Sawgrass Bay community of Lake County that she was told that there was reuse water connected.
- o Lake Utilities Services, Inc. did not communicate this information to the customer.
- o There is not any reuse water connected in Sawgrass Bay at this time and it is uncertain if and when this will be available for that community.
- o Ms. Frutos indicated that she has been paying a premium to water her lawn and paying wastewater charges on this use.
- o The wastewater has a cap for billing.
- o Once the water usage exceeds 10,000 gallons, the wastewater portion caps out at that point.
- o The complaint indicated that Ms. Frutos is being billed for wastewater services when she has not been connected to the system.
- o Ms. Frutos is only being billed for the current service that she has and that is for water and wastewater service.
- o Both services are connected to the system.
- o Ms. Frutos indicated in her complaint that it is her official objection to Lake Utility Services, Inc.'s most current approved rate.
- o A notice issued to the customers on 3/1/11, informed Ms. Frutos and other customers about the pending rate request and that an interim rate increase had been approved by the PSC as of 2/22/11.
- o The interim rate approval was approved pending a final rate determination by the PSC.
- o This notice was prior to the final approved rate by the PSC Order that was issued 11/3/11.
- o It is not clear why she did not object earlier before the final Order.
- o An email communication was sent to Ms. Frutos that addressed her concerns.

o A follow up telephone call was made to Ms. Frutos to the telephone number on file; a voice message was left for a return call with Elise Christian's contact number (800-272-1919).
Shonna McCray

1/9/12: Reviewed customer correspondence received, 1/6/12. The customer is not satisfied with the utility not providing reuse water services. Customer's objection noted. Shonna McCray

1/9/12: Forwarding complaint to Supervisor for review and advise. Shonna McCray

1/10/12: Reviewed customer correspondence and added to file. Shonna McCray

1/10/12 9:05 a.m. Called Mrs. Kirenia Frutos at 786-246-6917 to advise the PSC has 'no authority to require reclaimed water'. All the PSC has 'authority over is the pricing for reclaimed water for the utilities' the PSC regulates. Discussed Mrs. Frutos' concerns in detail. She stated she understands, but needed to get her concerns documented with the PSC because the company continues to get rate hikes annually, but is not providing the service (reclaimed water) promised to the customers. Mrs. Frutos appreciative of information provided, but is not satisfied with the company not providing reclaimed water. Shonna McCray

1/10/12: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: ELIZABETH AULT</p> <p>Business Name:</p> <p>Svc Address: 10723 LAKE RALPH DRIVE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SGW</p> <p>Date: 01/25/2012</p> <p>Time: 12:34</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 105.00</p>
<p>County: Lake Phone: (352)-242-1886</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number: 117 371 0000</p> <p>Caller's Name: RICK AULT</p> <p>Mailing Address: 10723 LAKE RALPH DRIVE</p>	<p align="center">Utility Information</p> <p>Company Code: WS641</p> <p>Company:</p> <p>Attn. Elsie Christian1049999W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/15/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 02/13/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 02/29/2012</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$ 105.00

What is the date of the bill? June 2009

Why do you believe you have been billed improperly? When Lake Utilities switched from every other month billing to monthly the company also switched from a flat rate to a tiered billing rate. Customer feels that the company used two months usage and applied it as one monthly rate.

Other Comments: Customer has been in dispute with the company since that time. He has paid all other bills he has received from Lake Utility Water company but has not paid the bill in dispute. He states he was told that the Altamonte Springs office sent his request for an amended bill "Up the ladder" but no one has responded to his request.

Customer is without water at this time. Customer states this has happened several times. Customer state he has to call the company and advise them that the June 2009 bill is under dispute and that the local office understands what is happening but they cannot get anyone higher up to respond at all.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

02/13/2012 - Company response received via e-mail. /EEstelle

2/14/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o The bill dated 5/17/09, was the first bill issued to the customer under the approved conservation tiered rates.
- o Prior to that bill, Lake Utility Service billed bi-monthly for this area at \$0.76 per 1,000 gallons for all usage.
- o Mr. Ault disputed the proration of the usage.
- o Mr. and Mrs. Ault's usage on the 5/17/09 bill was 90,550 gallons.
- o He disputed that the percentage method was unfair to determine the amount of water used between the two rated periods as, 18,417 gallons under the old rate and 72,133 gallons under the new conservation rate.
- o The bill was for service period 3/10/09 through 5/8/09.

Request No. 1049999W

Name AULT ,ELIZABETH MRS

Business Name

- o The approved rate was for service on or after 3/23/09.
- o The usage on Mr. and Mrs. Ault's 5/17/09 bill has been adjusted to 100% of the old usage rate at \$0.76 per 1,000 gallons for all usage.
- o That adjustment resulted to a credit for \$121.21 to the disputed unpaid portion of the 5/17/09 bill and leaving an unpaid balance for \$84.65 for the 3/17/09 bill.
- o Because of the delay in resolving Mr. and Mrs. Ault's concerns and the inconvenience that was caused to them during this delay, an additional adjustment was provided for approximately ½ of the unpaid balance.
- o The additional adjustment to their account was \$42.77.
- o Their account balance as of 2/13/12, is \$41.88.
- o A telephone call was made to Ms. Ault on 2/9/12, to notify her about the adjustment to the account, the balance due on it and an apology was extended to her for the delay in Lake Utility Service's response to their inquiry and also for the inconveniencies that they experienced during that time.
- o Mr. and Mrs. Ault's service was immediately restored on 1/25/12.
- o The current balance that is due on their account has been extended to 3/10/12.
- o That is the approximate date that the bill will be due that will be issued around 2/17/12.
- o A corrected bill was mailed to Mr. and Mrs. Ault on 2/10/12 with the corrected amount due.

Shonna McCray

2/29/12: This inquiry closed. Shonna McCray

Request No. 1052512W

Name MORANO ,ANTHONY MR.

Business Name

Consumer Information

Name: ANTHONY MORANO

Business Name:

Svc Address: 2834 MAYFLOWER LOOP

County: Lake Phone: (631)-828-1446

City/Zip: Clermont / 34711-

Account Number: 2416210000

Caller's Name: ANTHONY & AMY MORANO

Mailing Address: 38 INDEPENDENCE WAY

City/Zip: CLERMONT ,FL 34711

Can Be Reached:

E-Tracking Number: 30968

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS641

Company:

Attn. Elsie Christian1052512W

Response Needed From Company? Y

Date Due: 03/05/2012

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 03/06/2012

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: DH

Date: 02/13/2012

Time: 08:38

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 03/29/2012

Closeout Type: WB-49

Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Friday, February 10, 2012 4:53 PM

Cc: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 30968

CUSTOMER INFORMATION

Name: anthony/amy morano

Telephone: 631-828-1446

Email: alexnicky@optonline.net

Address: 38 Independence Way Miller Place NY 11764

Request No. 1052512W

Name MORANO ,ANTHONY MR.

Business Name

BUSINESS INFORMATION

Business Account Name: anthony morano
Account Number: 2416210000
Address: 2834 Mayflower Loop Clermont Florida 34711

Water County Selected: LAKE

COMPLAINT INFORMATION

Complaint: Improper Billing against Lake Utility Services, Inc.

Details:

The above referenced address in Florida is our vacation home, we go there approximately 1-2 times per year. Last year starting around the fall we noticed our bills higher than usual. On September 27, 2011 I contacted Lake Utilities in regards to the bill we received for September, it was showing no usage and being that our sprinklers were on 1-2 times per week, I found that odd. We are mandated by Weston Hills how many times we can water, so at that time it was no more than 2 times, I believe. I spoke to Miranda on that date and she told me that someone would go out and research. I was told to call back in a few days. I spoke to Isabel on 10/6/2011 and was told someone went out to research and our meter was old and would be replaced. The next month after that the bill came in with using only 10 gallons of water, which could be accurate being that as of that date we were only watering 1 time a week. The next months following the usage continued to rise again, and I called on 2/1/12 and spoke to amanda who stated a new meter was never placed at our home. I explained to her that the sprinklers are no longer running due to the weather, we had them shut off back in November, so the usage was totally off. At this point on the last billing dating in December 2011 the bill was showing usage of 15,860 gallons and the recent bill for January 2012 was showing 27,530 gallons. It is showing a usage of 810 gallons per day!!! How is this possible if NO one is in the house and there is no water being used whatsoever. Even the toilets and washing machin are turned off when we are not there. My husband spoke to a supervisor/technician last week who was not knowledgeable about any part of his job. I called this week on Wednesday and asked to speak to a supervisor, they gave me such a run around getting someone on the phone. I finally was connected to a supervisor named Ferri Trotenger (not sure of the spelling of the last name), she stated she would review the account and get back to me probably not that day, because it was to late, I think it was before 4, so she stated the next day. I have never received a call back from this women or anyone else. This recent bill is coming due next week and I have tried to resolve this issue, I feel we are not there to be able to manage this effectively and there has to be someone to help us through this process. This company can not get away with billing so erratically and have no consequences. I have given them enough time and money for them to have a better system and to at least have a legitimate answer. I have never dealt with a utility company like this before, I believe we have been getting overcharged for a while now. Thank you in advance for your cooperation with this matter. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

Request No. 1052512W

Name MORANO ,ANTHONY MR.

Business Name

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

03/06/2012 - Company response received via e-mail. /EEstelle

03/07/2012 - Company response received via e-mail. /EEstelle

03/07/2012- Reviewed Company Response (Secondary Response is a duplicate) :

The water meter at Mr. Morano's premise is on and is available for use. Mr. Morano indicated that this is his vacation home and is only visited a few time a year. A phone called was made to Ms. Morano on February 15, 2012 and she stated the same. However, she indicated that their son-in-law does look in on the property and was regulating the irrigation system as allowed and as required prior to the complaint. It was suggested to Mrs. Morano on this call that the meter be tested for accuracy. She agreed and provided a contact telephone number for Mr. Morano. In Mr. Morano's complaint he indicated that the irrigation was turned off in November, 2011. The son-in-law stated to the Technician that he turned the irrigation off around January, 2012. A copy of Mr. Morano's usage history that is on file is provided with this correspondence.

The meter was reread for accuracy and was found to be correct and there were not any visible leaks observed. February 16, 2012, and attempt was made to contact Mr. Morano to schedule a meter test. The customer was able to have his son-in-law meet to witness the test on March 1,2012. The meter was tested and it was found to be registering slow. A copy of the meter test is provided with this correspondence. The representative

Request No. 1052512W

Name MORANO ,ANTHONY MR.

Business Name _____

for Mr. Morano, the son-in-law acknowledged the findings and is aware of the test results. A copy of the meter test is included with this correspondence.

- Meter test results show a total accuracy of 85.6% : meter was registering slow.

A copy of the meter test will be mailed to Mr. Morano and he will be informed that the meter will be replaced and the reason for the replacement. He will be informed that if he is not satisfied with the test results, that the meter will be sent to be tested by an independent source and that he will be provided the results of that test. Lake Utilities, Service does not find an error in the meter readings and because it does not monitor the daily usage of the customers water, it is unable to explain to Mr. Morano the reason for the variables in his usage.

Mr. Morano's account has been extended for payment until this complaint is resolved. A telephone call will be made to him on March 6, 2012, to inform him about the findings and the meter test results. He will be informed that a letter and a copy of the test will be sent to him in the mail.

"Dear Mr. Morano:

This correspondence is in reference to your complaint concerning bills that you received for water service at 2834 Mayflower Loop, Clermont, FL.

A service investigation was completed at the residence. The meter was reread for accuracy. The read was in line with the reads that have been used to determine the usage that was billed to you. There was not an error in the meter read. There was not any visible leak observed at the residence.

March 1, 2012, a meter test was conducted on the meter at the residence in the presence of your representative, Mr. Joe Brace. The meter test result indicated that the meter is not capturing all of the water that is passing through it. The accuracy of the meter is 85.6% on the low side. The acceptable accuracy range for the meter should be within the range of 98.5 - 101.5. Copies of the test results and the accuracy information is included with this correspondence.

The meter will be replace around March 13, 2012. If you are not satisfied with the test results from March 1, 2012, the meter can be sent to an independent source for certification of accuracy. A copy of that test result will be provided to you. There is a cost to have the certification done. That cost is \$25.00. This cost will be billed to you if the meter is certified either within the required accuracy range or within the low range as tested on March 1, 2012. If the meter is certified as registering on the high side, there is not any cost to you and your account will be adjusted for the % of inaccuracy for the usage billed to you for 12 months. We apologize that you did not receive the quality of service that you should have expected when contacting our office by telephone. Your account has been extended for payment until March 20, 2012.

Please contact me by email at eschristian@uiwater.com or at 800-272-1919 ext 1356 if you require additional assistance. Please notify me by March 12, 2012, to inform me about your decision to have the meter accuracy certified by an independent source and to make payment arrangements if you require additional time to pay

Request No. 1052512W

Name MORANO ,ANTHONY MR.

Business Name _____

your bill. " - This is the email company sent to customer (duplicate of response sent to PSC). Reviewed by Vfarria

03/19/2012 - It appears the company may have violated PSC Rule 25-22.032(6) (b) - Failure to respond to Commission inquiry in 15 days. - Viol # 49. Complaint closed as WB-49. Vfarria

Request No. 1066614W Name DOMBROSKI ,KIM MS. Business Name _____

Consumer Information Name: KIM DOMBROSKI Business Name: Svc Address: 10845 WYANDOTTE DR County: Lake Phone: (407)-453-4244 City/Zip: Clermont / 34711- Account Number: 8789469938 Caller's Name: KIM DOMBROSKI Mailing Address: 10845 WYANDOTTE DR City/Zip: CLERMONT ,FL 34711- Can Be Reached: E-Tracking Number: 31608	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: NEAL FORSMAN Entered By: DH Date: 06/06/2012 Time: 08:03 Via: E-FORM Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company Code: WS641 Company: Attn. Elise S Christian1066614W Response Needed From Company? Y Date Due: 06/27/2012 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 06/20/2012 Reply Received Timely/Late: T Informal Conf.: Y	Closed by: NEF Date: 10/17/2012 Closeout Type: GI-32 Apparent Rule Violation: N

Request No. 1052512W Name MORANO ,ANTHONY MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, June 06, 2012 2:34 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 31608

CUSTOMER INFORMATION

Name: kim dombroski
Telephone: 4074534244
Email: kimdombroski@hotmail.com
Address: 10845 wyandotte dr clermont FL 34711

BUSINESS INFORMATION

Business Account Name: utilites inc.
Account Number: 8789469938
Address: po box 16069 altamonte springs Florida 32716

Water County Selected: LAKE

COMPLAINT INFORMATION

Complaint: Improper Billing against Lake Utility Services, Inc.

Details:

recieved a water bill for the amount of 587.23 which stated that I used 140000 gallons of water in less than a month. I am a single person, with no pool or hotub and my house is a new build. I moved in in the middle of march. I average about 5-6 thousand gallons a month, but this seems outrageous. I have contacted the water company several times to no avail. I finally got the water meter replace last week after which I had requested and meter check. They blame a leak. I contacted the irrigation service that installed my irrigation ssystem, They came out and checked the system, which resulted in no leaks. same for plumbing.. just baffled as to where all of this water went. I work 12 hour shifts. i water twice a week. when I first moved in the sprinklers were set to water every day and at that time my bill was 217.00 I have asked for a compromise and they said "all we can credit you for is 80.00 because the meter was fast." can you please help me get this resolved before I seek legal actions.

thanks "

Request No. 1066614W Name DOMBROSKI ,KIM MS. Business Name _____

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
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 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/20/2012 - Company response received via e-mail. /ewe

06/21/2012 - Company response received via e-mail. /ewe

6/21/2012- The second response recieved is a duplicate of the first response. One was addressed to the PSC, the second addressed to the customer:

Email Response Review states:

"This correspondence is in reference to Ms. Kim Drombroski's complaint concerning her bill dated April 23, 2012, for water service provided to 10845 Wyandotte Dr., Clermont, FL.

Ms. Drombroski indicated that she recently purchased the home and that it is a new home. The Utility's records show the builder as being the original and only occupant of the home prior to Ms. Drombroski. The builder closed his service on March 7, 2012. The original meter was installed for the builder on October 21, 2011. The final read taken on March 7, 2012, to close the builder's account was 111930. The usage on the builders final bill was 69,240 gallons between February 7, 2012 and March 7, 2012. The builders total usage since the installation of the meter on October 21, 2011 was 111,930 gallons. The high usage months

Request No. 1066614W

Name DOMBROSKI ,KIM MS.

Business Name

were January 10, 2012, usage 17,190, February 7, 2012, usage 21,500 gallons and March 7, 2012, usage 69,240 gallons. The builders usage history for October 21, 2011 - December 14, 2011 was only a total for 4,000 gallons.

Ms. Drombroski's first bill was for service from March 7, 2012 - March 15, 2012. The usage for that service period was 38,910 gallons in 8 days. That was a daily average of approximately 4,864 gallons per day. Ms. Drombroski's disputed bill was for service period March 15, 2012 - April 13, 2012. The disputed usage for this period is 144,420 gallons in 29 days. That was a daily average of approximately 4,980 gallons per day.

The Utility is unable to determine how the water was used by Ms. Drombroski. However, there is a possibility that due to the drought during the period that Ms. Drombroski moved into her home, it could have been through irrigation. The builders usage indicated a climb just before Ms. Drombroski took possession of the home and the usage continued to climb as indicated on her first bill for 8 days, 38,910 gallons between March 7th - March 15 and also on her April 23rd bill before it was noticed. The April 13, 2012 read for billing the 144,420 gallons on the April 23rd bill was 295260. The meter was reread on May 1, 2012. The read was 308010 and the usage since April 13 was 12,750 gallons. It was read again on May 23rd, the read was 314390 and the usage was 6,380 gallons since May 1st. A read was taken on May 25th, it was 315830 and the usage since May 23rd was 1,440. All of the reads follow the read that was used for the April 23rd bill. There was not any obvious leak observed each time that the meter was read. The landscape was described as lush and green.

Ms. Drombroski's meter number 11428848 was bench tested for certification by an independent source. The test results indicated that the meter was operating within the FPSC acceptable range for accuracy of 99.11%. The Utility does not find that an adjustment is due to Ms. Drombroski's account because of incorrect billing. A copy of the meter test is included with this correspondence. June 20, 2011, correspondence was sent to Ms. Drombroski informing her about the Utility's findings and a copy of the meter test was included with that correspondence. FPSC was copied on the correspondence that was sent to Ms. Drombroski. Reviewed by Vfarria.

07/11/2012 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFarria

8/20/2012 - Customer survey returned. Customer states the issue was not resolved. Case reopened and an objection filed for the customer. Copy of the survey added to the case file. rmchargue

8/222012- ATTN LAKE UTILITY SERVICES: CASE HAS BEEN RE-OPENED; OBJECTION FILED: Please review the following and provide an update/response by August 31, 2012:

- Customer's Satisfaction Survey states she feels the issue was not resolved. Please review original findings. Customer had advised PSC that company offered an \$80.00 adjustment due to a fast meter, but your report does not provide any information about this claim. Was customer ever provided an adjustment?

Request No. 1066614W Name DOMBROSKI ,KIM MS. Business Name

- Have the usage continued to be high since the April 23rd bill? Please provide account history.
- Please contact customer to review original findings. Vfarria

08/31/2012 - Company response received via e-mail. /ewe

9/5/2012- Reviewed Supplement Report:

On the May 23, 2012 bill an miscellaneous adjustment for \$-80.90 (6.5% adj= 20,326 gals x 3.98 highest usage tier) was given due to the field test in which the field operator incorrectly calculated the maximum flow rate at 106.5%. Meter was sent to the independent source for a bench test in which the meter was tested and certified to be accurate.

The very high consumption that occur was due the irrigation setting that the builder set before Ms. Drombroski moved into the premise. Ms. Drombroski was made aware of this and changed setting on the irrigation system. The usage at this premise is staying at an average of 8,000 gallons per month. Vfarria

9/18/2012- Message left for customer to call back to review new information recieved and any additional concerns customer may still have. Vfarria

9/19/2012- I reviewed the correspondence, survey and company response with Ms. Dobroski. She advised that she believes the company may have misread the billing of 144,420 gallons. Customer states when she received the home the irrigation was previously set on twice a day 5 times a week. She asked the developer to decrease the irrigation to twice a week. Customer states the first bill was about \$200.00 and was reasonable for the amount of irrigations used during the first month. After customer got the second bill (144,420), she had verified that the irrigation was properly set at 2 times a week. The bill after the 144, 420 gallons lowered to a reasonable amount and then customer reset irrigation to once a week, making the current bill even lower. Customer still believes that the company has not properly investigated the high bill of 144,420 and would like a further review. Vfarria

09/20/12: Delivered case file to Process Review. RRoland

<p align="center">Consumer Information</p> <p>Name: SCOTT WIETESKA</p> <p>Business Name:</p> <p>Svc Address: 15737 GREEN POINT CT</p> <p>County: Lake Phone: (352)-241-0484</p> <p>City/Zip: Clermont / 34714-7</p> <p>Account Number:</p> <p>Caller's Name: SCOTT WIETESKA</p> <p>Mailing Address: 15737 GREEN POINT CT</p> <p>City/Zip: CLERMONT ,FL 34714-7268</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 33271</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 02/18/2013</p> <p>Time: 08:26</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS641</p> <p>Company:</p> <p>Attn. Elise S Christian1101720W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/11/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 03/07/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 03/29/2013</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Saturday, February 16, 2013 1:42 PM
 Cc: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 33271

CUSTOMER INFORMATION

Name: Scott Wieteska
 Telephone: 352-241-0484
 Email: dwsaturn@cfl.rr.com
 Address: 15737 Green Point Ct. Clermont FL 34714-7268

BUSINESS INFORMATION

Business Account Name: Scott Wieteska
Account Number:
Address: 15737 Green Point Ct. Clermont Florida 34714-7268

Water County Selected: LAKE

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

The charges for water/wastewater are severely out of line with other communities/cities/counties in Florida. Every year Lake Utility also raises the charges.

I am a single person living alone in a 1500 sq. ft. house and my water bill is between \$70-\$120/month. Other locations I know of are \$20-\$60/month with more people living in the house.

I am petitioning you to investigate Lake Utility Services, Inc. Please check their rates against other water companies. Please deny their next request for increase in fees. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
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 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Request No. 1101720W

Name WIETESKA ,SCOTT MR.

Business Name

Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

03/07/2013 - Company response received via e-mail. /ewe

3/11/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Wieteska expressed concern that his water bills for the same service are higher than other utilities in other locations and requested the PSC to investigate the rates that are charged by Lake Utility Services, Inc. and to also deny any additional request by the utility for rate relief.
- o Mr. Wieteska was contacted by the utility on 2/20/13, to address his concerns.
- o The rates and the rate process were explained to him.
- o Information was provided to him concerning the usage billed to him and how the usage was determined.
- o He inquired about an irrigation meter to avoid paying for wastewater when the bulk of his water was being used on his lawn.
- o The utility explained to Mr. Wieteska about the cost involved to provide a separate meter for irrigation based on an average inside usage being between 4,000 and 5,000 gallons a month and if all other usage was used outside up to 10,000 gallons, he would be looking to save between approximately \$12.96 and \$17.20 per month if his inside usage does not exceed the 4,000 to 5,000 gallons per month.
- o If he added the separate meter a 2nd water BFC will be added to his bill each month.
- o The cost to install a separate 5/8" water meter before any construction cost, is \$2,733.00.
- o The construction cost can be determined and provided to Mr. Wieteska if he wishes to pursue the new meter.

- o He would need to decide if he is willing to invest in a separate meter and wait to recover the cost for it through his savings on his monthly bills by not paying the wastewater cost on his irrigation water.
- o Mr. Wieteska will contact the utility if he is interested in pursuing the separate meter.
- o Mr. Wieteska's meter was tested for accuracy in his presence on 3/1/13.
- o The meter tested low at the medium and high flows.
- o This indicates that it is quite possible when Mr. Wieteska is irrigating, all of the usage is not being captured on the meter.
- o He understood that he was not getting billed for all of the usage that passed through his meter at these flows.
- o The meter test results were as follows:
 - Minimum Flow Rate - 98.0%
 - Medium Flow Rate - 92.0%
 - Maximum Flow Rate - 83.2%

Shonna McCray

3/29/13: This inquiry closed. Shonna McCray

Request No. 1101720W

Name WIETESKA ,SCOTT MR.

Business Name

<p align="center">Consumer Information</p> <p>Name: RANDY PHILLIPS</p> <p>Business Name:</p> <p>Svc Address: 3027 SAMOSA HILL CIRCLE</p> <p>County: Lake Phone: (352)-617-3883</p> <p>City/Zip: Clermont / 34714-</p> <p>Account Number: 59662-82038</p> <p>Caller's Name: RANDY PHILLIPS</p> <p>Mailing Address: P.O. BOX 1051</p> <p>City/Zip: MINNEOLA ,FL 34755</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: RIK KOETEEUW</p> <p>Entered By: FGR</p> <p>Date: 05/02/2013</p> <p>Time: 12:22</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS641</p> <p>Company:</p> <p>Attn. Elise S Christian1109329W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/23/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 05/20/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: RK</p> <p>Date: 06/06/2013</p> <p>Closeout Type: GI-28</p> <p>Apparent Rule Violation: N</p>

Preclose type - Improper Disconnect

Are you currently without service? Yes

When was the service disconnected? 05-02-2013

Did you receive a disconnect notice? No

Other Comments: Customer states he received a call from the company and was advised he needed to make a payment by April 30, 2013. Customer states he made a payment May 1, 2013. Customer states he spoke to a representative, Isabella, and was advised he needed to make his payments on time. Customer states he did not receive a disconnection notice.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC

complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.

3. The response should include the following:

a) the cause of the problem

b) actions taken to resolve the customer's complaint

c) the company's proposed resolution to the complaint

d) answers to any questions raised by staff in the complaint

e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by: Fany Raudales

05-02-2013 Customer called back wanting to add more to the complaint. Call was transferred to Mr. Rik. FRaudales

05/02/2013 - Customer was asked for a door tag to connect the water. Customer wants to know why he had to present a door tag when he was at home to answer any questions the technician may have. Rik Koeteew

05/02/2013 - Sent to the company. Please explain your use of a "Door Tag." Is there an option to not having one if a customer is at the residence at the time of the service call. Please include this explanation in your response to the PSC which is due by May 23, 2013. Rik Koeteew

05/20/2013 - Company response received via e-mail. /ewe

05/20/2013 - REVIEWED COMPANY'S RESPONSE; It indicated the following:

This correspondence is in reference to Mr. Randy Phillips' complaint concerning improper disconnect of service at 3027 Samosa Hill Circle, Clermont, Fl. on May 2, 2013.

Mr. Phillips started water service with Lake Utility Services, Inc. at 3027 Samosa Hill Circle on February 25, 2013. Mr. Phillips' first bill was issued on February 25th that included a security deposit of \$80.00 and a new account fee for \$21.00 (\$101.00) with a due date of March 19, 2013. A copy of the bill is included with

Request No. 1109329W

Name PHILLIPS ,RANDY MR.

Business Name

this correspondence.

The 2nd bill was issued on March 21st for a prior balance of \$101.00 plus the current bill amount for \$75.21. (Total bill \$176.21) The prior balance was past due as of March 20, 2013 and the current portion of the March 21st bill was due on April 12th. A copy of the bill is included with this correspondence.

April 16, 2013, a collection letter was mailed to Mr. Phillips that requested a payment for \$176.21 within 10 days from the date on the letter. A copy of the notice is included with this correspondence. April 21st a bill was mailed to Mr. Phillips with a prior balance of \$176.21 and a current bill for \$71.09. (Total of bill \$247.30) The due date for the current portion of the bill was May 13th. A copy of the April 21st bill is included with this correspondence.

April 22nd a payment was received from Mr. Phillips for \$70.00. April 23rd, A courtesy call was made to Mr. Phillips to remind him that his service was up for interruption for \$176.21 and the payment was required on his account by April 30, 2013, to avoid interruption of service. He was informed that he needed to contact the office once he had made the payment so that the service interruption could be canceled.

April 30th, there was not a payment received on Mr. Phillips' account. May 2nd his service was interrupted for the delinquent account. May 2, 2013, at approximately 10:12am, Mr. Phillips contacted our office to report that he made a payment for \$176.21 on May 1, 2013 and he provided a confirmation number to the CSR. A work order was immediately issued at approximately 10:16am by the CSR to restore his service. May 2nd, the Customer Service Supervisor spoke with Mr. Phillips and addressed his concerns about his account and his service interruption.

May 2, 2013, in the a.m., Staff arrived at Mr. Phillips' residence to restore his service. Procedures required, Staff to asked Mr. Phillips to sign the Company tag acknowledging that his water service had been restored with his authorization. Mr. Phillips was not willing to sign the tag. The Staff member contacted his Supervisor for instructions. Staff was instructed by his Supervisor to leave the customer's property. The Supervisor met with Mr. Phillips at his residence and explained the reason for the signature on the tag and addressed his concerns while there. Mr. Phillips was not pleased about the request. He printed his name on the tag. The service was restored.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com

Request No. 1109329W Name PHILLIPS ,RANDY MR. Business Name

Website: www.uiwater.com

Information entered by Rik Koeteeuw

05/24/2013- Customer called to state the company has not responded to his complaint. Call transferred to RKoeteeuw. SWilliams

05/24/2013 - Customer was transferred to me by Su Williams. Customer was concerned about having to pay a reconnect fee of \$21.00. Customer states he made the payment on May 1st but was disconnected on May 2, 2013. Customer is questioning the disconnect procedure. Customer wants to dispute the \$21.00 reconnect fee. Customer requested to speak with a supervisor. Rik Koeteeuw

05/24/13: I called Mr. Phillips. He still expresses concerns with the reconnect charge. He indicates that the company should not have interrupted his water service. He states that a payment was submitted to the company via credit card around 3:00 a.m. on May 1. The service was not interrupted until May 2. He is going to fax the PSC a copy of the proof of payment with date and time. Mr. Phillips is seeking a credit of the reconnect charge (\$21.00). RRoland

05/30/2013 - I contacted customer and advised him that we did not receive his proof of payment. Customer stated he would recheck his fax machine and resend it. Rik Koeteeuw

06/06/2013 - Customer did not provide a copy of his payment documentation. This inquiry is closed. Rik Koeteeuw

Request No. 1109329W Name PHILLIPS ,RANDY MR. Business Name

Request No. 1209070W

Name MIKHAIL ,MOHGA MS

Business Name _____

Consumer Information

Name: MOHGA MIKHAIL

Business Name:

Svc Address: 12501 CROWN POINT CIRCLE

County: Lake Phone: (352)-283-8080

City/Zip: Clermont / 34711-

Account Number: 5959-2140

Caller's Name: MONA KEENE

Mailing Address: 12501 CROWN POINT CIRCLE

City/Zip: CLERMONT ,FL 34711-

Can Be Reached: (352)-283-8080

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS641

Company: UTILITIES, INC. OF FLORIDA

Attn. Elise S Christian1209070W

Response Needed From Company? Y

Date Due: 04/21/2016

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 04/12/2016

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: MEP

Date: 03/31/2016

Time: 15:19

Via: PHONE

Prelim Type: IMPROPER BILLS

PO: LARRY METZ

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 06/30/2016

Closeout Type: GI-05

Apparent Rule Violation: N

Ms. Mona Keene is the daughter of the account holder Ms. Mohga Mikhail (who does not speak English). Ms. Keene states that she has a high bill concern. She states that she has received a letter advising that the household is consuming more than 20,000 gallons per month. Ms. Keene states that there is no way they consume that much water. She states that they have been receiving these warning letters for five years. She also states that the water meter was changed many years ago and this high bill warning letter has been sent on an annual basis. She states they have no pool.

- 1) Please provide a 24 month consumption chart, including all monthly meter readings, gallonage, and billed charges.
- 2) Please indicate the type and size of meter at the residence.
- 3) Please offer to conduct a complimentary field test and provide results.
- 4) Please offer to change the meter. Provide date, old meter number, and new meter number if changed.

Request No. 1209070W

Name MIKHAIL ,MOHGA MS

Business Name _____

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Ms. Mona Keene (daughter) for Ms. Mohga Mikhail (account holder) at 352-283-8080 (home)

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

04/12/2016 - Company response received via Email. DScott.

04/14/2016 Ms. Keene called back regarding her complaint. I transferred Ms. Keene to Ellen. R.Castillo

04/16/2016 Reviewed report. On April 4, 2016, a company representative contacted Ms. Keene. The same day, the company installed a new meter at the residence because the existing meter 17505780 tested slow at 89.77 percent accuracy. The appropriate range is 95 percent to 101.5 percent.

Ms. Keene requested a smaller meter. LUS indicated that the residence was served by the smallest meter which was a 5/8" meter. The new meter 15007951 installed is also a 5/8" meter. Ms. Keene indicated that the leak indicator is moving back and forth. A technician installed a dual check valve on the meter to release the

pressure and the motion stopped.

On April 7, 2016, a company representative made a premise visit and met with Ms. Keene. The irrigation audit was conducted in the presence of Ms. Keene. The irrigation system has 8 zones and multiple sprinkler heads in each zone. Some sprinkler heads required repair and some required straightening and adjusting. The representative suggested that the sprinklers in the hedge area be changed to a straight pattern instead of a half circle. The representative showed Ms. Keene how to adjust the timer and the sprinkler heads. Ms. Keene appeared satisfied with the information provided to her.

A copy of the water conservation letter was previously sent to the customer. eplendl

04/16/2016 Contacted Ms. Keene, who states that a representative from the utility did meet with her and she has taken other lifestyle measures to reduce her water use. She believes that it has had little impact and that the water is still going somewhere other than the home and yard by 70 percent. I indicated that the company's report states the residence is served by a 5/8" meter which is the smallest size available. The company changed the meter on April 4, 2016. She states the company will check back with her in 30 days to determine how the next billing cycle fared. I agreed to contact Ms. Keene again at the beginning of May as well. Ms. Keen stated that she is presently appreciative of the steps the company has taken to date, but she is not satisfied with the outcome because she states that she and her mother could not have used over 20,000 gallons per month. eplendl

05/31/2016 A letter was sent to Ms. Keene. eplendl

May 31, 2016

Ms. Mona Keene
12501 Crown Point Circle
Clermont, FL 34711

RE: FPSC Inquiry 1209070W
Ms. Mohga Mikhail

Dear Ms. Keene:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Lake Utility Services (LUS). You expressed a high bill concern.

Rule 25-30.263, Florida Administrative Code (F.A.C.), indicates that utility is required to test water meters on at least three rates of flow including maximum, intermediate and minimum. Rule 25-30.262, F.A.C. indicates that the meter should register within accuracy limits as follows:

Request No. 1209070W Name MIKHAIL ,MOHGA MS Business Name

Rate of Flow Accuracy Percentage
Maximum 98.5 - 101.5 percent
Intermediate 98.5 - 101.5 percent
Minimum 95.0 - 101.5 percent (if new meter) or
90.0 - 101.5 percent (if repaired meter)

We have learned from LUS that on April 4, 2016, the company conducted a field test on meter 17505780 at your mother's residence. It is my understanding that you observed the test. The FPSC cannot compel the company to adjust your mother's bill unless it is registering above the limits of the F.A.C. rule. The overall meter test indicated 89.77 percent, which is below the limits of the F.A.C. rule. Therefore, a credit adjustment is not appropriate.

On April 4, 2016, LUS removed meter 17505780 and installed meter 15007951 at your mother's residence. Both meters are 5/8-inch meters, which is the smallest residential size LUS utilizes to measure consumption.

On April 7, 2016, a company representative made a premise visit and met with you. The representative conducted an irrigation audit and determined that your mother's irrigation system has 8 zones and multiple sprinkler heads in each zone. The representative reported that some sprinkler heads required repair and some required adjustment. The representative suggested that the sprinklers in the hedge area be changed to a straight pattern instead of a half circle. It is my understanding that the representative showed you how to adjust the sprinkler timer and the sprinkler heads.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ellen Plendl by June 16, 2016; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

06/30/2016 Closed. The PSC has no record of further customer contact. eplendl

Request No. 1209070W Name MIKHAIL ,MOHGA MS Business Name _____

<p align="center">Consumer Information</p> <p>Name: PATRICIA ROWIN</p> <p>Business Name:</p> <p>Svc Address: 13743 VISTA DEL LAGO BLVD</p> <p>County: Lake Phone: (352)-217-2285</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number: 6451310000</p> <p>Caller's Name: PATRICIA ROWIN</p> <p>Mailing Address: 13743 VISTA DEL LAGO BLVD</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p> <p align="center">Utility Information</p> <p>Company Code: WS641</p> <p>Company:</p> <p>Attn. Elise S Christian1222036W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/29/2016</p> <p>Fax: (407) 869-6961 R</p> <p>Interim Report Received: / /</p> <p>Reply Received: 09/26/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: REY CASTILLO</p> <p>Entered By: BJ</p> <p>Date: 09/08/2016</p> <p>Time: 15:08</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 132.14</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: RJC</p> <p>Date: 10/14/2016</p> <p>Closeout Type: GI-05</p> <p>Apparent Rule Violation: N</p>
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Preclose Type - Improper Bills

Other Comments:

Customer is calling about an ongoing issue that she is having with Utilities Inc. Customer states that her bills reflect a large amount of usage. Customer states that she has contacted Company because she believes that the meter is not recording accurately. Customer states that Company has not been able to provide her an explanation for why the usage is so high.

Customer states that her June bill was for 43000 gallons. Customer states that she was advised that she had a leak. However, customer states she did not have the leak repaired in August but that the July and August bill were 11000 and 16000 gallons. Customer states she does not believe that the leak is the issue.

Customer is requesting an account review, for the meter to be tested, and an explanation for why the usage is so high. Customer states that she would prefer a refereed meter test because she does not trust Company.

Customer is disputing \$132.14 of her bill.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Belkis Joiner

09/26/2016 - Company responses received via Email. DScott.

Company response indicates the following:

From: Elise Christian [mailto:ESChristian@uiwater.com]

Sent: Monday, September 26, 2016 1:51 PM

To: ALLPAMPEREDPETZ@AOL.COM

Cc: PSCREPLY

Subject: FL PSC CATS NO: 1222036W - IMPROPER BILL

Dear Ms. Irwin:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the water usage billed to you on 6/12/2016 for service at 13743 Vista Del Lago Blvd., Clermont, FL.

In your complaint you stated that the usage for your June bill was 43,000 gallons and because of the high usage, you believed that the meter was not operating accurately and requested the meter to be tested. You also stated that you preferred a refereed meter test because of the disputed usage.

Request No. 1222036W

Name ROWIN ,PATRICIA MRS

Business Name _____

On 9/14/2016, the Meter Technician contacted you at approximately 9:40 a.m. in regards to the meter test that you had requested. After the two of you discussed the meter test options, you informed him that you wanted someone from FPSC to be present for the meter test. He provided you with information concerning a bench test on the meter by an outside independent source. At that time, you requested the bench test. The Meter Technician provided you with my contact telephone number so that the bench test could be arranged. On 9/19/2016, I spoke with you about the disputed usage and the process to have the meter field tested and bench tested for accuracy. At that time, you requested the field test to be performed with you present.

The Meter Technician contacted you to schedule the field test with you present for 9/20/2016 at 9 a.m. When he arrived, you were unable to stay for the meter test and gave him authorization to continue with it. He was told that your spouse was on his way to the premises and would be there shortly. Mr. Irwin had not arrived prior to the meter test so your son was present for the beginning of the test and Mr. Irwin arrived to witness the test before it was completed. The process was explained to Mr. Irwin and the result from the test was reviewed with him. The meter accuracy was within FPSC required range. A copy of the meter test, a copy of the test requirements for meter accuracy (your meter is a displacement meter on the chart) and a copy of your usage history on the meter at your premises since the installation date are included with this correspondence.

The Utility did not find that you have been over charged for usage at your premises and it does not find that an adjustment credit is due to your account. Please do not hesitate to contact our office if you required additional assistance. FPSC office is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Attachments: Florida State Meter Accuracy Requirement PDF, Meter Field Test on 09/20/2016 PDF, Meter Readings in Excel Spreadsheet.

Company response entered by R.Castillo

10/14/2016 Having not received any further contact from the Customer, this inquiry will be closed as a GI - 05 . R.Castillo

<p align="center">Consumer Information</p> <p>Name: LARRY OSER</p> <p>Business Name: CAMP FLORIDA PROPERTY ASSOCIATION</p> <p>Svc Address: 241 SHORELINE DRIVE</p> <p>County: Highlands Phone: (859)-333-6581</p> <p>City/Zip: Lake Placid / 33852-</p> <p>Account Number:</p> <p>Caller's Name: LARRY OSER</p> <p>Mailing Address: 231 SHORELINE DRIVE</p> <p>City/Zip: LAKE PLACID ,FL 33852</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SGW</p> <p>Date: 02/20/2012</p> <p>Time: 08:41</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS709</p> <p>Company: LAKE PLACID UTILITIES, INC.</p> <p>Attn. Elise Christian1053419W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/12/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 02/22/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 02/23/2012</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>

Preclose type - Quality of Service

Customer Comments: Customer states he is the president of the property owners association Camp Florida Property Association Inc. Customer states the water is being supplied by Lake Placid Utility owned by Anthony Cozier. He had a residence on the campsite that is now owned by TD Bank due to foreclosure. There is a meter that goes from the clubhouse pool house to the house and the residents were told that the usage of the house is subtracted from the usage of the park meter and the residents are charged the difference. Customer wants the house meter separated from the park meters and to be billed separately. Customer has tried to get this accomplished since April 2011.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
 1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

02/22/2012 - Company response received via e-mail. /EEstelle

2/23/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

o Lake Placid Utilities does not provide water or waste water service to 241 Shoreline Drive, Lake Placid, FL.

Shonna McCray

2/23/12: Called Mr. Larry Oser at 859-333-6581 to request a bill copy in order to confirm who is providing the service. Discussed the customer's concerns. Mr. Oser advised that the water for 241 Shoreline (house) runs through the meter for 239 Shoreline and is supposedly subtracted from the amount billed to 239 Shoreline. Mr. Oser is requesting a separate meter be installed for 241 Shoreline (the house) as they are not the owners of the house. Mr. Oser advised I could contact Grace Flynn at 863-840-1827 to get a copy of the bill. Shonna McCray

2/23/12: 10:10 a.m. Called Elise Christian with Utilities Inc. at 800-272-1919; left message requesting a return call. Shonna McCray

Request No. 1053419W Name OSER ,LARRY MR. Business Name CAMP FLORIDA PROPERTY ASSOCIATION

2/23/12: Received return call from Elise; she advised they do not service this address. Advised I would contact the customer to obtain an account number. Shonna McCray

2/23/12: 10:20 a.m. Called Grace Flynn at 863-840-1827 to request the account number. Requested I call her back at 11:00 a.m. because she is not at the office. Shonna McCray

2/23/12: Received call from Ms. Grace Flynn. She provided an account # of 00003. She will fax the billing statement directly to me. Shonna McCray

2/23/12: Received billing statement via fax. The company name on the billing statement is L. P. Utilities. This is not the same company as Lake Placid Utilities. Will close case this case and file a new complaint. Shonna McCray

2/23/12: Complaint 1054022 sent to L. P. Utilities. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: WILLIAM G ZIEGELHOFER</p> <p>Business Name:</p> <p>Svc Address: 9525 CYPRESS LAKES DRIVE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 03/25/2010</p> <p>Time: 11:34</p>
<p>County: Polk Phone:</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number:</p> <p>Caller's Name: WILLIAM G ZIEGELHOFER</p> <p>Mailing Address: 9525 CYPRESS LAKES DRIVE</p>	<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company: CYPRESS LAKES UTILITIES, INC.</p> <p>Attn. Karen Sasic0933409W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/15/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: MAIL</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 04/15/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 04/29/2010</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>

Please review the attached correspondence in which the customer reports the following:

On March 22, 2010 Cypress Lakes received a second emergency boil water alert. The second one within a month. All residents were suppose to be notified by telephone of this emergency, however we never received a call.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint

- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

04/15/2010 - Company response received via e-mail. /EEstelle

4/16/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 3/22/10, a reverse 911 message for a precautionary boil water order went out to customers in Cypress Lakes Community, due to a problem with the disinfection system at the treatment plant.
- o Mr. Ziegelhofer's telephone message was not delivered due to the number on file has the incorrect area code.
- o On 3/23/10, Mr. Ziegelhofer contacted the office about why he did not receive the notice.
- o His contact number was provided to him and he advised the area code was incorrect.
- o The Boil Water Notice affected 1,398 customers.
- o The Florida Department of Environmental Protection was contacted immediately regarding the outage.
- o The required bacteriological samples were taken; the results were negative and the boil water order lifted on 3/23/10.
- o Customer provided with resolution via mail.

Shonna McCray

4/29/10: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: RICHARD SINGER</p> <p>Business Name:</p> <p>Svc Address: 2933 PEAVINE TRAIL</p> <p>County: Polk Phone: (615)-859-8842</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 2741510000</p> <p>Caller's Name: RICHARD SINGER</p> <p>Mailing Address: 2933 PEAVINE TRAIL</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 27085</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 11/19/2010</p> <p>Time: 15:44</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 12/27/2010</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi0981185W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/14/2010</p> <p>Fax: (407) 869-6961 R</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 12/14/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Friday, November 19, 2010 1:52 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 27085

Complaint filed with PSC

Select County: POLK
 CUSTOMER INFORMATION

Name: Richard Singer

Telephone: 6158598842
Email: alicerich@comcast.net
Address: 2933 Peavine Trail Lakeland 33810

BUSINESS INFORMATION

Business Account Name: Richard Singer
Account Number: 2741510000
Address: 2933 Peavine Trail Lakeland Florida 33810

COMPLAINT INFORMATION

Complaint: Improper Billing against Cypress Lakes Utilities, Inc.

Details:

in the last 2 years, I have been presented with a very large bill. for october, I am being billed for 28,500 gallons. The house is empty except for the winter months (December to April)

Each time I call they say the meter is right, no leaks or anything. I have asked for a new meter but they say I have to be there to run a test. It will cost me over \$800 to travel to lakeland from my NASHville Home just for a test.

Since this has happened 3 times in the last 12 months why are they making it my problem. Again no leaks and no one living there except for winter months "

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1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Request No. 0981185W Name SINGER ,RICHARD MR. Business Name _____

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

12/14/2010 - Company response received via e-mail. /EEstelle

12/16/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 11/15/10, the customer contacted Utilities, Inc. regarding his November bill in the amount of \$242.53 for 28,250 gallons.
- o On 11/16/10, a Field Operator re-read the meter to ensure the reading was accurate and to check if the leak indicator was registering a possible leak.
- o No leaks were registering at the time.
- o The meter reading was 559120; this reading was inline with the previous reading of 549710, from the 11/9/10 bill.
- o Utilities, Inc. offered to have the meter tested; however, the customer declined the offer.
- o On 12/9/10, Ann Raponi spoke with Mr. Singer regarding the readings and explained no leaks were found.
- o The meter was pulled and sent to the manufacturer for testing on 12/13/10; please allow 3 weeks for the results.
- o If the meter is found to be registering outside of the limits, the new meter will remain and the account adjusted to the average.
- o If the meter is found to be accurately recording usage, the meter will be placed back in service and no adjustments will be issued.

Shonna McCray

12/27/10: This inquiry closed. Shonna McCray

Request No. 0981185W Name SINGER ,RICHARD MR. Business Name _____

<p align="center">Consumer Information</p> <p>Name: JANICE ALMEIDA</p> <p>Business Name:</p> <p>Svc Address: 9344 TOP FLIGHT DR.</p> <p>County: Polk Phone: (863)-937-5186</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 0467012914</p> <p>Caller's Name: JANICE ALMEIDA</p> <p>Mailing Address: 9344 TOP FLIGHT DR.</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 29157</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 06/16/2011</p> <p>Time: 10:34</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 60.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 07/25/2011</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elsie Christian1014077W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/08/2011</p> <p>Fax: (407) 869-6961 R</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 06/30/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Thursday, June 16, 2011 8:39 AM
 To: Consumer Contact
 Subject: {BULK} E-Form Improper Billing TRACKING NUMBER: 29157
 Importance: Low

Complaint filed with PSC

Select County: POLK
 CUSTOMER INFORMATION

Name: Janice Almeida
Telephone: 863-937-5186
Email: Pelican3308@yahoo.com
Address: 9344 Top Flight Drive Lakeland 33810

BUSINESS INFORMATION

Business Account Name: Janice Almeida
Account Number: 0467012914
Address: 9344 Top Flight Drive Lakeland Florida 33810

COMPLAINT INFORMATION

Complaint: Improper Billing against Cypress Lakes Utilities, Inc.
Details:

When I started service in May of 2011 I was advised that the \$60.00 Security Deposit would be refunded in 1 year if all payments were made on time. I called today to find out about the refund and was told that it is now 2 years for the refund. I am on a fixed income and with times being as difficult as they are I feel they should honor the original date of 1 year and am voicing a complaint. "

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 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Request No. 1014077W Name ALMEIDA ,JANICE MS. Business Name

Case taken by Diane Hood

06/30/2011 - Company response received via email. DScott.

7/5/11: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o The customer was provided with incorrect information about the time period that the deposit would be held before the account would be reviewed for the security deposit to be refunded.
- o The account would have been reviewed after 24 months of service and at that time the security deposit would have been refunded.
- o However, because of the incorrect information that the customer was provided at the time that she applied for service and because she has maintained a perfect payment record for the last 12 months, the security deposit has been processed for a refund.
- o A refund check has been requested and it will be mailed to the address on file.
- o The refund check is in the amount of \$63.96.
- o Customer provided with resolution via email.

Shonna McCray

7/25/11: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: NANCY MAGLIANO</p> <p>Business Name:</p> <p>Svc Address: 9900 CYPRUSS LAKES DR</p> <p>County: Polk Phone: (863)-853-7072</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 9823410000</p> <p>Caller's Name: NANCY MAGLIANO</p> <p>Mailing Address: 9900 CYPRUSS LAKES DR</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: MAB</p> <p>Date: 07/19/2012</p> <p>Time: 12:52</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 56.68</p>
	<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise Christian1072476W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/09/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/07/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 08/23/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$96.68

What is the date of the bill? 07/09/2012

Why do you believe you have been billed improperly? Caller states she's being charged for much more usage that she could ever use.

Other Comments:

Caller states she received a bill from Cypress Lakes Utilities showing that she used 5830 gallons of water. Caller states she lives in a small home with her husband and that is all the people in the house. Caller states she contact the Company and was told that the meter reader they had for he area was not reading the meters every month and that there was about 49 people in the area that were having the same problem. Caller

states for about the last year she has notice that her bills have been low every other month and high every other month. Caller states she requested an audit of her account for the past year and was told they could only go back to 04/2012. Caller states the Company told her that it's water she used and she would just have to pay the balance. Caller states she wasn't even offered an arrangement when she didn't do anything for her bills to be so high and she has never received anything from the Company informing her why her bills were being estimated. Caller states this is not acceptable.

Please provide the Customer and the PSC with a copy of her past 12 months of bills and reason her bill has been estimated every other month.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

08/07/2012 - Company response received via e-mail. /ewe

8/7/2012- Reviewed Company Response: company sent letter response:

"Ms. Magliano indicated that she was billed for more usage than she could ever use. The usage billed on the July 9, 2012 bill was 5,830 gallons. The meter read was 698970. Ms. Magliano's usage for July 9th bill is in range with her usage for her bill issued July 10, 2011. She was billed for 5,040 gallons for the same period last year. The meter read was 615330. The July 9, 2012 usage is in line with last year's usage.

Request No. 1072476W

Name MAGLIANO ,NANCY MRS

Business Name _____

Ms. Magliano's meter was reread on July 17, 2012 for accuracy. The meter read was 699640. The read was in line and followed the read for the July 9th bill. Ms. Magliano's account was reviewed and audited for high usage for the past 12 bills. The bill issued for May 9, 2012 consumption was found to be higher than others. The usage billed was 10,310 gallons and the meter read was 691730.. The following meter read for June 8, 2012 was 693140 and was in line and higher than the read taken on May 9, 2012. There does not appear to be a discrepancy in the reads.

Ms. Magliano indicated in her complaint that she was informed that her meter had not been read for several months. Cypress Lakes Utility audit indicates that Ms. Magliano's meter was scheduled to be read each month and records show that there was not any estimated reads for the past year. Copies of the requested 12 months bill history are included with this correspondence and have also been provided to Ms. Magliano by US Mail.

Ms. Magliano was contacted by telephone on August 1, 2012 concerning her complaint. Her bill and usage history were reviewed with her. She was informed about an internal problem that was discovered with some of the customer's meter reads for June, 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their July 9th bills. Ms. Magliano had been informed that because of the high usage on the July 9th bill, the customers were being billed more for the water and less for the waste water than they would have been if the usage had been billed in the actual month used.

The usage, water and waste water rates were explained to her. It was explained that usage 6,000 gallons and under, the rates did not change per 1,000 gallons for water and waste water. It was explained that usage over 6,000 gallons would have a higher rate for water because of the three tiers for it, \$4.12 per 1,000 1st 6,000 gallons, \$6.18 per 1,000 2nd 6,000 gallons and \$8.24 per 1,000 gallons for all usage over 12,000 gallons. The maximum usage billed per month for waste water is 6,000 and would be billed no more than \$43.44 per bill for all usage 6,000 gallons and over.

Ms. Magliano was informed that those customers with consumption under 6,000 gallons were billed at the lower rate for water, \$4.12 per 1,000 gallons and were billed \$7.24 per 1,000 gallon rate for waste water. Those customers with usage above 6,000 gallons, bills would increase if the usage were re-billed under the lower water rate and the per 1,000 gallon rate for the waste water. It was explained that the water billed would be reduce but the waste water rate would increase which would result in a higher bill. Ms. Magliano was in agreement with the explanation and findings. She was assured that the internal problem had been corrected. She indicated that no additional assistance was required from our office."

08/23/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04.

<p align="center">Consumer Information</p> <p>Name: GEORGE JERGERIAN</p> <p>Business Name:</p> <p>Svc Address: 2365 LITTLE CYPRESS DR.</p> <p>County: Polk Phone: (863)-858-6029</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number:</p> <p>Caller's Name: GEORGE JERGERIAN</p> <p>Mailing Address: 2365 LITTLE CYPRESS DR.</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise Christian1072521W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/09/2012</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 08/07/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 07/19/2012</p> <p>Time: 15:13</p> <p>Via: E-MAIL</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 82.31</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 10/16/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>
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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: George Jergerian [mailto:geo816@gmail.com]
 Sent: Thursday, July 19, 2012 3:03 PM
 To: Consumer Contact
 Subject: High Water Bill

Help!!! My name is George Jergerian and I live at Cypress Lakes community in north Lakeland. Several of our residents, (at least 20) have complained about high water water bill from Utilities Inc. These bills range from double to triple their previous bills. Mine for example went from \$45.94 to \$128.25. My bill says I used 10,350 gallons with an average daily use of 383 gallons. This is a serious matter that needs to be addressed. I have called Utilities Inc. and was promised to have someone to come out and reread the meter but have been waiting for two days to no avail.

Thank you in advance for your time and hope to hear from you soon

Yours Truly,
George Jergerian
2365 Little Cypress Dr.
Lakeland, Fl. 33810

(863)-858-6029

geo816@gmail.com "

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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/07/2012- Company Response received via email. Vfarria

8/7/2012- Reviewed Company Response:

Copy of letter: "Mr. Jergerian indicated that his usage for July 9th bill was 10,350 gallons and that it was too high. The meter was read July 5, 2012 and the meter read was 371520. It was reread for accuracy on July

Request No. 1072521W

Name JERGERIAN ,GEORGE MR.

Business Name _____

18, 2012 and the meter read was 373200. The July 18th read was in line and followed the read for the July 9th bill. Mr. Jergerian's account was reviewed and audited for high usage for the past 12 months. The usage was found to be low and under 6,000 gallons each month.

Mr. Jergerian was contacted by telephone on July 30, 2012, concerning his complaint. His bill and usage history were reviewed with him. He was informed about an internal problem that was discovered with some of the customer's meter reads for June, 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their July 9th bills. Mr. Jergerian was informed that because of the high usage on the July 9th bill, the customers were being billed more for the water and less for the waste water than they would have been if the usage had been billed in the actual month used.

The usage, water and waste water rates were explained to him. It was explained that usage 6,000 gallons and under, the rates did not change per 1,000 gallons for water and waste water. It was explained that usage over 6,000 gallons would have a higher rate for water because of the three tiers for it, \$4.12 per 1,000 1st 6,000 gallons, \$6.18 per 1,000 2nd 6,000 gallons and \$8.24 per 1,000 gallons for all usage over 12,000 gallons. The maximum usage billed per month for waste water is 6,000 and would be billed no more than \$43.44 per bill for all usage 6,000 gallons and over.

Mr. Jergerian was informed that those customers with consumption under 6,000 gallons were billed at the lower rate for water, \$4.12 per 1,000 gallons and were billed \$7.24 per 1,000 gallon rate for waste water. Those customers with usage above 6,000 gallons, bills would increase if the usage were re-billed under the lower water rate and the per 1,000 gallon rate for the waste water. It was explained that the water billed would be reduce but the waste water rate would increase which would result in a higher bill. Mr. Jergerian was satisfied with the explanation and findings. He was assured that the internal problem had been corrected. He indicated that no additional assistance was required from our office. Reviewed by Vfarria

08/23/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04.

09/14/12: Received Customer Satisfaction Survey in which customer indicates the problem was not resolved. RRoland

9/18/2012- I called customer and left a message requesting a callback. Vfarria

09/20/12: Case reopened. RRoland

9/20/2012- ATTN CYPRESS LAKES: SUPPLEMENT REQUEST DUE OCTOBER 1, 2012:
Please provide the last 12 months of billing for this account.

09/20/2012 - Company response received via e-mail. /ew

Request No. 1072521W Name JERGERIAN ,GEORGE MR. Business Name

9/20/2012- Company sent bill copies: spread sheet created. Vfarria

9/22/2012- Called customer to review the Survey, message was left. Vfarria

10/11/2012- I spoke to Mr. Jergerian and reviewed the company response and survey. I went over the rates and the charges billed. Customer understood that the wastewater portion of his bill would increase had the company rebilled based on an average. Mr. Jergerian understood and thanked me for the information. Vfarria

10/03/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04. Vfarria

Request No. 1072520W Name YOUNG ,KENNETH MR. Business Name _____

Consumer Information Name: KENNETH A YOUNG Business Name: Svc Address: 2111 FIRESTONE WAY County: Polk Phone: (863)-853-6814 City/Zip: Lakeland / 33810- Account Number: 1270410000 Caller's Name: CAROLE YOUNG Mailing Address: 2111 FIRESTONE WAY City/Zip: LAKELAND ,FL 33810- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHIRLEY STOKES Entered By: SGW Date: 07/19/2012 Time: 15:12 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 72.31
	Utility Information Company Code: WS800 Company: Attn. Elise S Christian1072520W Response Needed From Company? Y Date Due: 08/09/2012 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 08/07/2012 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SAS Date: 10/01/2012 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 1072521W Name JERGERIAN ,GEORGE MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$72.31

What is the date of the bill? July 2012

Why do you believe you have been billed improperly? Customer states she got a much higher water bill than she has been getting it in the past. Customer states that a representative from the Cypress Lakes Utility Inc. told her the meter reader had not been reading the meters and the company was now charging more to the customers to make up for him not reading the meters correctly.

Other Comments: Customer wants her account reviewed for accuracy and does not want to have to pay for water she has not used. Customer feels that the amount being charged does not reflect her actual usage.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

08/06/2012 - Caller states she hasn't received any contact from the Company either by phone or by mail so far. Advised it would be noted. Advised caller that Company has until end of business on 08/09/2012 to respond either by phone or by mail. Advised would resend complaint to Company as reminder that response date is coming up. Forwarded to Company. MBermudez

08/07/2012 - Company response received via e-mail. /ewe

8/7/2012- Reviewed Company Response: Company sent email response:

"Ms. Young indicated that her July 9th bill was higher than she had received in the past, she was told by others that Cypress Lakes Utility had not been reading her meter in the past and that she was now charge more to make up for it. Cypress Lakes Utility audit to her account indicated that Ms. Young's meter was scheduled to be read each month and records show that there was not any estimated reads for the past year. Ms. Young was billed 9,710 gallons on her July 9th bill. The meter read was 643180. Her meter was reread for accuracy on July 17, 2019. The meter read was 645170. The read was in line and followed the read for the July 9th bill.

Ms. Young was contacted by telephone on August 6, 2012, concerning her complaint. Her bill and usage history were reviewed with her. She was informed about an internal problem that was discovered with some of the customer's meter reads for June, 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their July 9th bills. Ms. Young was informed that because of the high usage on the July 9th bill, the customers were being billed more for the water and less for the waste water than they would have been if the usage had been billed in the actual month used.

The usage, water and waste water rates were explained to her. It was explained that usage 6,000 gallons and under, the rates did not change per 1,000 gallons for water and waste water. It was explained that usage over 6,000 gallons would have a higher rate for water because of the three tiers for it, \$4.12 per 1,000 1st 6,000 gallons, \$6.18 per 1,000 2nd 6,000 gallons and \$8.24 per 1,000 gallons for all usage over 12,000 gallons. The maximum usage billed per month for waste water is 6,000 and would be billed no more than \$43.44 per bill for all usage 6,000 gallons and over.

Ms. Young was informed that those customers with consumption under 6,000 gallons were billed at the lower rate for water, \$4.12 per 1,000 gallons and were billed \$7.24 per 1,000 gallon rate for waste water. Those customers with usage above 6,000 gallons, bills would increase if the usage were re-billed under the lower water rate and the per 1,000 gallon rate for the waste water. It was explained that the water billed would be reduce but the waste water rate would increase which would result in a higher bill.

Ms. Young was not satisfied with the findings and the Utility's decline to reduce her July 9th bill. She was informed that if the July 9th usage were re-billed in the under 6,000 gallon usage rates for water and waste water, her bill would increase approximately \$19.00 because of the waste water rate. It was explained that the Utility had already taken that reduction in revenue because the usage was not billed in the month that it

was actually used.

A deferred payment arrangement has been provided on Ms. Young's account until August 31, 2012. Additional time to pay the bill is available to Ms. Young, she will need to contact our office to make the arrangements if it is required. Ms Young was assured that the internal problem had been corrected. " Reviewed by Vfarria

08/08/2012- Customer states Cypress Lakes representative contacted her and offered to break down the payments. The customer states this is what the company had offered to do before she filed her complaint with the PSC. Customer does not feel that this is a resolution. Customer states the company admitted their employee was not reading the meters. Customer states she has paid her bill in good faith and does not feel that this is a fair resolution and that the company is still trying to make it's customers pay for the erring employee's mistake. Customer states she would be willing to split the \$72.31 charge with them but does not feel it's fair to have to shoulder the entire bill herself. Objection to the company's attempted resolution was filed this date.
SWilliams

08/08/2012- ATTN CYPRESS LAKES UTILITIES: OBJECTION FILED: SUPPLEMENT REQUESTED WITH DUE DATE AUGUST 17, 2012:

- 1- Please provide a comprehensive description of the internal problem that resulted in the low reading.
- 2- Please provide a 24 month consumption history, including meter readings and dates of meter readings.
- 3- Explain calculation of sewer difference on current billing: as stated in the fifth paragraph of your response. Vfarria

08/09/2012 - Company response received via e-mail. /ewe

8/21/2012- Reviewed Company Response:

1. Please provide a comprehensive description of the internal problem that resulted in the low reading. Cypress Lakes Utilities discovered recently that a former meter reader incorrectly entered meter readings in June 2012. As a consequence, some customers were underbilled at that time. Subsequently, July meter readings were accurately taken and bills generated thereafter. The July bills acted as a true-up for those customers underbilled in June, and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second billing tier. Those same customers would have been underbilled for sewer in July due to the cap of 6,000 gallons on sewer charges. An analysis of billing data from June and July 2012 for Cypress Lakes customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.

2. Please provide 24 month consumption history, including meter readings and dates of meter readings. The requested information is included with this correspondence as an attachment.

3. Explain calculation of sewer difference on current billing: as stated in the fifth paragraph of your response.

If the water is re-billed as though a portion of it should have been billed on the June 10th bill under the lower rate to reduce the monthly usage to 6,000 gallons or less, the waste water would be billed under the same circumstances. The water charges will be reduced by billing all of it under the 1st tier rate of \$4.21 per 1,000 gallons. The same will apply to the waste water usage as well, it will be billed as though a portion of it should have been billed on the June 10th bill where the water would be billed. By re-billing the usage as indicated, the customer's bill will increase.

Ms. Young's usage for 7/9/12 bill was 9,710 gallons.

Water billed: 6,000 gallons @\$4.12 per 1,000 = \$24.72 - Waste water billed: 6,000 gallons @7.24 per 1,000 = \$43.44

3,710 gallons @\$6.18 per 1,000 = \$22.93 - Additional 3, 710 gallons - No charge due to maximum of 6,000 gallons allowed per bill

Total Water Usage Billed = \$47.65 - Total Waste Water Usage Billed = \$43.44

If re-billed water at the lower rate and waste water at per 1,000 gallon rate.

Water re-billed: 9,710 gallons @ \$4.12 per 1,000 = \$40.01 - credit = \$7.64 - Waste water rebilled: 9,710 gallons @\$7.24 per 1,000 = \$70.30 - adl charge = \$26.86

The total adjusted difference if 3,710 gallons were re-billed, would add an additional \$19.22 to Ms. Young's bill for the usage only. This amount was not billed to her by the Utility. The base facility charges for the water and waste water are not included in the usage totals. The water base facility charge is \$5.99 per month and the waste water base facility charge is \$21.46 per month. Vfarria

8/27/2012- ATTN CYPRESS LAKES UTILITIES: SUPPLEMENT REQUEST DUE SEPTEMBER 6, 2012:

- Please provide copy of customer's billing for the past 12 months. Vfarria

08/30/2012 - Company response received via e-mail. /ewe

09/11/12: Reassigned to S. Stokes. RRoland

09-13-12 PROPOSED RESOLUTION LETTER TO CUSTOMER WITH A COPY TO CO. AS FOLLOWS:

September 13, 2012

Mr. Kenneth Young
2111 Firestone Way
Lakeland, FL 33810

Request No. 1072520W Name YOUNG ,KENNETH MR. Business Name _____

FPSC Request No. 1072520W

Dear Mr. Young:

Thank you for contacting the Florida Public Service Commission (FPSC or Commission) about Cypress Lakes Utilities, Inc., (company or CLU). We appreciate the opportunity to assist you.

Mrs. Carole Young expressed concerns that your July 2012 bill was higher than your past bills, and the company told her that the meter reader had not been reading the meters. Mrs. Young also indicated that she believed that the company was charging your account for more usage to make up for the meter reading error. We placed \$72.31 of the July 2012 bill in dispute pending the resolution of your complaint, and also contacted the company regarding her concerns.

CLU provided the FPSC with copies of your monthly bills from August 8, 2011, through August 8, 2012. Your July 9, 2012 bill total was \$123.90 for 9,710 gallons of water. Your total charge for the water service was \$59.00 and \$64.90 for the total wastewater service. We have attached a copy of that bill for your easy reference, which shows a complete breakdown of the charges.

The company's report indicates that some customers' accounts were billed in June 2012 for low meter readings due to an internal problem. CLU states "that a former meter reader incorrectly entered meter readings in June 2012." However, the company took accurate meter readings in July 2012, which resulted in a "true-up" for those customers' accounts that were underbilled in June 2012. CLU also reports that your meter was reread on July 17, 2012, and the meter reading was 645170. The company states that reading is in line with the reading (643180) on your July 9, 2012 bill. CLU's report indicates that some customers' accounts were billed more for water on the July 9, 2012 bill. However, the wastewater charge was less than what it would have been if the accounts were billed for the actual month's usage.

When customers' accounts are billed based on a meter reading error, an actual meter reading will automatically compensate for any underreadings or overreadings. If the account was billed for a lower reading, the actual meter reading will result in a higher bill the next month and a lower bill if the meter reading was overread. In other words, customers are only paying for the service that they used at their premises.

Based on your billing records, your monthly water usage ranges from 1,790 gallons to 8,130 gallons-not including your July 9, 2012 bill for 9,710 gallons of water. Based on the following bill sample adjustments for June 2012 and July 2012, you will see that adjusted bills are not in favor of the customers. Although the company could have issued adjusted bills, the company chose not to do so for this reason. We will use an adjusted bill of 5,710 gallons of water for the June 2012 bill sample, which is 450 gallons more than your August 8, 2012 bill, and 6000 gallons of water for the July 2012 bill sample. We have also attached copies of your June 10, 2012, and August 8, 2012, bills for your easy reference.

Request No. 1072520W Name YOUNG ,KENNETH MR. Business Name

June 10, 2012 (deduct 3,710 gallons from the July 9, 2012 bill of 9,710 gallons for this bill = 3,710 + 2,000 underbilled amount = 5,710 gallons bill adjustment)

Residential Water Service

Water Base Charge-----\$ 5.99
First 5,710 gallons at \$4.12 per 1,000 gallons-----\$23.52
Polk County Public Service Tax at 10%-----\$ 2.95
Total Residential Water Service-----\$32.46

Residential Wastewater Service

Wastewater Base Charge-----\$21.46
5,710 gallons at \$7.24 per 1,000 gallons-----\$41.34
Total Residential Wastewater Service-----\$62.80
Total Amount Due----- \$95.26

July 9, 2012 (9,710 gallons - 3,710 adjusted gallons for the June 2012 bill = 6,000 gallons)

Residential Water Service

Water Base Charge-----\$ 5.99
First 6,000 gallons at \$4.12 per 1,000 gallons-----\$24.72
Polk County Public Service Tax at 10%-----\$ 3.07
Total Residential Water Service-----\$33.78

Residential Wastewater

Wastewater Base Charge-----\$21.46
6,000 gallons at \$7.24 per 1,000 gallons-----\$43.44
Total Residential Wastewater Service-----\$64.90
Total Amount Due-----\$98.68

Your total charge on your June 10, 2012 bill is \$51.59, and your total charge on your July 9, 2012 bill is \$123.90. As a result, your grand total for both bills is \$175.49. However, based on the above two sample adjusted bills for June 10, 2012 (\$95.26) and July 9, 2012, (\$98.68), your grand total is \$193.94. In other words, you will have to pay \$18.45 (\$193.94 - \$175.49) more if the company adjusted your June 10, 2012 bill for the low meter reading and your July 10, 2012 bill for the high usage. Since you are paying less than what you would have paid if your account was adjusted for the low meter reading in June 2012 and higher usage in July 2012, no credit is required on your account. Although the FPSC understands your concerns about the high usage on your July 9, 2012 bill, you may want to pay the \$72.31 disputed amount if you have not done so to avoid the possibility of service disconnection.

We thank Mrs. Young for bringing the concerns to the Commission's attention. The FPSC also monitors complaints very closely, and tracks any trends which indicate a problem and further action is needed. Our complaint records are often checked for information before Commissioners make final decisions. And complaints serve as a valuable source of information.

If you have any questions or concerns, please contact us by September 28, 2012. Otherwise, we will consider the matter resolved. You may reach us at our toll-free telephone number 1-800-342-3552, toll-free fax at 1-800-511-0809, or by e-mail at contact@psc.state.fl.us.

Sincerely,

Shirley A. Stokes
Regulatory Consultant
Bureau of Consumer Assistance

SAS:sas

Attachments

c: Cypress Lakes Utilities, Inc.

09-13-12 If no disagreement, this file can be closed on September 29, 2012. Shirley Stokes

10-01-12 At present, it does not appear that we have a specific rule that applies to the meter reading problem that occurred in this case. As a result, I did not enter an infraction on this case. Shirley Stokes

10-01-12 CLOSED. Shirley Stokes

<p align="center">Consumer Information</p> <p>Name: JOHN PERRIER</p> <p>Business Name:</p> <p>Svc Address: 9671 CYPRESS LAKES DR.</p> <p>County: Polk Phone:</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 5372410000</p> <p>Caller's Name: SUSAN PERRIER</p> <p>Mailing Address: 9671 CYPRESS LAKES DR.</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached: (863)-859-0182</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: NH</p> <p>Date: 07/19/2012</p> <p>Time: 13:51</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p>Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise Christian1072498W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/09/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/07/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 08/14/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$31.82, \$53.48, \$28.05, \$41.47, \$169.74

What is the date of the bill? 3/30/, 4/30, 5/31, 7/2 and 7/31/2012

Why do you believe you have been billed improperly?

Other Comments:

Customer states that she has been receiving estimated bills since March. Customer's statements does not indicate "Estimated" but believes this is the case because of the amount of the bills and the gallons usage she's billed for. Below are the customer's usage for March through July, 2012:

March 30/ 320 gallons

April 30/ 2160 gallons
May 31/ 0 gallons,
July 02/ 1140 gallons,
July 31/ 15340 gallons.

Customer states that the July 31st bill was four times the normal amount of her usage at 15340 for a period 27 days. Customer does not agree in the way that she is being billed because it puts her in a different tier rate, which results in a higher bill.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by NHollinhead

07/30/2012- Customer states Cypress Utility called her and she just got finished talking to the representatives at Cypress Lakes Utility and found that she didn't receive a favorable resolution. Customer states that they admitted to her that there was an internal error on the part of the company but they did not want to go back and correct their error. Customer was especially concerned for her wastewater billing as she states it was grossly incorrect. The rep told the customer that if they rebill the customer would owe \$41.50 more than they had already paid. The company could not make correct readings at this point as they were basing the billing on average use over the past two years. Customer states that a real reading was taken but the customer was charged for 15,340 gallons for 28 days. Customer states March thru June was estimates. Customer does not believe she used 15,340 gallons in one billing period. Customer states only two people live in the residence, there are no leaks and they haven't used their sprinkler system in over 8 years. Customer wishes to file objection to the company's resolution response. SWilliams

Request No. 1072498W

Name PERRIER ,JOHN MR.

Business Name

8/7/12: Response received via email (incorrect complaint number provided by company). Shonna McCray

8/8/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Ms. Perrier indicated in her complaint that her bills had been estimated since March.
- o Cypress Lakes Utility audit indicates that Ms. Perrier's meter was scheduled to be read each month and records show that there was not any estimated reads for the past year.
- o Ms. Perrier was contacted by telephone on 7/27/12, concerning her complaint.
- o Her bill and usage history were reviewed with her.
- o She was informed about an internal problem that was discovered with some of the customer's meter reads for June 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their 7/9/12 bills.
- o Ms. Perrier was informed that because of the high usage on the 7/9/12 bill, the customers were being billed more for the water and less for the waste water than they would have been if the usage had been billed in the actual month used.
- o The usage, water and wastewater rates were explained to her.
- o It was explained that usage 6,000 gallons and under, the rates did not change per 1,000 gallons for water and wastewater.
- o It was explained that usage over 6,000 gallons would have a higher rate for water because of the three tiers for it, \$4.12 per 1,000 for the first 6,000 gallons, \$6.18 per 1,000 the second 6,000 gallons and \$8.24 per 1,000 gallons for all usage over 12,000 gallons.
- o The maximum usage billed per month for wastewater is 6,000 and would be billed no more than \$43.44 per bill for all usage 6,000 gallons and over.
- o Ms. Perrier was informed that those customers with consumption under 6,000 gallons were billed at the lower rate for water, \$4.12 per 1,000 gallons and were billed \$7.24 per 1,000 gallon rate for wastewater.
- o Those customers with usage above 6,000 gallons, bills would increase if the usage were re-billed under the lower water rate and the per 1,000 gallon rate for the waste water.
- o It was explained that the water billed would be reduced but the wastewater rate would increase which would result in a higher bill.
- o Ms. Perrier was satisfied with the explanation and findings.
- o She was assured that the internal problem had been corrected.
- o She indicated that no additional assistance was required from Cypress Lakes.

Shonna McCray

8/8/12: 10:49 a.m. Called Ms. Susan Perrier at 863-859-0182 to discuss her concerns. Left message requesting a return call. Shonna McCray

08/08/2012 - Customer calle stating she was returning a call back to the analyst assigned to her case. Transferred caller to S McCray. S Williams

8/8/12: Mrs. Perrier transferred by Suzelle. She advised the bills have been estimated, but not marked as

being estimated. She will fax the bills. She advised she was billed for usage when an actual reading was taken; she advised there is no way they used 15,000 gallons of water in 1 month. Mrs. Perrier discussed the tiered billing practice. Mrs. Perrier complimented the PSC Customer Service staff for being very polite and thorough when speaking with her. Advised Mrs. Perrier I would review the billing statements and re-contact her. Shonna McCray

08/08/12 - Customer correspondence received via fax; forwarded to SMCray. /ewe

8/9/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/9/12: Reviewed customer correspondence and added to file; will request billing statements from company. Shonna McCray

8/9/12: 9:03 a.m. Called Elise Christian at 800-272-1919 ext. 1356 to request billing statements from January 2012 to present. Shonna McCray

08/09/2012 - Company response received via e-mail. /ewe

8/10/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the bill history requested for January 2012 to current bill dated 8/8/12 was being provided to the PSC as an attachment. Shonna McCray

NOTE: The billing history nor billing statements were attached. Shonna McCray

8/10/12: ATTN COMPANY:
AS PREVIOUSLY REQUESTED, PLEASE PROVIDE THE BILLING STATEMENTS FOR MR. PERRIER'S ACCOUNT FOR SERVICE PROVIDED FROM JANUARY 2012 TO CURRENT BILL. PLEASE PROVIDE TO THE PSC BY 8/21/12. Shonna McCray

08/13/2012 - Company response received via e-mail. /ewe

8/14/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company advised the billing statements were provided as an attachment in a ZIP folder on 8/9/12. Shonna McCray

8/14/12: Requested the have the ZIP folder opened. Shonna McCray

8/14/12: Created spreadsheet using the January 2012 thru August 2012 billing statements. The customer's bills for January, February, and August average \$72.94 per month. The average for March through July is \$64.91. It appears the problems with the meter readings began with the March 2012 billing statement. Shonna McCray

Request No. 1072498W Name PERRIER ,JOHN MR. Business Name

8/14/12: 1:58 p.m. Called Mrs. Susan Perrier at 863-859-0182 to discuss her concerns. Reviewed the response with Mrs. Perrier and explained the billing and 3-month and 5 month average bills. We discussed the reason the company billed for water at the tiered rate only and not higher gallons for wastewater. Explained water at the tiered rate is cheaper than higher gallons for wastewater. Mrs. Perrier requested I do the following:

o Get an average monthly amount by subtracting the January beginning reading from the ending July reading and divide the result by 7.

$$49900 - 23540 = 26360$$

$$26360 / 7 = 3765.7$$

Noted she was billed \$72.19 for 3750 gallons in January.

$$\$72.19 * 7 = \$505.33$$

Explained the amount billed for the same time period is \$467.77

We agreed the way the company billed (higher tier for the water) is actually cheaper than what she would have been billed had the company billed for higher wastewater consumption. Mrs. Perrier expressed her appreciation for assistance provided and working with her to understand she was not billed inappropriately. She asked what would be done to the company for creating this problem. Explained to Mrs. Perrier based PSC rules it appears the company had inaccurate meter readings on the customer's bills and her complaint would be closed with noted infraction. Mrs. Perrier again expressed her appreciation for the help provided by the PSC staff. Shonna McCray

8/14/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

Consumer Information

Name:

Business Name: MARVIN'S MFG HOME SALES

Svc Address: 2156 BIG CYPRESS BLVD

County: Polk Phone: (863)-640-3504

City/Zip: Lakeland / 33810-

Account Number: 6269210213

Caller's Name: MARVIN PAGE

Mailing Address: 218 EAST PINE ST

City/Zip: LAKELAND ,FL 33801

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS800

Company:

Attn. Elise Christian1072538W

Response Needed From Company? Y

Date Due: 08/09/2012

Fax: (407) 869-6961

B

Interim Report Received: / /

Reply Received: 08/08/2012

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: RK

Date: 07/19/2012

Time: 15:57

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 122.27

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 08/23/2012

Closeout Type: GI-05

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$122.27

What is the date of the bill? May 1, 2012.

Why do you believe you have been billed improperly? Customer states he never got a bill. Customer bought the house Feb 3, 2012 and sold it on May 1, 2012. Customer states he never got a bill but is now showing a bill for \$292.01. Customer agrees to pay \$169.74 leaving a disputed balance of \$122.27.

Other Comments: Customer has requested Cypress Lakes Utilities Inc to provide those bills for the 3 months he was billed. Customer states the company never has sent those bills.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either

- verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
 3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
 4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteew

08/08/2012 - Company response received via e-mail. /ewe

8/10/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Page indicated that he purchased the residence on 2/3/12, and did not receive any bills for service until he received the final bill dated 5/1/12, for \$292.01.
- o He indicated that he disputes the amount of the bill.
- o Review of Mr. Page's account shows that he started service with Cypress Lakes Utilities at the residence on 5/7/12.
- o The meter was read at the start of service; the meter reading was 778360.
- o Mr. Page closed his service on 5/1/12.
- o The meter reading taken on 5/1/12, for the final bill was 797030.
- o Three bills were issued to Mr. Page during the period of service.
- o The bill dates were 3/8/12, 4/8/12 and 5/1/12.
- o Copies of those bills were mailed to Mr. Page's service address.
- o It was later determined that Mr. Page requested that his bills be mailed to a different address.
- o The correction was made between the 3/8/12 and the 4/8/12 bills.
- o Copies of those bills were provided to Mr. Page after the mailing address correction and again by email on 8/8/12.
- o The residence has a new occupant.
- o The meter has been read four times since the new occupant moved in.
- o The meter was read on 5/8/12; the reading was 799390 and the usage was 2,360.
- o The meter was read on 6/1/12; the reading was 806870 and the usage was 7,480 gallons.
- o The meter was read on 7/5/12; the reading was 815900 and the usage was 15,500.

- o The meter was read on 7/24/12; the reading was 821470 and the usage was 5,570 gallons.
- o All of the meter reads are in line with the billed read and are higher.
- o Cypress Lakes Utilities did not find a billing discrepancy in Mr. Page's bills.
- o The meter reading on 2/7/12, which was his service start date for 778360, to the meter read taken on the service close date, 5/1/12, for 797030 indicates that 18,670 gallons registered on the meter.
- o That is the usage that was billed to Mr. Page between 3/8/12 and 5/1/12 bills.
- o Mr. Page was contacted on 7/26/12, by telephone to discuss his concerns.
- o An email correspondence was sent to him on 8/8/12, that advised him about the Utility's findings after reviewing his account.

Shonna McCray

08/13/2012- Customer called to speak to SMcCray and was transferred to that analyst. SWilliams

8/13/12: Mr. Page transferred by Su. Mr. Page advised he was checking on the status of his complaint as he has not received a response from the company. Reviewed the response with Mr. Page and provided the email address the response was sent to. Mr. Page stated that is his wife's email and not his email. He stated he received a call from a collection agency on 7/31/12, regarding the balance of \$122.s7. Mr. Page advised when he established this account he requested the bills be sent to his residential address and not the property address. He advised the mobile home was unoccupied during the time period. Mr. Page advised he previously observed young girls on a golf cart supposedly reading the meters, but when he checked the meter afterwards he noticed it was impossible for the meter to have been read because the dial was covered by dirt. Advised Mr. Page I would note his objection to the response and request additional information from the company. He requested the company's response be emailed to him at lmaggic77@gmail.com. Shonna McCray

8/13/12: ATTN COMPANY:

THE CUSTOMER INSISTS THIS PROPERTY WAS VACANT THE ENTIRE TIME HE OWNED THE PROPERTY MAKING IT IMPOSSIBLE FOR 18,620 GALLONS OF WATER TO HAVE BEEN USED. WAS THE PROPERTY CHECKED FOR LEAKS? WAS THE METER TESTED? IF NOT, PLEASE TEST THE METER AND PROVIDE RESULTS TO THE PSC. THE CUSTOMER STATES HE IS BEING CONTACTED BY A COLLECTION AGENCY REGARDING THE DISPUTED BALANCE; HOWEVER, THE RESPONSE INDICATES THE CUSTOMER HAS UNTIL 8/31/12, TO PAY THE BALANCE. WHY IS THE CUSTOMER BEING CONTACTED BY THE COLLECTION AGENCY? PLEASE PROVIDE BILLING STATEMENTS FROM JANUARY 2012 THRU APRIL 2012. PLEASE PROVIDE A RESPONSE TO THE PSC BY 8/22/12.

8/14/12: Customer correspondence received via email; added to file. Customer stated the following:
 "If you look at the bills you sent me, you will find that the May bill is not mine. That bill should have gone to Ms Bradbury. She took over on 5/1/12"

Shonna McCray

8/14/12: Responded the following to Mr. Page via email:

"Dear Mr. Page,

The May bill is for the service period ending May 1, 2012. The reading dates as shown on the bill is for the

period beginning 4/5/12 and ending 5/1/12."

Shonna McCray

08/22/2012 - Company response received via e-mail. /ewe

8/23/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o Mr. Page started service on 2/7/12, with a meter read of 778360 and "0" usage.
- o Mr. Page's meter was read for 3/8/12 bill on 3/7/12.
- o The meter read was 778410 and the usage billed was 50 gallons.
- o Mr. Page's meter was read for 4/8/12 bill on 4/5/12.
- o The meter read was 787560 and the usage billed was 9,150 gallons.
- o Mr. Page's meter was read for a final bill on 5/1/12.
- o The meter read was 797030 and the usage billed was 9,470 gallons.
- o Mr. Page's meter was tested on 8/14/12.
- o Mr. Page was present for the test.
- o The test results met the FPSC requirement for accuracy.
- o Mr. Page was billed for the usage that registered on the meter while the service was in his name from the start of service to the close of the account in his name.
- o Mr. Page was contacted by the collection department prior to filing his complaint with the PSC.
- o His account was immediately removed for the collection department.
- o It was confirmed again on 8/13/12, that it had been removed and he should not receive any additional calls.

Shonna McCray

8/23/12: 2:00 p.m. Called Mr. Marvin Page at 863-640-3504 to provide resolution. Mr. Page stated he was present for the meter test and the meter is working properly. He stated he does not know what could have happened to 9,000 gallons of water, but he will just pay the bill and get it over with. Shonna McCray

8/23/12: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: JEANNE DEAVER</p> <p>Business Name:</p> <p>Svc Address: 9938 CYPRESS LAKES DR.</p> <p>County: Polk Phone:</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 8633410000</p> <p>Caller's Name: JEANNE DEAVER</p> <p>Mailing Address: 9938 CYPRESS LAKES DR.</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached: (863)-859-6131</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise S Christian1072557W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/09/2012</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 08/07/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: SHIRLEY STOKES</p> <p>Entered By: NH</p> <p>Date: 07/19/2012</p> <p>Time: 16:41</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 54.78</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SAS</p> <p>Date: 09/28/2012</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
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Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$107.79

What is the date of the bill? 7/31/2012

Why do you believe you have been billed improperly? Customer states that her bill has doubled.

Other Comments:

Company was advised by Cypress Lakes Utilities Inc, that they would send someone over to read her meter; to the customer's knowledge nobody has shown up. Customer will pay a partial amount of the bill, \$53.00 which is what her bill came to last month and disputes the difference until the matter has been resolved.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

08/07/2012 - Company response received via e-mail. /ewe

8/8/2012- Reviewed Company Response: received email correspondence sent to customer:

"Ms. Deaver indicated that her bill had doubled for July 9th and requested that her meter be reread for accuracy. Ms. Deaver's usage on the July 9th bill was 7,340 gallons. The meter read for that usage was 824680. Ms. Deaver's meter was reread for accuracy on July 18, 2012. The meter read was 826110. The read was in line and followed the read for the July 9th bill.

Ms. Deaver was contacted by telephone August 7, 2012, concerning her complaint. Her bill and usage history were reviewed with her. She was informed about an internal problem that was discovered with some of the customer's meter reads for June, 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their July 9th bills. Ms. Deaver was informed that because of the high usage on the July 9th bill, the customers were being billed more for the water and less for the waste water than they would have been if the usage had been billed in the actual month used.

The usage, water and waste water rates were explained to her. It was explained that usage 6,000 gallons and under, the rates did not change per 1,000 gallons for water and waste water. It was explained that usage over 6,000 gallons would have a higher rate for water because of the three tiers for it, \$4.12 per 1,000 1st 6,000 gallons, \$6.18 per 1,000 2nd 6,000 gallons and \$8.24 per 1,000 gallons for all usage over 12,000 gallons. The maximum usage billed per month for waste water is 6,000 and would be billed no more than \$43.44 per bill for all usage 6,000 gallons and over.

Request No. 1072557W

Name DEAVER ,JEANNE MS.

Business Name _____

Ms. Deaver was informed that those customers with consumption under 6,000 gallons were billed at the lower rate for water, \$4.12 per 1,000 gallons and were billed \$7.24 per 1,000 gallon rate for waste water. Those customers with usage above 6,000 gallons, bills would increase if the usage were re-billed under the lower water rate and the per 1,000 gallon rate for the waste water. It was explained that the water billed would be reduce but the waste water rate would increase which would result in a higher bill. Ms. Deaver was satisfied with the explanation and findings. A deferred payment arrangement was provided to August 31, 2012. She was assured that the internal problem had been corrected. Ms. Deaver indicated that she was satisfied with the findings and that no additional assistance was required from our office."

8/10/12- Customer's not happy with the company's response. Customer was advised that her high bills were due to internal problems. Customer was advised that she is required to pay the bill in full or be disconnected. I advised the customer that company could not disconnect her service while the complaint is still active with the PSC. Advised customer that I would note the information on her complaint and file an objection.
NHollinhead

8/23/2012- ATTN CYPRESS LAKES UTILITY: SUPPLEMENT REQUEST: Response due September 4, 2012.
- Please provide a calculation of the sewer difference on the billing in question (July).
- Please provide account history reflecting usage, readings (actual and estimate) and payment for the past 12 months. Vfaria

08/23/2012 - Company response received via e-mail. /ewe

08/24/2012 Customer wants to discuss her complaint. Customer was transferred to Violet Faria. Rik Koeteuw

8/24/2012- I reviewed with customer the high bill and the calculation for the billing. Mrs. Deaver appeared to understand why she received the high bill and how that affectes her billing. She did state that in June she was out of town for two weeks (bill dated 7/9/2012) (\$107.79) for her husbands funeral. She was concerned that the current bill (\$180.93) did not reflect consumption for only one person. I reviewed the bill and advised customer that she needed to subtract her \$54.00 payment and the \$54.78 in dispute; the difference is the current bill (about \$73.14). She stated she would pay the current bill and understood that the amount in dispute may have to be paid as well. She stated she would like something in writting showing the billing to provide to her daughter who is helping her with her finances. I agred to provide Ms. Deaver with a spread sheet to show her how the high bill averages compared to her usage prior. Customer was also advised that if she is concerned that her usage does not decrease now that she is by herself, to advise the PSC for further review. Customer understood and will wait for my final response and spreadsheet. Vfaria

8/24/2012- Reviewed Company Response:

The wastewater usage on her July 9, 2012 bill was for 7,340 gallons. The base charge for sewer is \$21.46 each month. The usage charge is \$7.24 per 1,000 gallons up to 6,000 gallons per monthly bill. Any usage over 6,000 gallons per month for wastewater is not charged. She was charged for 6,000 gallons @ \$7.24 per 1,000 = \$43.44. Her wastewater total bill for 7,340 gallons on her July 9th bill was for \$64.90. Vfaria

09/11/12: Reassigned to S. Stokes. RRoland

09-12-12 PROPOSED RESOLUTION LETTER TO CUSTOMER WITH A COPY TO CO. AS FOLLOWS:

September 12, 2012

Ms. Jeanne Deaver
9938 Cypress Lakes Drive
Lakeland, FL 33810

RE: FPSC Request No. 1072557W

Dear Ms. Deaver:

Thank you for contacting the Florida Public Service Commission (FPSC or Commission) about Cypress Lakes Utilities, Inc., (company or CLU). We appreciate the opportunity to assist you.

You expressed concerns that your July 2012 bill for \$107.79 doubled from last month's \$53 bill. You also indicated that you were away from your residence for two weeks during the July 2012 billing period. We placed \$54.78 of the July 2012 bill in dispute pending the resolution of your complaint. We also contacted the company regarding your concerns.

CLU provided the FPSC with copies of your bills from July 10, 2011, through August 8, 2012. Your July 9, 2012 bill total was \$107.79 for 7,340 gallons of water. Your total charge for the water service was \$42.89. Your wastewater service total charge was \$64.90. We have attached a copy of that bill for your easy reference, which shows a complete breakdown of the charges.

The company's report indicates that some customers' accounts were charged in June 2012 for low meter readings due to an internal problem. As a result, that low meter reading caused customers' accounts to be billed for a higher usage on the July 9, 2012 bills. CLU reports that although the customers' accounts were billed more for the water service on the July 9, 2012 bills, the wastewater charge was less than what it would have been if the accounts were billed for the actual month's usage.

When customers' accounts are billed due to a meter reading error, an actual meter reading will automatically compensate for any underreadings or overreadings. If the account was billed for a lower reading, the actual meter reading will result in a higher bill the next month and a lower bill if the meter reading was overread. In other words, customers are only paying for the service that they use at their premises. The company states that it reread your meter on July 18, 2012, and the meter reading was 826110, which was in line with the 824680 on your July 9, 2012 bill.

Request No. 1072557W

Name DEAVER ,JEANNE MS.

Business Name _____

Based on your billing records, your account is usually billed between 3,450 and 4,840 gallons of water with a few months below 3,000 gallons. If the company used your 4,840 gallonage from the attached May 9, 2012 bill to adjust your June 10, 2012 bill (attached) for the low meter reading and your July 9, 2012 bill for the high usage, your account would be billed as follows:

June 10, 2012 (deduct 4,840 gallons from July 9, 2012 bill of 7,340 gallons = 2,500 + 2,180 from the June 10, 2012 bill = 4,680)

Residential Water Service

Water Base Charge-----\$ 5.99
 First 4,680 gallons at \$4.12 per 1,000 gallons-----\$19.28
 Polk County Public Service Tax at 10%-----\$ 2.53
 Total Residential Water Service-----\$27.80

Residential Wastewater Service

Wastewater Base Charge-----\$ 21.46
 4,680 gallons at \$7.24 per 1,000 gallons-----\$33.88
 Total Residential Wastewater Service-----\$55.34

Total Amount Due-----\$83.14

July 9, 2012 (7,340 gallons - 2,500 adjusted gallons for the June 2012 bill = 4,840)

Residential Water Service

Water Base Charge-----\$ 5.99
 First 4,840 gallons at \$4.12 per 1,000 gallons-----\$ 19.94
 Polk County Public Service Tax at 10%-----\$ 2.59
 Total Residential Water Service-----\$28.52

Residential Wastewater Service

Wastewater Base Charge-----\$21.46
 4,840 gallons at \$7.24 per 1,000 gallons-----\$35.04
 Total Residential Wastewater Service-----\$56.50

Total Amount Due-----\$85.02

Your total charge on your attached June 10, 2012 bill was \$53.71, and your total charge on your July 9,

2012 bill was \$107.79. As a result, your grand total for both bills is \$161.50. However, based on the above two sample adjusted bills for June 10, 2012 (\$83.14), and July 9, 2012 bill (\$85.02), your grand total is \$168.16. In other words, you will have to pay \$6.66 (\$168.16 - \$161.50) more if the company adjusted your June 10, 2012 bill for the low meter reading and your July 10, 2012 bill for the high usage. Since you are paying less than what you would have paid if your account was adjusted for the low meter reading in June 2012 and higher usage in July 2012, no credit is required on your account. Although the FPSC understands your concerns about the high usage on your July 9, 2012 bill, you may want to pay the \$54.78 disputed amount if you have not done so to avoid the possibility of service disconnection.

Ms. Deaver, thank you again for bringing your concerns to the Commission's attention. We monitor complaints very closely, and track any trends which indicate a problem and further action is needed. Our complaint records are often checked for information before Commissioners make final decisions. And complaints serve as a valuable source of information.

If you have any questions or concerns, please contact us by September 27, 2012. Otherwise, we will consider the matter resolved. You may reach us at our toll-free telephone number 1-800-342-3552, toll-free fax at 1-800-511-0809, or by e-mail at contact@psc.state.fl.us.

Sincerely,

Shirley A. Stokes
Regulatory Consultant
Bureau of Consumer Assistance

SAS:sas

Attachments

c: Cypress Lakes Utilities, Inc.

09-12-12 If no disagreement, this file can be closed on September 28, 2012. Shirley Stokes

09-28-12 At present, it does not appear that we have a specific rule that applies to the meter reading problem that occurred in this case. As a result, I did not enter an infraction on this case. Shirley Stokes

09-28-12 CLOSED. Shirley Stokes

Request No. 1072557W Name DEAVER ,JEANNE MS. Business Name

<p align="center">Consumer Information</p> <p>Name: DANIEL MCCLAY</p> <p>Business Name:</p> <p>Svc Address: 1978 BIG CYPRESS BLVD</p> <p>County: Polk Phone: (414)-352-7491</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 5895243659</p> <p>Caller's Name: DANIEL MCCLAY</p> <p>Mailing Address: 7138 NORTH LAKE DR</p> <p>City/Zip: MILWAUKEE ,WI 53217</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 31850</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 07/20/2012</p> <p>Time: 08:48</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1072567W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/10/2012</p> <p>Fax: (407) 869-6961 R</p>		<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>Interim Report Received: / /</p> <p>Reply Received: 08/07/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		<p>Closed by: SDM</p> <p>Date: 08/24/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, July 19, 2012 9:15 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 31850

CUSTOMER INFORMATION

Name: Daniel McClay
Telephone: 414-352-7491
Email:
Address: 7138 North Lake Drive Milwaukee WI 53217

BUSINESS INFORMATION

Business Account Name: daniel mcclay
Account Number: 5895243659
Address: 1978 Big Cypress Blvd Lakeland Florida 33810

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Improper Billing against Cypress Lakes Utilities, Inc.

Details:

#1 According to the law, Utilities Inc cannot estimate the water usage for more than 3 months #2 It must be stated on your bill that it is n estimated usage.#3 First 6000 gallons @\$4.12 per 1000 gallons \$24.72 Next 1910 gallons at \$6.18 The residence has been vacant since April 25 "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Request No. 1072567W

Name MCCLAY ,DANIEL MR.

Business Name

08/07/2012 - Company response received via e-mail. /ewe

8/9/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. McClay indicated in his complaint a concern that his bills had been estimated for more than 3 months and also that the bills were not marked as estimated.
- o Cypress Lakes audited Mr. McClay's account for estimated bills.
- o It was found that his service started with the Utility on 2/7/12, with a meter read of 139660 and "0" usage.
- o The Utility audit indicated that his meter was scheduled to be read each month.
- o Records show that there was one estimated bill issued since the start of service; that bill was dated 4/10/12.
- o The bill indicates on it that it was estimated.
- o Mr. McClay indicated that the residence has been vacant since 4/25/12.
- o Since he had not requested the Utility to lock his meter in his absence, it is not clear if he was implying that there should not be any usage since that time or since the 5/8/12 meter read was taken.
- o This was covered with Mr. McClay in correspondence to him by email on 8/7/12, he was informed that there is usage registering on his meter as recent as 7/18/12.
- o Mr. McClay was informed about an internal problem that was discovered with some of the customer's meter reads for June 2012, that resulted in their meters being read too low, which caused higher usage for some customers on their 7/9/12 bills.
- o He was informed that because of the high usage on the 7/9/12 bill, the customers were being billed more for the water and less for the wastewater than they would have been if the usage had been billed in the actual month used.
- o The usage, water and wastewater rates were explained in the correspondence to Mr. McClay.
- o It was explained that usage 6,000 gallons and under, the rates did not change per 1,000 gallons for water and wastewater.
- o It was explained that usage over 6,000 gallons would have a higher rate for water because of the three tiers for it, \$4.12 per 1,000 first 6,000 gallons, \$6.18 per 1,000 second 6,000 gallons and \$8.24 per 1,000 gallons for all usage over 12,000 gallons.
- o The maximum usage billed per month for wastewater is 6,000 and would be billed no more than \$43.44 per bill for all usage 6,000 gallons and over.
- o He was informed that those customers with consumption under 6,000 gallons were billed at the lower rate for water, \$4.12 per 1,000 gallons and were billed \$7.24 per 1,000 gallon rate for wastewater.
- o Those customers with usage above 6,000 gallons, bills would increase if the usage were re-billed under the lower water rate and the per 1,000 gallon rate for the wastewater.
- o It was explained that the water billed would be reduce but the wastewater rate would increase which would result in a higher bill.
- o Customer provided with resolution via email.

Shonna McCray

8/9/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

Request No. 1072567W

Name MCCLAY ,DANIEL MR.

Business Name _____

8/9/12: 9:03 a.m. Called Elise Christian at 800-272-1919 ext. 1356 to request billing statements from February 2012 to present. Shonna McCray

08/09/2012 - Company response received via e-mail. /ewe

8/10/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates copies of Mr. McClay's bills were attached as requested. Shonna McCray

NOTE: The billing history nor billing statements were attached. Shonna McCray

8/10/12: ATTN COMPANY:
AS PREVIOUSLY REQUESTED, PLEASE PROVIDE THE BILLING STATEMENTS FOR MR. PERRIER'S ACCOUNT FOR SERVICE PROVIDED FROM JANUARY 2012 TO CURRENT BILL. PLEASE PROVIDE TO THE PSC BY 8/21/12. Shonna McCray

08/13/2012 - Company response received via e-mail. /ewe

8/14/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company advised the billing statements were provided as an attachment in a ZIP folder on 8/9/12. Shonna McCray

8/14/12: Requested the have the ZIP folder opened. Shonna McCray

8/14/12: Created spreadsheet using the February 2012 thru August 2012 billing statements (excluding May, not provided with response). Shonna McCray

8/14/12: Contacted Elise regarding the May billing statement she will forward the statement. Shonna McCray

08/14/2012 - Company response received via e-mail. /ewe

8/15/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided the May 2012 billing statement. Shonna McCray

8/15/12: Updated spreadsheet to include the May billing information. Shonna McCray

8/15/12: NOTE: Elise advised (on 8/14/12) that the meter has had the same reading of 174830 for at least 2 readings (taken on 7/18/12 and 8/8/12). Shonna McCray

Request No. 1072567W Name MCCLAY ,DANIEL MR. Business Name _____

8/24/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings.
 Shonna McCray

Request No. 1072599W Name HENNINGFELD ,LYLE MS. Business Name _____

<p>Consumer Information</p> <p>Name: LYLE HENNINGFELD</p> <p>Business Name:</p> <p>Svc Address: 2526 REDBIRD LANE</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: FGR</p> <p>Date: 07/20/2012</p> <p>Time: 10:48</p>
<p>County: Polk Phone: (262)-994-0134</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 6255510000</p> <p>Caller's Name: LYLE HENNINGFELD</p> <p>Mailing Address: 5112 VALLEY TRAIL</p>	<p>Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1072599W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/10/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 62.90</p>
<p>City/Zip: RACINE ,WI 53402</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 08/10/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: VF</p> <p>Date: 08/27/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Request No. 1072567W Name MCCLAY ,DANIEL MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$62.90

What is the date of the bill? July 9th, 2012

Why do you believe you have been billed improperly? Customer believes that she is being billed improperly because is water that is not being used.

Other Comments: Customer states that as an of April 28th 2012 she left to Wisconsin and has not returned to Florida, customer states she received a bill that says she has used 3,300 gallons of water and there is nobody currently occupying the residence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by: Fany Raudales

Request No. 1072599W

Name HENNINGFELD ,LYLE MS.

Business Name

08/10/2012 - Company response received via e-mail. /ewe

8/21/2012- Reviewed Company Response:

In Mr. Henningfeld's complaint he indicated that he left his residence on April 28, 2012 and has not returned to Florida. He indicated that he received a bill dated July 9th for 3,300 gallons of water usage and there is nobody currently occupying the residence. Mr. Henningfeld's meter was reread for accuracy on July 18, 2012 and the read was 239200 the usage since the July 5th read was "0". His meter was read again on August 8, 2012 for the August 8th bill. The meter read was 239200 and "0" usage. Review of his account indicates that the meter reads are in line and are correct.

Mr. Henningfeld was informed that the Utility experienced an internal problem with some of the customer's meter reads for June, 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their July 9th bills. Because of the high usage on the July 9th bill, the customers were being billed more for the water and less for the waste water than they would have been if the usage had been billed in the actual month used. Mr. Henningfeld's account was not affected by the higher usage for July by a higher charge for water and a lower charge for the waste water because his usage was under 6,000 gallons. His usage for July 9th bill was billed at the lower water rate as have been on past bills.

An apology was extended to Mr. Henningfeld for the inconvenience. Reviewed by Vfarria

8/21/2012- ATTN CYPRESS LAKES: SUPPLEMENT REQUEST:

- Customer's complaint was that as of 4/28/2012 she has not been at the location therefore the usage should be zero for all billing after the 4/28/12 date.

What is the billing cycle?

What was the May bill?

What is the last actual reading prior to the July 5, 2012 reading?

- Did you provide any adjustment? Was the meter tested or checked for leaks?

If the "internal problem" did not affect customer, then why was she billed consumption? Are you sure she was not charged as an "estimate" when there was truly no consumption?

Please provide a response by August 30, 2012. Vfarria

08/23/2012 - Company response received via e-mail. /ewe

8/24/2012- Reviewed Company Response:

Customer's complaint was that as of 4/28/2012 she has not been at the location therefore the usage should be zero for all billing after the 4/28/12 date.

The Utility acknowledges there was an internal problem with the reading of the customers' meters that was

identified in June 2012. It appears that Mr. Henningfeld's meter reading was one affected due to the meter reader's error and the lack of proper performance by a former employee.

What is the billing cycle?

The billing cycle is a monthly billing cycle with the meters being read approximately between the 5th and 7th of the month.

What was the May bill?

The May bill was for service from April 5, 2012 - May 9, 2012. The usage was 790 gallons. The bill amount was for \$37.34.

What is the last actual reading prior to the July 5, 2012 reading?

The customer's records indicate that the last read taken prior to the July 5, 2012 read was June 8, 2012 for 235900 and usage for 200 gallons. It is not positive if this is an actual read because of the internal problem with the meter reader. It is the read entered on the customer's account and is not showing as estimated.

The meter read prior to June 8, 2012 read was May 9, 2012 for 235700 and the usage was 790 gallons. April 5, 2012 meter read was 234910 and the usage was 3,490 gallons.

- Did you provide any adjustment? Was the meter tested or checked for leaks?

If the "internal problem" did not affect customer, then why was she billed consumption? Are you sure she was not charged as an "estimate" when there was truly no consumption?

There was not an adjustment to Mr. Henningfeld's account because of the late billed usage. The Utility did not find that the water was not used at the residence. It found it did pass through the meter and was used. It found the usage was billed at an incorrect bill period at the lowest water tier rate and wastewater rate, that rate would have been the same had it been billed at the correct period used.

Mr. Henningfeld's meter was read on July 5, 2012 by a different employee and monitored by the manager. The July 5, meter read was a correct read. Mr. Henningfeld's meter was reread on July 18, 2012 and the same read as July 5th read was on the meter, 239200 and the usage was "0" since July 5th read. It was read on August 8, 2012 and the read was 239200, usage remained at "0". There was not any visible leak observed by the reader and there was not any indication of the register indicating water passing through the meter. The Utility did not find a reason to test the meter because it appeared to be a meter read problem and not a high usage problem. If Mr. Henningfeld would like for his meter to be tested, the Utility is willing to test it in his presence or in the presence of a person he has assigned to witness the test for him.

The internal problem did not mean that the customers were billed for usage that shouldn't have been billed. It was a billing for usage that should have been billed in earlier month (s). The internal problem, improper meter reading by the former employee caused some customers to be billed for usage late which was on the July 5th meter read and the July bill. The higher water rate, 2nd and 3rd tier rates are what did not affect Mr. Henningfeld's bill for July 9th. He was billed at the lowest rate on the July 9th bill for water that was used in earlier month (s).

It is possible that Mr. Henningfeld's meter was read incorrectly on May 9th which would have picked up all of the usage for April 2012. Because the Utility is not exactly sure how the former employee determined the reads that were entered on the customer's account, it can only say that they are not estimated reads because the Utility did not authorize an estimated read to be used for the billing of Mr. Henningfeld's account. It is the opinion of the Utility that it is an incorrect read and the usage on the meter for July 5, 2012 is the correct usage that should have been billed earlier. Vfarria

8/24/2012- After creating the spreadsheet, customer's May bill (790) appears underbilled based on date when customer states she left florida. She states she left on 4/28/2012, the May bill was for usage from 4/5/12-5/9/12, making this bill the last bill of consumption. Her average from February, March and April is 3,500, therefore May is low compared to the rest. The July "true-up" bill (3,300 gallons) reflects the consumption she was not billed in May 2012. Vfarria

08/27/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04.

<p align="center">Consumer Information</p> <p>Name: FRANK M MOGELNICKI</p> <p>Business Name:</p> <p>Svc Address: 9544 TROON LANE</p> <p>County: Polk Phone: (863)-816-7087</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 6746510000</p> <p>Caller's Name: FRANK M MOGELNICKI</p> <p>Mailing Address: 9544 TROON LANE</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: FGR</p> <p>Date: 07/20/2012</p> <p>Time: 11:06</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 192.02</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise Christian1072607W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/10/2012</p> <p>Fax: (407) 869-6961 R</p>		<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>Interim Report Received: / /</p> <p>Reply Received: 08/10/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		<p>Closed by: SDM</p> <p>Date: 08/23/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$192.02

What is the date of the bill? 07-09-2012

Why do you believe you have been billed improperly? Customer believes that he is being improperly charged because he received a bill charging him for 29,060 gallons of water used \$294.10. Customer believes that for two people that live in the property there is no way to use 1038 gallons of water a day. Customer states that his regular bills are of 3200-3600 gallons of water which is from \$60.00 - \$80.00 dollars a month.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by: Fany Raudales

08/10/2012 - Company response received via e-mail. /ewe

8/13/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o In Mr. Mogelnicki's complaint he indicated that the bill issued for 7/9/12, was of concern.
- o The bill issued on 7/9/12, was for meter the reading taken on 7/5/12, the reading was 1201160 and the usage billed was 29,060 gallons.
- o His meter was reread on 7/26/12, and the reading was 1204860 and the usage was 3,730 gallons since the 7/5/12 reading and was in line with the 7/5/12 meter reading.
- o Another reading was taken on 7/30/12.
- o The reading was 1205390, the usage since the 7/26/12 reading was 500 gallons.
- o The reading remained in line with billed reading for July.
- o Another reading was taken on 8/6/12, the reading was 1207170 and an additional 1,780 gallons was used since the 7/30/12 meter reading.
- o The usage billed on the 8/8/12 bill is 2,280 gallons.
- o Mr. Mogelnicki's account usage and bills for November 2011 through 7/9/12, have been reviewed.
- o As you will see by the usage between the meter reads taken, his daily average for 7/26/12, is approximately 177 gallons per day, for read taken on 7/30/12, the daily average is approximately 125 gallons per day and read taken on 8/6/12, is approximately 297 gallons per day.
- o When the daily average ranges as his indicates on the reread taken on is meter, it will cause his monthly usage to vary high and low also.
- o Mr. Mogelnicki's account has been reviewed and there does not appear to be a discrepancy in the usage billed.

Request No. 1072607W

Name MOGELNICKI ,FRANK MR.

Business Name _____

- o The Utility experienced an internal problem with some of the customers' meter reads for June 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their 7/9/12 bills.
- o Because of the high usage on the 7/9/12 bill, the customers were being billed more for the water and less for the waste water than they would have if the usage were billed in the actual month used.
- o Mr. Mogelnicki's account was one of them that was billed the higher usage for water on the July bill.
- o The water charge was billed at the higher tiers pass 6,000 gallons and the waste water was billed at the lower charge for only 6,000 gallons.
- o If the same 29,060 gallons usage were re-billed at the lower water rate, the water usage charge would be reduced from \$202.37 to \$119.73.
- o If the wastewater were billed at the full rate, the wastewater usage charge would increase to \$210.39 from \$43.44 that was billed.
- o The difference would cause an increase of approximately \$84.31 to his bill because of the waste water charges.
- o Written correspondence was sent to Mr. Mogelnicki on 8/8/12, that addressed his concerns.
- o His account has been extended to 8/31/12, for payment.
- o He was requested to contact the company, if additional time is required.
- o An apology was extended to Mr. Mogelnicki for any inconvenience that this has caused.

Shonna McCray

8/13/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/13/12: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PLEASE PROVIDE THE BILLING STATEMENTS FOR THE CUSTOMER'S ACCOUNT FOR SERVICE PROVIDED FROM JANUARY 2012 TO CURRENT BILL. PLEASE PROVIDE TO THE PSC BY 8/22/12. Shonna McCray

08/13/12

Customer has received a response and a bill for 290.77. Customer states the amounts of gallons may be correct but should be spread over 4 months. Customer states the first 6000 gallons are on a lower tier. Customer believes the bill should be adjusted to reflect usage over four months at the lower tier being billed first. Customer states his average daily use since the corrected billing averages 188 gallons per day. Under the disputed billing he averaged over 1000 gallons per day. Customer states that does not reflect his proper average usage per day and he should be credited for being billed on the higher tier. tk

08/22/2012 - Company response received via e-mail. /ewe

8/23/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided billing statements for January 2012 thru August 2012. Shonna McCray

8/23/12: Created spreadsheet using January 2012 thru August 2012 billing statements. Shonna McCray

8/23/12: 2:41 p.m. Called Mr. Frank Mogelnicki at 863-816-7087 to discuss his complaint and provide resolution. Spoke with Mrs. Mogelnicki. Explained to Mrs. Mogelnicki it appears the accurate meter readings were not being entered for several months, but being the July bill had an actual reading the under billing was trued up and the account accurately billed. Explained if the company spread the gallons over 4 months, the water charge would decrease, but the wastewater charge would increase. After further detailed discussion, Mrs. Mogelnicki understands the balance of \$192.02 is owed to Cypress Lakes Utilities. She stated they are on a fixed income and cannot afford to pay \$192.02; advised Mrs. Mogelnicki the company would make payment arrangements. Advised I would contact Cypress Lakes and request that she be contacted to establish the payment arrangements. Shonna McCray

8/23/12: 2:54 p.m. Called Ms. Elise Christian at 800-272-1919 ext 1356 to request that Mrs. Mogelnicki be contacted regarding payment arrangements. Payment arrangement can be made. Elise will forward the request to the appropriate personnel. Shonna McCray

8/23/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: LARRY G HOLDERFIELD</p> <p>Business Name:</p> <p>Svc Address: 9505 ROBELLINI CT</p> <p>County: Polk Phone: (863)-853-2230</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 3562190062</p> <p>Caller's Name: LARRY G HOLDERFIELD</p> <p>Mailing Address: 9505 ROBELLINI CT</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: RK</p> <p>Date: 07/20/2012</p> <p>Time: 11:17</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO: PAULA DOCKERY</p> <p>Disputed Amt: 112.00</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1072612W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/10/2012</p> <p>Fax: (407) 869-6961 R</p>		<p>Supmntl Rpt Req'd: 10/03/2012</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>Interim Report Received: / /</p> <p>Reply Received: 08/10/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		<p>Closed by: MEP</p> <p>Date: 11/01/2012</p> <p>Closeout Type: WB-03</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$112.00

What is the date of the bill? July 9, 2012.

Why do you believe you have been billed improperly? Customer states the company has been estimating his bills for 4 months.

Other Comments: Customer talked to the company and was told that his bills were not being estimated. Customer states he has been overcharged for those 4 months. Customer states he uses only 6,000 gallons per month @ \$4.12 per 1000 gallons instead of 17,430 gallons @ \$8.24. Customer wants an explanation for this difference.

Customer states he is being charged at a higher rate with his bills being estimated.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Rik Koeteuw

08/02/12 - Customer correspondence received via U.S. mail; forwarded to SMcCray. /ewe

8/3/12: Reviewed customer correspondence; forwarding to company. Shonna McCray

8/3/12: FAX TO COMPANY:

PLEASE SEE ADDITIONAL CUSTOMER CONCERNS. Shonna McCray

08/10/2012 - Company response received via e-mail. /ewe

8/13/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o The bill issued on 7/9/12 meter was for reading taken on 7/5/12, the reading was 477100 and the usage billed was 17,430 gallons.
- o Mr. Holderfield's meter was re-read on 7/18/12, and the reading was 477590 and the usage was 490 gallons since the 7/5/12 reading and was in line with the 7/5/12 meter reading.
- o Another reading was taken on 8/6/12.
- o The reading was 481050, the usage since 7/18/12 was 3,950 gallons.
- o The reading remained in line with the billed reading for July.
- o The usage billed on the 8/8/12 bill is 3,950 gallons.
- o Mr. Holderfield indicated that his bills had been estimated.
- o His account has been reviewed for estimated bills.

Request No. 1072612W

Name HOLDERFIELD ,LARRY MR.

Business Name

- o There is no indication that his bills have been estimated by the Utility.
 - o It was noticed that the bill issued for August 2010, the usage was up at that time to 14,050 gallons.
 - o The company encouraged him to check for leaks that could appear in a toilet or if he has a filtering system such as a water softener when back washing.
 - o The Utility does not find an error in the usage billed to Mr. Holderfield.
 - o The Utility experienced an internal problem with some of the customers' meter reads for June 2012, that resulted in their meters being reading being too low, which caused higher usage for some customers on their 7/9/12 bills.
 - o Because of the high usage on the 7/9/12 bill, the customers were being billed more for the water and less for the wastewater than they would have if the usage were billed in the actual month used.
 - o Mr. Holderfield's account was one of those that was billed the higher usage for water on the July bill.
 - o The water charge was billed at the higher tiers pass 6,000 gallons and the wastewater was billed at the lower charge for only 6,000 gallons.
 - o If the same 17,430 gallons usage were re-billed at the lower water rate, the water usage charge would be reduced from \$106.54 to \$71.81.
 - o If the waste water were billed at the full rate, the waste water usage charge would increase to \$126.19 from \$43.44 that was billed.
 - o The difference would cause an increase of approximately \$48.02 to Mr. Holderfield's bill because of the waste water charges.
 - o Written communication was sent to Mr. Holderfield on 8/8/12, addressing his concerns.
 - o Mr. Holderfield's account has been extended to 8/31/12, for payment.
 - o He can contact the company if addition time is required.
 - o An apology was extended to Mr. Holderfield for any inconvenience that this has caused.
- Shonna McCray

8/13/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/13/12: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PLEASE PROVIDE THE BILLING STATEMENTS FOR THE CUSTOMER'S ACCOUNT FOR SERVICE PROVIDED FROM JANUARY 2012 TO CURRENT BILL. PLEASE PROVIDE TO THE PSC BY 8/22/12. Shonna McCray

08/22/2012 - Company response received via e-mail. /ewe

8/23/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided billing statements for January 2012 thru August 2012. Shonna McCray

8/23/12: Created spreadsheet using January 2012 thru August 2012 billing statements. Shonna McCray

8/24/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

Request No. 1072612W Name HOLDERFIELD ,LARRY MR. Business Name _____

10/03/12: Case reopened and reassigned to E.Plendl. RRoland

10/03/2012 Received correspondence from the customer. eplendl

10/03/2012 Additional documentation requested.

1) Please provide a 24 months (We have January 2012 - August 2012), including September 2012 of Mr. Holderfield's billing statements.

2) Provide the bill copies by October 11, 2012. eplendl

10/03/2012 Received email as follows:

From: THOMPSON.KIM.S15 [mailto:THOMPSON.KIM.S15@flsenate.gov]
Sent: Wednesday, October 03, 2012 1:06 PM
To: Ellen Plendl
Subject: Constituent Issue

Hello Ellen!

Mr. Larry G. Holderfield of 9505 Robellini Ct, Lakeland, FL 33810 has contacted our office in reference to some issues he is having with his water bill. I have attached the scanned images of his letters to this email. Essentially, he feels he is being overcharged. Is there anything that can be done to assist him?

Thanks Ellen,

Kimberlee J. Thompson
Legislative Aide
Senator Paula Dockery, District 15
phone: (863) 413-2900
fax: (863) 413-2902

10/03/2012 Contacted Ms. Thompson at Sen. Dockery's office and advised that we previously investigated Mr. Holderfield's concerns and received his follow up letter today. I advised Ms. Thompson that we have requested additional information from the company and will copy Sen. Dockery's office on the proposed resolution letter when the investigation is complete. Ms. Thompson thanked me for the information. eplendl

10/08/2012 Received email as follows:

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, October 08, 2012 9:51 AM
To: Ellen Plendl
Subject: RE: FL. PSC CATS NO: 1072612W LARRY G HOLDERFIELD

Ms. Plendl,

I have attached the bills open instead of in a folder. Please let me know if you are able to retrieve them this way. If not, I will print them down and fax them to you.

Thanks,

Elise S Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

10/08/2012 I was able to open and print the bills. eplendl

10/08/2012 We have bill copies from August 2010 to September 2012 for this customer's account. eplendl

10/09/2012 A letter was sent to the customer as follows:

October 8, 2012

Mr. Larry G. Holderfield
9505 Robellini Court
Lakeland, FL 33810

RE: FPSC Inquiry Number 1072612W

Dear Mr. Holderfield:

Thank you for your inquiry with the Florida Public Service Commission (FPSC) regarding Cypress Lakes

Request No. 1072612W Name HOLDERFIELD ,LARRY MR. Business Name

Utilities, Inc., (Cypress Lakes). You expressed concerns that Cypress Lakes improperly billed your account in July 2012, and that meter readings had been estimated for several months.

Cypress Lakes provided the FPSC with copies of your monthly bills from January 9, 2012, through August 8, 2012. Your July 9, 2012, bill total was \$188.68 for 17,430 gallons of water: \$123.78 for water service and \$64.90 for wastewater service.

We have learned from Cypress Lakes that some customer accounts were billed in June 2012 for low meter readings due to an internal problem. However, the company took accurate meter readings in July 2012, which resulted in a "true-up" for those customer accounts that were underbilled in June 2012. Cypress Lakes also reports that your meter was reread on July 18, 2012, and the meter reading was 477590, which is in line with the reading (477100) on your July 9, 2012, bill. Cypress Lakes' report indicates that some customer accounts were billed more for water on the July 9, 2012, bill. However, the wastewater charge was less than what it would have been if the accounts were billed for the actual month's usage.

When customer accounts are billed based on a meter reading error, an actual meter reading will automatically compensate for any underreadings or overreadings. If the account was billed for an underreading, the actual meter will result in a higher bill the next month or a lower bill if the meter reading was overread. In other words, customers are only paying for the service that they used at their premises.

Based on your billing records, your consumption generally reflects 2,540 and 5,800 gallons of water with a few months below 2,000 gallons. Your June bill reflected consumption of 1,000 gallons from May 9, 2012, to June 8, 2012. Your average monthly consumption from February, March, April, and May is 3,012 gallons, therefore your June billed consumption is low when compared with the previous four months. If Cypress Lakes adjusted your July 9, 2012, bill at the lower water rate, your water charge would have decreased from \$106.54 to \$71.81. If your wastewater usage was billed at the full tiered rate, your wastewater charges would have increased from \$43.44 to \$126.19. The difference would have resulted in a net overall bill increase of \$48.02.

The FPSC understands your concerns about the high usage on your July 9, 2012, bill. The company chose not to issue adjusted bills, which would not have favored customer accounts. Since you are paying less than what you would have paid if your account was adjusted for the low meter reading in June 2012 and higher usage in July 2012, no credit is required on your account. You confirmed in your October 1 correspondence that you have provided payment on your account.

Thank you again for bringing your concerns to the Commission's attention. We monitor complaints very closely, and track any trends which indicate a problem and require further action. Our complaint records are often checked for information before Commissioners make final decisions. And complaints serve as a valuable source of information.

If you have any questions or concerns please call Ellen Plendl by October 23, 2012; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Cynthia L. Muir, Director
Office of Consumer Assistance & Outreach

CM:mep

C: The Honorable Paula Dockery
Florida Senate
P.O. Box 2395
Lakeland, FL 33806-2395
Attn: Ms. Kimberlee J. Thompson

Cypress Lakes Utilities, Inc.

11/01/2012 Closed. The PSC has no record of further customer contact. eplend1

<p align="center">Consumer Information</p> <p>Name: ROBERT GROVER</p> <p>Business Name:</p> <p>Svc Address: 2906 DOLLAR BONNET LN</p> <p>County: Polk Phone: (863)-815-7900</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 9100510000</p> <p>Caller's Name: ROBERT GROVER</p> <p>Mailing Address: 2906 DOLLAR BONNET LN</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 31855</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 07/20/2012</p> <p>Time: 14:09</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1072669W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/10/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/09/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 08/27/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, July 20, 2012 12:45 PM
 Cc: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 31855

CUSTOMER INFORMATION

Name: Robert Grover
 Telephone: 863-815-7900
 Email: CHIBEARFAN@VERIZON.NET
 Address: 2906 DOLLAR BONNETLLANE LAKELAND FL 33810

BUSINESS INFORMATION

Business Account Name: Robert Grover
Account Number: 9100510000
Address: 2906 DOLLAR BONNETLANE LAKELAND Florida 33810

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Improper Billing against Cypress Lakes Utilities, Inc.

Details:

Bill is too high!!! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/09/2012 - Company response received via e-mail. /ewe

Request No. 1072669W

Name GROVER ,ROBERT MR.

Business Name

8/20/2012- Reviewed Company Response:

In Mr. Grover's, complaint he indicated that the bills are too high. His meter was reread on July 27, 2012 and the read was 205890 it was in line with the read taken on July 6th. The usage since the read taken on July 6, 2012 was 520 gallons. The meter read on July 6, 2012 was 205370 and the usage billed was 2,320 gallons on his July 9th bill. The meter was read on August 7, 2012 for the August 8th bill. The read was 206450 and the usage billed for the August 8, 2012 bill was 1,080 gallons. Review of Mr. Grover's account indicates that his reads are in line and his usage is in line with his average usage each month.

The Utility experienced an internal problem with some of the customer's meter reads for June, 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their July 9th bills. Because of the high usage on the July 9th bill, the customers were being billed more for the water and less for the waste water than they would have been if the usage had been billed in the actual month used. Mr. Grover's account was not affected by charging a higher rate for water and a lower charge for the waste water because his usage was under 6,000 gallons. Mr. Grover's usage for July 9th bill was billed at the lower water rate as has been on past bills. The Utility does not find a discrepancy in his bills for water and waste water service.

Mr. Grover was contacted on July 27, 2012, by our technician at his residence to address his concerns and to reread his meter and an email communication was sent to him about his concerns on August 9, 2012. Vfarria

08/27/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04.

<p align="center">Consumer Information</p> <p>Name: FRANK MICHUDA</p> <p>Business Name:</p> <p>Svc Address: 2325 LITTLE CYPRESS DRIVE</p> <p>County: Polk Phone: (863)-815-0253</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 9707510000</p> <p>Caller's Name: BARBARA MICHUDA</p> <p>Mailing Address: 2325 LITTLE CYPRESS DRIVE</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached: (863)-512-4542</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SGW</p> <p>Date: 07/20/2012</p> <p>Time: 16:29</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 08/24/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1072711W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/10/2012</p> <p>Fax: (407) 869-6961 R</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 08/10/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Preclose Type - Improper Bills

What is the amount of the bill in dispute? Billing practices disputed as charges are varied

What is the date of the bill? November 2011 thru July 2012

Why do you believe you have been billed improperly? Customer states her bills have been varying wildly between November 2011 and July 2012. Customer states her bills have not been estimated. Customer states that she uses the same amounts of water each month as her household size is only 2 . Customer states the inconsistency of the bills disturbs her and nothing on the bill indicates that the bills are being estimated.

Other Comments: Customer states that her bills have ranged from \$104.12 to \$42.56 all the while the household usage remains about the same.
Customer wants her account reviewed and her bills checked for accuracy.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

08/10/2012 - Company response received via e-mail. /ewe

8/13/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o In Mr. Michuda's complaint he indicated that the bills issued for November 2011 through 7/9/12, were of concern.
- o The bill issued on 7/9/12, the meter reading was 478820 and the usage billed was 3,320 gallons.
- o His meter was reread on 7/31/12, and the reading was 481060 and the usage was 2,240 gallons since the 7/5/12 reading and was in line with the 7/5/12 meter reading.
- o Another reading was taken on 8/8/12, for the August bill.
- o That reading was 481830 an additional 770 gallons was used since the 7/31/12 meter reading. T
- o he usage billed on the 8/8/12 bill is 3,010 gallons.
- o Mr. Michuda's account usage and bills for November 2011 through 7/9/12, have been reviewed.

Request No. 1072711W

Name MICHUDA ,FRANK MR.

Business Name

- o The usage that has registered on his meter from the 10/6/11 meter reading of 441210 to the 7/5/12 meter reading of 478820 is a total of 37, 610 gallons for the period.
- o That is a monthly average usage over the 9 month period of approximately 4,179 gallons per month.
- o The total usage used during that period is the total usage that has been billed to Mr. Michuda up to the 7/9/12 bill.
- o The review of his account indicates that the readings are in line and his usage is in line with his average usage each month.
- o The Utility experienced an internal problem with some of the customers' meter reads for June 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their 7/9/12 bills.
- o Because of the high usage on the 7/9/12 bill, the customers were being billed more for the water and less for the wastewater than they would have if the usage had were billed in the actual month used.
- o Mr. Michuda's account was not affected by the higher usage for July by a higher charge for water and a lower charge for the wastewater because his usage was less than 6,000 gallons.
- o His usage for the 7/9/12 bill was billed at the lower water rate as has been on past bills.
- o The Utility does not find a discrepancy in Mr. Michuda's bills for water and wastewater service.
- o A letter was sent to Mr. Michuda addressing his concerns by US Mail service on 8/8/12.
- o An apology was extended to Mr. Michuda for any inconvenience this has caused.

Shonna McCray

8/13/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/13/12: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PLEASE PROVIDE THE BILLING STATEMENTS FOR THE CUSTOMER'S ACCOUNT FOR SERVICE PROVIDED FROM NOVEMBER 2011 TO CURRENT BILL. PLEASE PROVIDE TO THE PSC BY 8/22/12. Shonna McCray

08/22/2012 - Company response received via e-mail. /ewe

8/24/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided billing statements for November 2011 thru August 2012. Shonna McCray

8/24/12: Created spreadsheet using January 2012 thru August 2012 billing statements. Shonna McCray

8/24/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: LARRY GAUDREAU</p> <p>Business Name:</p> <p>Svc Address: 9517 FOUNTAIN TERRACE</p> <p>County: Polk Phone:</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 6872410000</p> <p>Caller's Name: DONNA GAUDREAU</p> <p>Mailing Address: 9517 FOUNTAIN TERRACE</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached: (863)-859-4383</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: NH</p> <p>Date: 07/23/2012</p> <p>Time: 13:43</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 126.81</p>
	<p>Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1072883W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/13/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/13/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 08/27/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$176.81

What is the date of the bill? 7/9/2012

Why do you believe you have been billed improperly? Customer was billed for 16,000 gallons of water.

Other Comments:

Customer has been advised that the meter readers weren't reading the meters and those workers have been fired those workers. Customer opposes being billed at a higher tier rate due to the actions of a few bad employees. Customer says she pays on the average of \$50.00 for her monthly service; customer disputes the difference.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by NHollinhead

08/13/2012 - Company response received via e-mail. /ewe

- 8/15/12: REVIEWED COMPANY RESPONSE. Response indicates the following:
- o In Mr. Gaudreau's complaint, he indicated that he was advised that the meter readers were not reading the meters which resulted in him being billed at a higher tier rate.
 - o He indicated that he was opposed to being billed at a higher tier rate due to the actions of a few bad employees and that his monthly bill averages around \$50.00 each month.
 - o The usage billed on 7/9/12 bill was for 16,120 gallons.
 - o The meter was read on 7/5/12, and the reading was 781600 for the 7/9/12 bill.
 - o The meter was reread for accuracy on 7/17/12, and the reading was 783740.
 - o The usage since the 7/5/12 reading was 2,140 gallons.
 - o It was read again on 8/6/12, for the August bill.
 - o The meter reading was 788200 and the additional usage since 7/17/12, was 4,460 gallons.
 - o The 8/8/12 bill is billed 6,600 gallons.
 - o The reread audit for Mr. Gaudreau's meter indicated that the meter reads are correct and are in line with the 7/9/12 billed reading.
 - o The Utility experienced an internal problem with some of the customers' meter reads for June 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their 7/9/12

Request No. 1072883W Name GAUDREAU ,LARRY MR. Business Name

bills.

- o Because of the high usage on the 7/9/12 bill, the customers were being billed more for the water and less for the waste water than they would have been if the usage had been billed in the actual month used.
- o Mr. Gaudreau's account was affected by the higher usage for July which resulted in a higher charge for water and a lower charge for the waste water because his usage was over 6,000 gallons.
- o If the same usage, 16,120 gallons that was billed to him on 7/9/12 bill were billed at the lower water rate of \$4.21 per 1,000 gallons instead of the tiered rate, the water usage amount billed would be reduced to \$66.41 from \$95.75.
- o If the wastewater were billed at \$7.24 per 1,000 gallons, the wastewater usage charge would increase from \$43.44 to \$116.71.
- o The rebilling of the water and the waste water would result in an increase to the 7/9/12 bill for approximately \$43.93.
- o An email communication was provided to Mr. Gaudreau on 8/13/12, that addressed his concerns and an apology was extended to him for the inconvenience that this has caused.
- o His account has been extended for payment until 8/31/12.
- o Mr. Gaudreau was requested to contact the office if additional time is required to make payment.
- o A copy of Mr. Gaudreau bill amount history since May 2008 through August 2012 was included with the correspondence to him and the PSC.

Shonna McCray

8/15/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/15/12: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE PROVIDE COPIES OF THE CUSTOMER'S BILLING STATEMENTS FROM JANUARY 2012 TO PRESENT. PLEASE PROVIDE RESPONSE BY 8/24/12. Shonna McCray

08/22/2012 - Company response received via e-mail. /ewe

8/24/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided billing statements for January 2012 thru August 2012. Shonna McCray

8/24/12: Created spreadsheet using January 2012 thru August 2012 billing statements. Shonna McCray

8/24/12: NOTE: The customer has a past due balance because the customer did not pay the full bill amount each month or no payments were made. Shonna McCray

8/27/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: FRANK K LACKS</p> <p>Business Name:</p> <p>Svc Address: 2854 SUNBIRD CT</p> <p>County: Polk Phone: (863)-816-5537</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 1754510000</p> <p>Caller's Name: DORIS J LACKS</p> <p>Mailing Address: 2854 SUNBIRD CT</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: RK</p> <p>Date: 07/23/2012</p> <p>Time: 13:56</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 200.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1072890W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/13/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/13/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 08/27/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$200.00

What is the date of the bill? Customer is disputing her bills going back to 12/11/2011.

Why do you believe you have been billed improperly? Customer wants an explanation to her billing. Customer states her usage is as follows:

12/11/2011 was 1930 gallons at \$50.76

01/09/2012 at 1710 gallons at \$98.94

02/09/2012 at 2440 gallons at \$56.77

03/08/2012 at 4440 gallons at \$80.32

04/10/2012 at 3875 gallons at \$73.68

05/09/2012 at 6275 gallons at \$100.55

06/10/2012 at 1640 gallons at \$47.36

07/09/2012 at 1360 gallons at \$44.06

Customer wants to know why some months that are using less water is being billed for more. Customer will send in copies of the bills.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

07/23/12 - Customer correspondence received via fax; forwarded to VFaria. /ewe

07/24/2012- Customer wanted to know if faxed information sent to the PSC had been received. Advised notes indicated they had been on 07/23/2012.

SWilliams

08/13/2012 - Company response received via e-mail. /ewe

8/20/2012- Reviewed Company Response:

In Ms. Lacks' complaint, she inquired about why some months she used less water and is being billed for more. Ms. Lacks was contacted by telephone on August 13, 2012 to address her concerns. Her monthly usage history was reviewed. She was more concerned about the month that she and Mr. Lacks were away from the home. That

Request No. 1072890W

Name LACKS ,FRANK MR.

Business Name

was from May 9, 2012 through approximately end of May, 2012. Ms. Lacks stated that there should have been less usage during the bill for that period than other months. It was explained to her that the usage was less for the June 8, 2012 read. The read was 271190 and the usage was 1,640 gallons.

It was explained to Ms. Lacks that the next meter read was taken on July 6, 2012 was 272550 and the usage since June 8th read was 1,640 gallons, July 31st the meter was read and the read was 274750, usage since July 6th was 1,770 gallons. A last read was taken on August 8th, the read was 274750 and the usage since July 31st read was 430 gallons. Ms. Lacks was billed for 2,200 gallons on the August 8, 2012 bill.

Ms. Lacks was informed that the Utility experienced an internal problem with some of the customers' meter reads for June, 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their July 9th bills. Because of the high usage on the July 9th bill, the customers were being billed more for the water and less for the waste water than they would have been if the usage had been billed in the actual month used. Ms. Lacks account was not affected on the higher water rate for her July 9th bill because it was under 6,000 gallons. Ms. Lacks expressed satisfaction with the explanation and did not require additional assistance from the office. Vfaria

08/27/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04.

Consumer Information

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

PSC Information

Name: GERARD WHEELER
Business Name:
Svc Address: 2194 BIG CYPRESS BLVD

County: Polk Phone: (863)-859-7510
City/Zip: Lakeland / 33810-
Account Number: 0805510000
Caller's Name: GERARD WHEELER
Mailing Address: 2194 BIG CYPRESS BLVD

City/Zip: LAKELAND ,FL 33810-
Can Be Reached:
E-Tracking Number: 31871

Utility Information

Company Code: WS800
Company:
Attn. Ann Raponi1072956W
Response Needed From Company? Y
Date Due: 08/13/2012
Fax: (407) 869-6961 R

Assigned To: VIOLET FARIA
Entered By: DH
Date: 07/23/2012
Time: 15:50
Via: E-FORM
Prelim Type: IMPROPER BILLS
PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: VF
Date: 08/27/2012
Closeout Type: WB-04
Apparent Rule Violation: Y

Interim Report Received: / /
Reply Received: 08/13/2012
Reply Received Timely/Late: T
Informal Conf.: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Monday, July 23, 2012 3:33 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 31871

CUSTOMER INFORMATION

Name: Gerard Wheeler
Telephone: 863.859.7510
Email: jerry.alex@tampabay.rr.com
Address: 2194 Big Cypress Blvd. Lakeland FL 33810

BUSINESS INFORMATION

Business Account Name: Gerard Wheeler what they claim the nerror was Account Number: 0805510000

Address: 2194 Big Cypress Blvd. Lakeland Florida 33810

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Other Complaint against Cypress Lakes Utilities, Inc.

Details:

Recent bill was more than twice the average. Utility company claims that proplem was with a "former" employee who either was not reading meters in my community properly or estimating meter readings. I am told that the company realized the problem recently and the increase reflects the true usage to the current date. Additionally, since the current reading is significantly higher than previous months, customers incur a greater charge for usage over the 6000 gallon tier which is charged at a higher rate. The problem is the companys problem not the consumer. Lack of supervision should not penalize customers. If nothing else, the company should be required to bill based on dividing their claimed usage divided by the period of company incompetence (3 Months) and add that to the monthly bill. This reduces the amount used at the higher rate and helps those who cannot afford this unexpected increase. i.e. Average use 4000 gls. Company claim 11,000. Spread= approx 2300 gals per month plus normal usage. Better yet penalize the company for supervisory incompetence. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/13/2012 - Company response received via e-mail. /ewe

8/20/2012- Reviewed Company Response:

In Mr. Wheeler's complaint he indicated that his recent bill was more than twice the average and that he was informed that the Utility company claims that a problem was with a "former" employee who either was not reading meters in his community properly or estimating meter readings and he was also told that the company realized the problem recently and the increase reflects the true usage to the current date and that the current reading is significantly higher than previous months.

Mr. Wheeler indicated that he feels that it is the Utility's problem and not the consumer's problem. He expressed in his complaint as to what he thought should be equitable and fair for the customer because of the rate billed to the customers whose usage exceeded 6,000 gallons and the water was billed at a higher tier.

The Utility experienced an internal problem with some of the customers' meter reads for June, 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their July 9th bills. Because of the high usage on the July 9th bill, the customers were being billed more for the water and less for the waste water than they would have if the usage were billed in the actual month used.

Mr. Wheeler's account was one that was affected by the higher usage for July by a higher charge for water and a lower charge for the waste water because his usage was more than 6,000 gallons. The usage billed on his July 9, 2012 bill was 10,170 gallons. If the same usage were re-billed with the water billed at the lowest tier, \$4.12 per 1,000 gallons, the water usage charge would be reduced to \$41.90 instead of \$50.49 as charged. If the waste water were billed at \$7.24 per 1,000 gallons, the waste water usage charge would increase to \$73.63 instead of \$43.44 that was billed. By re-billing the water usage at the lowest tier and billing the waste water at \$7.24 per 1,000 gallons, it would increase the July 9th bill for usage by approximately \$21.60.

Written communication was mailed to Mr. Wheeler on 8/10/12 that addressed his concerns. An apology was extended to him for any inconvenience that this has caused. It was expressed to him that the Utility does accept responsibility for the action of its employees. The Utility did not attempt to recover the loss due to the incorrect meter reads for June. A copy of the communication that was sent to Mr. Wheeler is included with this correspondence. Vfarria

08/27/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol

Request No. 1072956W Name WHEELER ,GERARD MR. Business Name

04. Complaint closed as WB-04.

Request No. 1073017W Name BAER ,ROBERT MR. Business Name _____

Consumer Information Name: ROBERT BAER Business Name: Svc Address: 2441 BIG CYPRESS BLVD County: Polk Phone: (603)-387-4516 City/Zip: Lakeland / 33810- Account Number: 9822448031 Caller's Name: ROBERT BAER Mailing Address: PO BOX 228 City/Zip: FRANKLIN ,NH 03235 Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: MAB Date: 07/24/2012 Time: 09:29 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company Code: WS800 Company: Attn. Ann Raponi1073017W Response Needed From Company? Y Date Due: 08/14/2012 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 08/14/2012 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 08/28/2012 Closeout Type: WB-04 Apparent Rule Violation: Y

Request No. 1072956W Name WHEELER ,GERARD MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

What is the date of the bill?

Why do you believe you have been billed improperly? Caller states Cypress Lakes Utilities are charging him for usage that he couldn't have used.

Other Comments:

Caller states in 04/2012 he received a bill showing that he used 6000 gallons of water. Caller states he wasn't even in the home so there is now way that he could have used that much water. Caller states since then he requested that the was be disconnected since he wont be in Florida until 11/2012. Caller states he expected to be receiving the Base Facilities Charge but his bills are showing water usage of over 1000 gallons every month. Caller states there is no one at the home so there is no reason for him to be charged usage. Caller states he's been calling the Company about this for a while and hasn't been given any explanations. Caller states the only thing that the Company has done is give him a credit of about \$20 on occasion. Caller states the credits are nice but they aren't resolving the problem if he has to call every month.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

08/13/12 - Acknowledgement letter returned marked: "RETURN TO SENDER / ATTEMPTED - NOT KNOWN / UNABLE TO FORWARD." Forwarded to RMcHargue. /ewe

08/14/2012 - Company response received via e-mail. /ewe

08/15/2012 - Contact Customer and he verified his information again. Mail and residential address are correct and states that his mail address is deliverable.

Customer states he hasn't received any response from the Company either by phone or by mail. Per above notes, response was received yesterday, 08/14/2012. Customer states he would like a copy of the Company response to be emailed to him so that he can review it as soon as possible. Customer provided his email address and it has been updated to the complaint. Forwarded to Case Analyst. MBermudez

8/16/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Baer indicated in his complaint that he received a bill dated April 2012 for 6,000 gallons usage.
- o He indicated that he was not at the residence so he felt that the usage was too high for the period billed.
- o Mr. Bauer indicated that he contacted the Utility to request that his meter be locked because he would not be returning to Florida until November 2012.
- o Since the request for locking the meter in April, he received bills for June and July that indicated additional usage.
- o Mr. Baer's account was reviewed on 7/11/12, and he was informed by the Lead Customer Service Representative that his water meter was locked and the usage that was billed to him in error was adjusted from his account.
- o The adjustment to Mr. Baer's account was \$25.12.
- o Mr. Baer was informed that the Utility experienced an internal problem with some of the customers' meter reads for June 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their 7/9/12 bills.
- o Because of the high usage on the 7/9/12 bill, the customers were being billed more for the water and less for the wastewater than they would have if the usage were billed in the actual month used.
- o He was informed that his account was not affected by the higher usage for July by a higher charge for water and a lower charge for the wastewater because his usage was less than 6,000 gallons.
- o An apology was extended to Mr. Baer for the inconvenience.

Shonna McCray

8/16/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/16/12: Contacted Elise at Cypress Lakes Utilities and requested the customer's billing statements from

Request No. 1073017W

Name BAER ,ROBERT MR.

Business Name _____

January 2012 to current. Shonna McCray

8/16/12: Per the customer's request the company's response emailed to 4baers@metrocast.net. Shonna McCray

8/17/2012 - A new acknowledgement letter will be mailed to the customer. rmchargue

08/17/12 - New acknowledgement letter mailed to customer with new address. /ewe

08/23/2012 - Company response received via e-mail. /ewe

8/24/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided billing statements for January 2012 thru August 2012. Shonna McCray

8/24/12: Created spreadsheet using January 2012 thru August 2012 billing statements. Shonna McCray

8/28/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: ROBERT MCMICHAEL</p> <p>Business Name:</p> <p>Svc Address: 2302 PUTT LANE</p> <p>County: Polk Phone: (863)-868-9460</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 38254-10000</p> <p>Caller's Name: ROBERT MCMICHAEL</p> <p>Mailing Address: 2302 PUTT LANE</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: TK</p> <p>Date: 07/24/2012</p> <p>Time: 10:55</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1073056W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/14/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/14/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 08/31/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 110.00 (multiple bills)

What is the date of the bill? July 2012

Why do you believe you have been billed improperly?

Caller states from April through June his bills were estimated with no reason. The bills do not indicate that they were estimated as required. Customer states for April he has estimated usage at 40 gallons, May estimated usage at 0 gallons and June estimated usage at 820 gallons. Customer received a corrected bill in July for 6970 gallons. Customer contacted the utility for explanation on the estimates and was not given one. Customer was also informed his bill would increase more from \$105 to \$110 because they were going to go back through the estimated bills and average out the usage, which would increase the fees because his gallon usage would be billed in a higher tier.

Other Comments:

Customer wants an answer as to why the bills were estimated.

Why weren't the bills marked estimated?

Why will he billed in a higher tier for usage?

What was the delay in correcting the billing?

What will be done in the future to prevent estimated billing?

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

08/14/2012 - Company response received via e-mail. /ewe

8/21/2012- Reviewed Company Response:

In Mr. McMichael's complaint he indicated that bills for April, May and June 2012 were estimated, but did not show as estimated on the bills that were issued. He indicated that he contacted the Utility for an explanation on the bills that he felt had been estimated and was not provided an explanation.

Mr. McMichael indicated that the Utility informed him that his bill would increase from \$105.00 to \$110.00 because they were going to go back through the estimated bills and average out the usage which would increase the fees because his gallon usage would be billed in a higher tier.

A review of Mr. McMichael's account shows that he contacted the Utility on July 24, 2012 to inquire about the bill issued on July 9, 2012. The Customer Service Representative adjusted the usage to his monthly average for May and June at his request to reduce the usage that was billed on the July 9th bill. By reducing the

Request No. 1073056W

Name MCMICHAEL ,ROBERT MR.

Business Name

usage on the July 9th bill from 6,970 gallons and billing 3,310 gallons on the July 9th bill, result was to reduce the charges on July 9th bill by \$38.26.

However because of the waste water charge for \$7.24 per 1,000 gallons and adding the water charge to those months re-billed @ \$4.12 per 1,000 gallons increased the May bill by \$27.54 and the June Bill by \$15.53. The waste water billed in July was \$43.44 for 6,970 gallons because that is the maximum allowed to bill for waste water per 30 day bill period. Once the water is moved to another month and the usage is not over 6,000 gallons, the waste water is billed @\$7.24 per 1,000 gallons and does not max out unless the month usage is 6,000 gallons or more.

Mr. McMichael's bill for July was increased by \$5.62 because of the re-billing of the May, June and the July 9th bill. As a courtesy, his account has been credited back for the \$5.62 that was added to it. His August 8, 2012 bill reflects that adjustment and has been reissued. Mr. McMichael's account balance as of today is \$56.10. Written correspondence was sent to Mr. McMichael on August 13, 2012 that addressed his concerns. A corrected copy of the August 8th bill was included with the correspondence. A copy of the correspondence to Mr. McMichael is included with this correspondence.

Mr. McMichael was informed about the internal problem with some of the customers' meter reads for June, 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their July 9th bills. Because of the high usage on the July 9th bill, the customers were being billed more for the water and less for the waste water than they would have if the usage were billed in the actual month used.

Mr. McMichael's account was one that was affected by the higher usage for July by a higher charge for water and a lower charge for the waste water because his usage was more than 6,000 gallons. The usage billed on his July 9, 2012 bill was 6,970 gallons. If the same usage were re-billed with the water billed at the lowest tier, \$4.12 per 1,000 gallons, the water usage charge would be reduced to \$28.72 instead of \$30.71 as charged. If the waste water were billed at \$7.24 per 1,000 gallons, the waste water usage charge would increase to \$50.46 instead of \$43.44 that was billed. By re-billing the water usage at the lowest tier and billing the waste water at \$7.24 per 1,000 gallons, it would increase his July 9th bill for usage by approximately \$5.03.

An apology was extended to Mr. McMichael for any inconvenience that this has caused and he was informed that the Utility does accept responsibility for the actions of its employees. The Utility did not attempt to recover the loss due to the incorrect meter reads for June. The employee involved, employment was terminated with the Utility. Reviewed by Vfarria

08/31/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04. Vfarria

<p align="center">Consumer Information</p> <p>Name: FRANK MARTINOLI</p> <p>Business Name:</p> <p>Svc Address: 2248 BIG CYPRESS BLVD</p> <p>County: Polk Phone: (863)-815-6002</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 6635510000</p> <p>Caller's Name: SHERRY MARTINOLI</p> <p>Mailing Address: 2248 BIG CYPRESS BLVD</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: MAB</p> <p>Date: 07/24/2012</p> <p>Time: 14:40</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 55.00</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1073136W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/14/2012</p> <p>Fax: (407) 869-6961 R</p>		<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>Interim Report Received: / /</p> <p>Reply Received: 08/14/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		<p>Closed by: SDM</p> <p>Date: 08/28/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$105.20

What is the date of the bill? 07/09/2012

Why do you believe you have been billed improperly? Caller states Cypress Lakes Utilities is charging her for much more water than she could have used.

Other Comments:

Caller states she received a bill were she is being charged 6996 gallons of water. Caller states she's being told by the Company that her meter reader wasn't properly reading the meters so he's been let go from the Company and they are collecting for what she hasn't been charged for. Caller states she's being told that this balance is just current charges and she assumes it's because the Company doesn't know for how long the

meter reader wasn't properly reading the meters. Caller states she wasn't there for part of the month and there is no way that she used this much water even if she had been so she's disputing at least \$55.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

08/14/2012 - Company response received via e-mail. /ewe

8/16/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o The bill issued for 7/9/12 usage was 6,960 gallons.
- o The meter was read on 7/5/12, for that bill; the reading was 248490.
- o Mr. Martinoli's meter was reread on 7/31/12, for accuracy.
- o The reading was 249150 and the usage was 660 gallons.
- o It was rechecked again on 8/8/12, and the reading was 249630, an additional usage for 510 gallons was used.
- o The meter reads are in line with the billed read for the 7/9/12 bill.
- o Mr. Martinoli's 8/8/12 bill usage is 1,140 gallons.
- o The Utility experienced an internal problem with some of the customers' meter reads for June 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their 7/9/12 bills.
- o Because of the high usage on the 7/9/12 bill, the customers were being billed more for the water and less

Request No. 1073136W

Name MARTINOLI ,FRANK MR.

Business Name

- for the wastewater than they would have if the usage were billed in the actual month used.
- o Mr. Martinoli's account was one that was affected by the higher usage for July by a higher charge for water and a lower charge for the wastewater because his usage was more than 6,000 gallons.
 - o The usage billed on his 7/9/12 bill was 6,960 gallons.
 - o If the same usage were re-billed with the water billed at the lowest tier, \$4.12 per 1,000 gallons, the water usage charge would be reduced to \$28.68 instead of \$30.65 as charged.
 - o If the wastewater were billed at \$7.24 per 1,000 gallons, the wastewater usage charge would increase to \$50.39 instead of \$43.44 that was billed.
 - o By re-billing the water usage at the lowest tier and billing the wastewater at \$7.24 per 1,000 gallons, it would increase the 7/9/12 bill for usage by approximately \$4.98.
 - o Written communication was sent to Mr. Martinoli on 8/13/12, that addressed his concerns.
 - o An apology was extended to Mr. Martinoli for any inconvenience that this has caused.
 - o He was informed that the Utility does accept responsibility for the action of its employees.
 - o The Utility did not attempt to recover the loss due to the incorrect meter reads for June.
 - o The employee involved employment has been terminated with the Utility.

Shonna McCray

8/16/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

08/23/2012 - Company response received via e-mail. /ewe

8/24/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided billing statements for January 2012 thru August 2012. Shonna McCray

8/24/12: Created spreadsheet using January 2012 thru August 2012 billing statements. Shonna McCray

8/28/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: JOSEPH P LOCEY</p> <p>Business Name:</p> <p>Svc Address: 2164 LAKE CYPRESS BLVD</p> <p>County: Polk Phone: (863)-858-4778</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 1294510000</p> <p>Caller's Name: JOSEPH P LOCEY</p> <p>Mailing Address: 2164 LAKE CYPRESS BLVD</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached: (315)-699-7575</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: RK</p> <p>Date: 07/24/2012</p> <p>Time: 16:33</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 30.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1073185W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/14/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/15/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 08/31/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$30.00

What is the date of the bill? July 9, 2012.

Why do you believe you have been billed improperly? Customer states he was not home and his bill is higher than last month.

Other Comments: Customer would like an explanation to their billing practices.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has

been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

08/15/2012 - Company response received via e-mail. /ewe

8/20/2012- Reviewed Company Response:

Company informed customer that there was an internal problem with some of the customer's readings for June 2012 bill that resulted in low readings, which created a higher bill in July 2012 bill when company took an accurate reading. Because of the higher consumption being billed, customer's were charges a higher rate of water, but less on the sewer portion of the bill.

- Company states customer's account was not affected since the usage for the July bill was only 2,690 gallons. But customer stated in his complaint that he was not home, therefore, the should have been no usage. The July bill may still be a "true-up" and the company may assume the account wasn't affected since it was below the 6,000 tier rate for water. It is unclear.

Company continues to state that a written communication was sent to customer on 8/13/12 and that an apology was extended. Company claims they are not attempttempting to recover the losses for the lower June 2012 bill, but the July "true-up" is making up for those loses. Vfarria

08/31/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04. Vfarria

<p align="center">Consumer Information</p> <p>Name: RICHARD L WELD</p> <p>Business Name:</p> <p>Svc Address: 9256 WOODSTORK DR</p> <p>County: Polk Phone: (863)-815-0933</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 2062510000</p> <p>Caller's Name: RICHARD L WELD</p> <p>Mailing Address: 9256 WOODSTORK DR</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RK</p> <p>Date: 07/25/2012</p> <p>Time: 09:14</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 92.27</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 08/29/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1073212W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/15/2012</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 08/15/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$92.27

What is the date of the bill? May 2012

Why do you believe you have been billed improperly? Customer states his water bill normally runs \$50 - \$60 per month. Customer states his May bill was \$146.27. Customer's bill for April was \$54.89 and June was \$87.26. Customer states his usage is not consistent as his routine stays the same. Customer would like an explanation to his usage going up and down.

Other Comments: Customer states his water meter was caked with mud. Customer wants to know how the company is getting a meter reading when you can't read the numbers to the meter. Customer has now cleaned the dial so one can read the meter.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Rik Koeteew

08/15/2012 - Company response received via e-mail. /ewe

8/16/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o In Mr. Weld's complaint, he indicated that he disputed the 5/9/12 bill for 12,750 gallons usage and he questioned the meter being read because of the dirt and mud that was on the face of the meter.
- o Mr. Weld was contacted by telephone on 8/6/12, to address his concerns.
- o His account usage and bills were reviewed with him.
- o Mr. Welds meter was read on 5/8/12, for 12,750 gallons and was billed to him on the 5/9/12 bill.
- o His meter was re-read for an accuracy check on 5/18/12.
- o The meter reading was 606500 and the usage since the 5/8/12 reading was 3,060 gallons.
- o It was read for regular billing on 6/8/12, with a reading of 608470, an additional 1,970 gallons usage since 5/18/12.
- o On 7/6/12, the reading was 611000, usage 2,530.
- o An additional reading was taken on 8/1/12, the reading was 613150 and the usage was 2,150 gallons.
- o Mr. Weld's meter was read on 8/8/12, for regular billing.
- o The reading was 613790 and usage was 640 gallons.
- o Mr. Weld was billed 2,790 gallons on his 8/8/12 bill.

Request No. 1073212W

Name WELD ,RICHARD MR.

Business Name

o All of the re-read checks and readings for billing since the 5/9/12 billed reading are in line with that billed reading.

o Mr. Welds was informed that the Utility experienced an internal problem with some of the customers' meter reads for June 2012 that resulted in their meters being read too low, which caused higher usage for some customers on their 7/9/12 bills.

o Because of the high usage on the 7/9/12 bill, the customers were being billed more for the water and less for the wastewater than they would have been if the usage had been billed in the actual month used.

o Mr. Weld's account was not affected on the higher water rate for his 7/9/12 bill because the usage was less than 6,000 gallons.

o It was explained to him that if the usage of 12,750 gallons on his 5/9/12 bill were re-billed at the lowest water rate of \$4.12 it would result in an increase in the usage charge to his account for approximately \$33.42 because of the wastewater rate being billed at \$7.24 per 1,000 gallons.

o Mr. Weld expressed satisfaction to the information provided and did not require additional assistance from the Utility at that time.

Shonna McCray

8/16/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

08/23/2012 - Company response received via e-mail. /ewe

8/24/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided billing statements for January 2012 thru August 2012. Shonna McCray

8/24/12: Created spreadsheet using January 2012 thru August 2012 billing statements. Shonna McCray

8/29/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

Request No. 1073274W

Name NEWMAN ,ROLEYGH MR.

Business Name

Consumer Information

Name: ROLEYGH NEWMAN

Business Name:

Svc Address: 2252 BIG CYPRESS BLVD

County: Polk Phone:

City/Zip: Lakeland / 33810-

Account Number: 6835510000

Caller's Name: ROLEYGH NEWMAN

Mailing Address: 2252 BIG CYPRESS BLVD

City/Zip: LAKELAND ,FL 33810-

Can Be Reached: (863)-858-7676

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS800

Company:

Attn. Ann Raponi1073274W

Response Needed From Company? Y

Date Due: 08/15/2012

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 08/15/2012

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: NH

Date: 07/25/2012

Time: 13:09

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 08/31/2012

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$101.61

What is the date of the bill? 7/9/12

Why do you believe you have been billed improperly? Customer's monthly bills average anywhere from \$50.00 to \$65.00 a month.

Other Comments:

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has

Request No. 1073274W

Name NEWMAN ,ROLEYGH MR.

Business Name

been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by NHollinhead

08/15/2012 - Company response received via e-mail. /ewe

8/20/2012- Reviewed Company Response:

Mr. Newman indicated that his bills average from \$50.00 to \$65.00 a month and he disputes the bill dated July 9, 2012 for \$101.61. Mr. Newman was contacted by telephone August 15, 2012 to discuss his concerns. He expressed that he does not believe that the water passed through the meter and that the Utility has not provided proof that it did. Information was provided to Mr. Newman about the meter and that it is the device used to determine the usage that will be billed to the customer for measured service. It was explained to him that it is the Utility's responsibility to make sure that the meter is measuring the water accurately that passes through it.

He indicated that he was gone for some days after July 5th and into August, so the August bill should have been less because he personally turned his water off. He was in disagreement about the reread on the meter that were completed after July 5th meter read that indicated the meter reads were in line with his July 9th bill. He did not feel that the usage was correct. The Utility explained that the accuracy of the meter must meet FPSC Regulations and that his meter should be tested to satisfy his concerns about the usage.

Mr. Newman agreed to have his meter tested in his presence. A work order has been issued to have his meter tested at a convenient time for him and during business hours for the Utility. Mr. Newman will be contacted by the Area Manager to set up the time and date for the meter test.

Request No. 1073274W

Name NEWMAN ,ROLEYGH MR.

Business Name _____

8/20/2012- ATTN CYPRESS LAKES UTILITIES: Please provide an update by August 29, 2012.

- In the update, provide meter test results and verification if this account was part of the improper billing due to "internal company error".

08/21/2012 - Company response received via e-mail. /ewe

8/22/2012- Reviewed Company Response:

The Utility informed him that the usage is obtained from the meter and the meter is the device that measures the water that passes through it. That measured usage is billed to the customer. He was informed the Utility must prove the meter accuracy is correct under FPSC regulations. He was asked if he wanted his meter tested for accuracy. He agreed that he did. The test is a continuation of his dispute for the July 9, 2012 usage complaint.

The meter was tested in the presence of Mr. Newman's roommate and is signed by his roommate with Mr. Newman's authorization. Meter test results provide by company reflect accuracy of 100% at all three bucket tests. Company appears to state that this account was not affected by the "internal error". Vfarria

- Although the customer states the August 2012 bill should be lower (less) because he turned the water off. The high bill issue for the July 2012 bill is for the billing cycle of June to July and could possibly be a true up like the other accounts affected. Company states the account was not affected by the "internal error" but it could possibly be based on account history.

08/31/2012 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFarria

<p align="center">Consumer Information</p> <p>Name: ROBERT BIBEAU</p> <p>Business Name:</p> <p>Svc Address: 9416 ULTRA DR</p> <p>County: Polk Phone: (863)-853-9190</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 6236410000</p> <p>Caller's Name: ROBERT BIBEAU</p> <p>Mailing Address: 9416 ULTRA DR</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 31880</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 07/25/2012</p> <p>Time: 14:07</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1073292W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/15/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/15/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 08/31/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, July 25, 2012 1:33 PM
 Cc: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 31890

CUSTOMER INFORMATION

Name: ROBERT BIBEAU
 Telephone: 863-853-9190
 Email: BOBZZ@AOL.COM
 Address: 9416 ULTRA DR LAKELAND FL 33810

BUSINESS INFORMATION

Business Account Name: CYPRESSLAKES UTILITIES INC.
Account Number: 6236410000
Address: PO bOX 160609 ALTAMONTE SPRINGS Florida 32716

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Improper Billing against Cypress Lakes Utilities, Inc.

Details:

I was billed for 7170 gals. with the reading on 7/5/12 being 408040. On or about 7/15/12 I read the meter myself and it read 403251. Within 2 days a utilities worked read the meter and came up with appoximately the same figure and said I was grossly over charged. This not the first. Twice in Oct. and Nov. 2011 I had same issues with them. I know you have received a lot of complaints from Cypress Lake residents and something should be done to straighten out their ability to read meters. Thank you "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/15/2012 - Company response received via e-mail. /ewe

8/20/2012- Reviewed Company Response:

Mr. Bibeau indicated in his complaint that he was billed for 7,170 gallons on his July 8, 2012 bill with a meter read of 408040. He indicated that on or about July 15, 2012 he read his meter and the meter read was 403251. He indicated that a couple of days later the Utility read his meter and came up with approximately the same number as he. Mr. Bibeau expressed concern about his meter being read correctly and about the error that occurred on his October and November 2011 bills.

Mr. Bibeau was billed "0" usage on his billed dated September 8, 2011 for a meter read of 375600. That was the same read as August 4, 2011 and August, 2011 bill. September 19, 2011 his meter was reread for a correct read. The read was 378970. Between August 4, 2011 and September 19, 2011 the usage was 3,370. The September 19th read and usage was used to determine an estimated usage for September 6, 2011 bill period. He was issued a corrected bill with the usage estimated for 2,630 gallons up to the closing bill period of September 6, 2011. November 8, 2011, bill and read were correct.

On July 16, 2012, The Utility spoke to Mr. Bibeau by telephone, he was informed by the Utility that his meter would be reread for accuracy. On July 17, 2012, Mr. Bibeau's meter was reread for accuracy by the Utility. The read was 403900. It was found that Mr. Bibeau's meter was incorrectly read on July 5, 2012 and his bill required correcting. July 19, 2012 the Utility informed Mr. Bibeau by telephone about the error and the adjustment that was made to his account to correct the July 8, 2012 bill. An apology was extended to him for the inconvenience this had caused.

Mr. Bibeau was provided a corrected bill with an extended due date for payment. His account is on Auto Pay and was drafted for the corrected bill for \$28.05 on August 10, 2012 instead of the original due date of July 31, 2012. Mr. Bibeau did not require additional assistance from the Utility. Vfarria

08/31/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04. Vfarria

<p align="center">Consumer Information</p> <p>Name: MARK P WILLIAMS</p> <p>Business Name:</p> <p>Svc Address: 9508 FOUNTAIN TERRACE</p> <p>County: Polk Phone: (203)-934-9545</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 52824-10000</p> <p>Caller's Name: MARK P WILLIAMS</p> <p>Mailing Address: 162 2ND AVE</p> <p>City/Zip: WEST HAVEN ,CT 06516</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: FGR</p> <p>Date: 07/26/2012</p> <p>Time: 08:52</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1073377W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/16/2012</p> <p>Fax: (407) 869-6961 R</p>		<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>Interim Report Received: / /</p> <p>Reply Received: 08/16/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		<p>Closed by: VF</p> <p>Date: 08/31/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$76.79

What is the date of the bill? 07-09-2012

Why do you believe you have been billed improperly? Customer states house was closed up a month before the bill was sent.

Other Comments: Customer states the house has not been occupied since May,1st 2012. Customer states last month June, he received a bill of 0 gallons, but this month July, he received a bill of 4140 gallons of water used making the amount of \$76.79. Customer states he called the company and had his house checked and the representative advised him that the house did not have any leaks. Customer would like to know why he received this bill.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by: Fany Raudales

08/15/2012 - Caller states he has yet to receive response. Caller states since filing the complaint he has received no phone call or written response from the Company. Caller states all that he's received is another bill. Advised it would be noted. Advised caller that Company has until end of business on 08/16/2012 to respond and to allow more time. Resending complaint as reminder to Company.

*****ATTN Company: This is a reminder that response is due on 08/16/2012.*****

MBermudez

08/16/2012 - Company response received via e-mail. /ewe

8/20/20102- Reviewed Company Response:

In Mr. Williams' complaint he indicated that he disputed his July 9, 2012 bill for 4,140 gallons usage billed. He indicated that the house has not been occupied since May 1, 2012 and his June 10, 2012 billed usage was "0". Mr. Williams indicated that now the July 9, 2012 bill is showing consumption when no one is there and inquired, why was he billed usage on the July 9, 2012 bill.

Mr. Williams was informed that Cypress Lakes Utilities discovered recently that a former meter reader incorrectly entered meter readings in June 2012. As a consequence, some customers were under billed at that time or in an earlier month. Subsequently, July meter readings were accurately taken and bills generated

Request No. 1073377W

Name WILLIAMS ,MARK MR.

Business Name _____

thereafter. The July bills acted as a true-up for those customers under billed in the earlier month (s), and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second billing tier. Those same customers would have been under billed for sewer in July due to the cap of 6,000 gallons on sewer charges. An analysis of billing data from June and July 2012 for Cypress Lakes customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.

Mr. Williams' account was not affected by the higher water charge because the usage billed on his July 9th bill was less than 6,000 gallons. His account was affected by billing him for water and wastewater usage that should have been billed in an earlier month. His meter was re-read for accuracy on July 23, 2012 and the read was 297550, the usage since July 5, 2012 read of 295660, which is the read used for your July 9th bill was an additional 1,890 gallons. The meter was read on August 6, 2012 for regular billing and the read was 29880. The usage since July 23rd read was 530 gallons. The usage billed on his August 8, 2012 bill was 2,420 gallons.

Mr. Williams did not indicate in his complaint to FPSC dated July 26, 2012, if he had returned to his residence. The Utility has reviewed his account and it does not indicate that a request was made to lock his meter while away. However, his meter continues to indicated usage since the July 5, 2012 read was taken. Written communication was sent to Mr. William by email August 16, 2012 that addressed his concerns. He was requested to contact office if he would like to have his meter turned off and locked while he is away because it continues to show usage. Vfarria

08/31/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04. Vfarria

<p align="center">Consumer Information</p> <p>Name: DAVID HADDAD</p> <p>Business Name:</p> <p>Svc Address: 9306 PURPLE MARTIN DRIVE</p> <p>County: Polk Phone: (289)-684-0760</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 5423026586</p> <p>Caller's Name: JUDY HADDAD</p> <p>Mailing Address: 19 STANLEY CRESCENT ELORA ONTARIO N0B1S0</p> <p>City/Zip: CANADA ,</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SGW</p> <p>Date: 07/26/2012</p> <p>Time: 10:42</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 600.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 08/30/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1073399W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/16/2012</p> <p>Fax: (407) 869-6961 R</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 08/16/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$50 per month for the past year = \$600.00

What is the date of the bill? August 2011- July 2012

Why do you believe you have been billed improperly? Customer states her June bill came in at 6540 gallons used for 30 days which is 218 gallons per day. Customer states they were not in the house at all for the month of June and water has been turned off at the residence. Customer is aware of the BFC and has no problem with that. Customer states they only use the house 3 weeks per year but the water bills have been coming in around \$100 per month. Customer states the house has been checked for leaks and there have been no leaks found.

Other Comments: Customer feels that the company is taking advantage of them and charging far more than their

actual usage.

Customer is calling from Ontario Canada. Contact number is 1-289-684-0760. Mailing address is 19 Stanley Crescent, Elora, Ontario N0B1S0.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.

3. The response should include the following:

a) the cause of the problem

b) actions taken to resolve the customer's complaint

c) the company's proposed resolution to the complaint

d) answers to any questions raised by staff in the complaint

e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

07/26/12 - New acknowledgement mailed to customer with the Canada address. /ewe

08/13/12

Customer states the utility company responded by going to the customers home and leaving a hangar on the door. The company states there were no leaks, the consumption on 07/30/12 was 5070. Customer printed the bill from the utilities bill that ended on 08/06/12 listing consumption at 6520 gallons. The consumption increased 1500 gallons on an unoccupied home, with the sprinkler system coming on only twice a week for 15 minutes.

Customer does not believe the readings are accurate.

Customer states the dispute response was left on th door of the Florida home, even though the company knows

Request No. 1073399W

Name HADDAD ,DAVID MR.

Business Name

they are Canada and have their address in Canada. tk

8/13/12: ATTN COMPANY: Complaint being re-sent to company to provide corrected notes. Shonna McCray

08/16/2012 - Company response received via e-mail. /ewe

8/20/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o In Mr. Haddad's complaint he indicated he disputed bills from August 2011 thru July 2012, and that he was disputing \$50.00 for each month billed.
- o He also indicated that that he was billed usage for service in June and no one was living in the residence for that month.
- o Mr. Haddad was informed that Cypress Lakes Utilities discovered recently that a former meter reader incorrectly entered meter readings in June 2012.
- o As a consequence, some customers were under billed at that time or in an earlier month.
- o Subsequently, July meter readings were accurately taken and bills generated thereafter.
- o The July bills acted as a true-up for those customers under billed in the earlier month (s), and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second billing tier.
- o Those same customers would have been under billed for sewer in July due to the cap of 6,000 gallons on sewer charges.
- o An analysis of billing data from June and July 2012 for Cypress Lakes customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.
- o Mr. Haddad's account was not affected by the higher water charge because the usage billed on his 7/9/12 bill was less than 6,000 gallons.
- o His account was affected by billing him for water and wastewater usage that should have been billed in an earlier month.
- o Mr. Haddad's meter was re-read for accuracy on 7/30/12, and the reading was 165850, the usage since 7/5/12, reading of 160780, which is the reading used for his 7/9/12 bill was an additional 5,070 gallons.
- o The meter was read on 8/6/12, for the regular billing and the reading was 167300.
- o The usage since 7/30/12, reading was 1,450 additional gallons.
- o The usage billed on his 8/8/12 bill was 6,520 gallons.
- o Mr. Haddad did not indicate in his complaint to the PSC dated 7/26/12, if he had returned to his residence.
- o The Utility has reviewed his account and it does not indicate that a request was made to lock his meter while away.
- o However, his meter continues to indicate usage since the 7/5/12 reading was taken and the service check made to his home on 7/30/12, indicated his meter is on but the home appeared to be vacant.
- o Written communication was sent to Mr. Haddad by email 8/16/12, to address his concerns.

o He was requested to please contact the office if would like to have his meter turned off and locked while he is away.

Shonna McCray

8/20/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/20/12: Created spreadsheet using customer's September 2011 thru July 2012. Shonna McCray

8/20/12: 11:54 a.m. Called Mr. David Haddad at 289-684-0760 to discuss their concerns and determine if they requested to have the meter locked while away. Mr. Haddad advised they leave irrigation system on. It comes on once each week for 15 to 20 minutes each time. Mr. Haddad advised the water going inside the home is turned off as there is no one there. He stated they only spend approximately 3 weeks per year in the home. He also advised there is an outlet next to his property that comes on for approximately 1 hour each day. The water just runs down the drain into the ponds. He doesn't think this outlet is tied to his property. This is just a waste. Mr. Haddad stated there is no way his empty home is using 6,000 gallons of water each month. Explained to Mr. Haddad I would re-contact the company regarding his concerns and re-contact him. Shonna McCray

8/20/12: 12:05 p.m. Called Elise with Cypress Lakes at 800-272-1919 ext 1356 to discuss the customer's concerns. Elise explained the customer's timer may be malfunctioning or it set more frequently. She advised the company can send a Representative to check the timer as a courtesy, as long as the customer has someone that can provide access to the timer. Advised I would contact the customer to provide this information. With regards to Mr. Haddad's concerns of the outlets near his home that runs, there are 2 flushing lines located near Mr. Haddad's residence and the lines are not connected to his lines. The customer may decide he wants to install an irrigation meter; it may be done at his expense. Shonna McCray

8/20/12: 12:24 a.m. Called Mr. David Haddad at 289-684-0760 to discuss the information received from Elise. Left message requesting a return call. Shonna McCray

8/20/12: 12:35 p.m. Called Elise with Cypress Lakes at 800-272-1919 ext 1356 to determine when the meter was installed and the last test date. The meter was installed in April 2012. Requested the meter be tested and the results provided to the PSC. Shonna McCray

08/21/2012 - Company response received via e-mail. /ewe

8/22/12: Correspondence received 8/21/12, is from the customer to the company. Customer stated the following:

"Dear Elise:

What a wonderful name....your name is the name of our youngest granddaughter and a name that isn't too common. I appreciate your return e-mail, however, I would like to add some corrections.

Request No. 1073399W

Name HADDAD ,DAVID MR.

Business Name _____

The bills for the last few months are as follows: Feb. 2012 \$100.58 (we were there for 10 days in January), March 2012 \$99.77 (nobody there), April 2012 \$103.24 (nobody there), May 2012 \$110.51 (four of us there for 10 days), June 2012 \$102.36 (nobody there), July 2012 \$96.91 (nobody there), August 2012 \$102.21 (nobody there).

Our water is turned off to the house when we are not there. There is something really wrong when four of us are there for 10 days taking showers every day, during laundry, running the dishwasher, etc. and the bill is almost the same as when we are not there. We are being way overcharged and it seems like nobody really cares about hard working people getting robbed by a Utility Company. Our August bill said we used 6,520 gallons of water, so now we are paying the premium charge for over 6,000 gallons.

We cannot have the meter locked, as we leave the water on for the sprinkler system which comes on once a week. We hardly have any grass to water.

We will be taking this up further with the PSC State of Florida and our Home Owners Association at Cypress Lakes. There are quite a number of us being overcharged and we will be coming together to fight this.

Regards,
Judy & David Haddad"
Shonna McCray

08/22/2012 - Company response received via e-mail. /ewe

8/24/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o Correspondence was received by email from Mr. Haddad indicating that he continues to feel that the usage is incorrect because they are not at the residence.
- o However, in his communication he indicated that he requires the meter to remain unlocked while he is away because he needs the water for the sprinkler system which comes on once a week.
- o It appears that Mr. Haddad feels his usage should be less since no one is living in the home.
- o Perhaps minimal water was being used in the home and more is being used for irrigating so the usage will not decrease in the amount that he expects.
- o Elise will schedule his meter to be read once a week for the month of September to log history that he will be able to obtain from the company for his usage between reads.
- o The meter was tested with the following results:
 - Minimum Flow Rate - 100%
 - Median Flow Rate - 98.00%
 - Maximum Flow Rate - 97.33%
 - Accuracy Flow Rate - 98.44%

Shonna McCray

8/24/12: 12:16 p.m. Called Mr. David Haddad at 289-684-0760 to discuss his complaint. Reviewed the meter test results and explained the usage is registering on a meter that is working properly. Explained in order for the PSC to require a credit be issued the meter must not be working properly. Advised Mr. Haddad the company has indicated a weekly reading will be taken during the month of September. Mr. Haddad advised if the readings indicate high usage he may have to have the irrigation system checked. Advised Mr. Haddad I would request that the company provide him with the weekly readings obtained in September. Shonna McCray

8/24/12: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PLEASE PROVIDE THE WEEKLY METER READINGS TO THE CUSTOMER AND THE PSC. PLEASE PROVIDE RESPONSE 9/5/12.
Shonna McCray

8/30/12: Response received via email. Shonna McCray

8/30/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:
o Utilities Inc will provide a door tag with the weekly readings for the month September for Mr. Haddad.

This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

NOTE: Will update complaint with weekly meter readings as they become available. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: DALE L RENFROE</p> <p>Business Name:</p> <p>Svc Address: 2142 FIRESTONE WAY</p> <p>County: Polk Phone: (863)-858-8386</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 74604-10000</p> <p>Caller's Name: CAROL A RENFROE</p> <p>Mailing Address: 2142 FIRESTONE WAY</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: FGR</p> <p>Date: 07/26/2012</p> <p>Time: 11:01</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1073407W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/16/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/16/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 08/30/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$195.12

What is the date of the bill? 07-09-2012

Why do you believe you have been billed improperly? Customer states that the difference from the bill received for July does not match that of the other bills prior to this one.

Other Comments: Customer states that she received a bill this month of July, and is really high \$195.12. Customer states she called Gulf Power and a representative advised her the meters had been read wrong for the past three months April, May, and June customer believes that even if the meters were read wrong the bills could not come to be as high of \$195.12. Customer believes she is being improperly billed because the highest bill she has had in the past 12 months was of \$69.25 and the other bills range from about \$50.00 to \$69.00.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by: Fany Raudales

07/30/2012 - Caller wanted to know status on complaint. Caller states she hasn't received anything from the Company yet. Advised Caller Company has until end of business on 08/16/2012 to respond. Caller states she's concerned that she will be disconnected and is wondering if she should pay the bill. Advised caller it is up to her if she would want to pay the bill but that will not cancel the complaint. Advised Caller if she makes the payment so that she's not disconnected to contact the PSC so that the notes can be updated that she made the payment but is still disputing about \$126 of her balance.

Notice that no disputed amount was added to complaint when complaint was originally filed. Caller states her

bills are never over \$69 so she's disputing everything above that. MBermudez

08/16/2012 - Company response received via e-mail. /ewe

8/20/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o In Mr. Renfroe's complaint he indicated that he disputes his 7/9/12 bill for 18,140 gallons billed to him.
- o He indicated that he was told the meters had been incorrectly read so he does not believe that the bill should be high.
- o Mrs. Renfroe was contacted by Cypress Lakes on 8/14/12, to discuss their concerns.
- o She was informed that Cypress Lakes Utilities discovered recently that a former meter reader incorrectly entered meter readings in June 2012.
- o As a consequence, some customers were under billed at that time or in an earlier month.
- o Subsequently, July meter readings were accurately taken and bills generated thereafter.
- o The July bills acted as a true-up for those customers under billed in the earlier month(s), and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second billing tier.
- o Those same customers would have been under billed for sewer in July due to the cap of 6,000 gallons on sewer charges.
- o An analysis of billing data from June and July 2012 for Cypress Lakes customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.
- o It was explained to her that her usage had increased 10,490 gallons as of 7/18/12, since her 7/5/12 reading that was used to bill the July usage of 18,140 gallons.
- o It seemed to be another problem instead of the incorrect meter reading for June.
- o The Utility suggested to Ms. Renfroe someone would be sent to their residence on 8/14/12, to investigate the reason for the high usage that had occurred in 13 days.
- o The Utility met with Mr. Renfroe at the residence the afternoon of 8/14/12.
- o Mr. Renfroe indicated that he only ran his irrigation system every 3 days for 10 minutes.
- o Mr. Renfroe and the Operator checked the timer and found that the irrigation system was set to run every day for two hours.
- o This was found to be the reason for the high usage.
- o Mr. Renfroe stated that he would change the timer.
- o Mr. and Mrs. Renfroe expressed satisfaction with the findings.
- o No additional assistance was required from the Utility.

Shonna McCray

8/20/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/30/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings.

Request No. 1073407W

Name RENFROE ,DALE MR.

Business Name

Request No. 1073422W Name MACGILLIZRAY ,BRIAN MR. Business Name _____

<p>Consumer Information</p> <p>Name: BRIAN A MACGILLIZRAY</p> <p>Business Name:</p> <p>Svc Address: 2162 CYPRESS CROSS DR</p> <p>County: Polk Phone: (863)-815-8758</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 0294410000</p> <p>Caller's Name: BRIAN A MACGILLIZRAY</p> <p>Mailing Address: 2162 CYPRESS CROSS DR</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: FGR</p> <p>Date: 07/26/2012</p> <p>Time: 11:39</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p>Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1073422W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/16/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/16/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 08/31/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Request No. 1073407W Name RENFROE ,DALE MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$107.51

What is the date of the bill? 07-09-2012

Why do you believe you have been billed improperly? Customer states he never uses the amount of water he is being billed for.

Other Comments: Customer states he is being billed for a usage of 7300 gallons of water for two people that live at his home, which is an amount of \$107.51. Customer states that his average bill is around \$66.00. Customer called the company Cypress Lake Utilities and they had someone come to re-read the meter. Customer asked the worker from the company if it was true two other workers were fired for not reading the meter and he admitted it was true. Customer believes he should not pay this amount that is on the bill since the error was from the company and not from him.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by: Fany Raudales

08/16/2012 - Company response received via e-mail. /ewe

8/20/2012- Reviewed Company Response:

In Mr. Macgillizray's complaint he indicated that bill dated July 9, 2012 was in dispute. He also indicated he was being billed for a usage of 7,300 gallons of water for two people that live at the home and the bill was for \$107.51, when his average bill is around \$66.00. Mr. Macgillizray indicated that he contacted the Utility to request someone to reread his meter and he asked the worker from the company if it was true, two other workers were fired for not reading the meter and he admitted it was true. Mr. Macgillizray indicated that he feels that he should not have to pay the amount that is on the July bill since the error was from the company and not from him.

Written communication was sent to Mr. Macgillizray on August 15, 2012. He was informed that Cypress Lakes Utilities discovered recently that a former meter reader incorrectly entered meter readings in June 2012. As a consequence, some customers were under billed at that time or in an earlier month. Subsequently, July meter readings were accurately taken and bills generated thereafter. The July bills acted as a true-up for those customers under billed in the earlier month (s), and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second billing tier. Those same customers would have been under billed for sewer in July due to the cap of 6,000 gallons on sewer charges. An analysis of billing data from June and July 2012 for Cypress Lakes customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.

Mr. Macgillizray's account was one that was affected by the higher usage for July by a higher charge for water and a lower charge for the waste water because his usage was more than 6,000 gallons. The usage billed on his July 9, 2012 bill was 7,300 gallons. If the same usage were re-billed with the water billed at the lowest tier, \$4.12 per 1,000 gallons, the water usage charge would be reduced to \$30.08 instead of \$32.75 as charged. If the waste water were billed at \$7.24 per 1,000 gallons, the waste water usage charge would increase to \$52.85 instead of \$43.44 that was billed. By re-billing the water usage at the lowest tier and billing the waste water at \$7.24 per 1,000 gallons, it would increase the July 9th bill for usage by approximately \$6.74.

It was expressed to him that the Utility does accept responsibility for the actions of its employees. The Utility did not attempt to recover the loss due to the incorrect meter reads for June. The employee involved

Request No. 1073422W

Name MACGILLIZRAY ,BRIAN MR.

Business Name _____

employment was terminated with the Utility. His disputed bill for July 9, 2012 has been extended for payment until August 31, 2012. An apology was extended to Mr. Macgillizray for any inconvenience that this has caused. Vfaria

08/31/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04. Vfaria

Request No. 1073583W Name KLEIN ,MICHAEL MR. Business Name _____

<p>Consumer Information</p> <p>Name: MICHAEL KLEIN</p> <p>Business Name:</p> <p>Svc Address: 2224 BIG CYPRESS BLVD</p> <p>County: Polk Phone:</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 6410310393</p> <p>Caller's Name: MICHAEL KLEIN</p> <p>Mailing Address: 2224 BIG CYPRESS BLVD</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 31902</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 07/27/2012</p> <p>Time: 09:43</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p>Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise Christian1073583W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/17/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/16/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 08/21/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Request No. 1073422W Name MACGILLIZRAY ,BRIAN MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Friday, July 27, 2012 9:05 AM

Cc: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 31902

CUSTOMER INFORMATION

Name: Michael Klein

Telephone:

Email: mwk516@tampabay.rr.com

Address: 2224 Big Cypress Blvd Lakeland FL 33810

BUSINESS INFORMATION

Business Account Name: Michael Klein

Account Number: 6410310393

Address: 2224 Big Cypress Blvd Lakeland Florida 33810

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Improper Billing against Cypress Lakes Utilities, Inc.

Details:

Our bill dated 7/9/2012 cannot be correct.

The amount of useage was double from the month before. The billing period was for 27 days billing a daily use of 272 gallons per day. We did not have any unusal water usage and in fact during this billing period one of use was away for three weeks. We have 2 in our household and for the bill to double when there was a reduced usage cannot be correct. We have questioned the water and sewer costs previously, but this billing with double charges must be wrong. We have checked for a water leak and there is none. What can we do?

Thank you for your anticiapted assistance.

Michael Klein "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Request No. 1073583W

Name KLEIN ,MICHAEL MR.

Business Name

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/10/12

Customer states she has received a verbal response to her complaint. Customer states the representative stressed the company was losing money and they are catching up on readings from the month before. Apparently an employee was not reading the meters. Customer took their own reading on 08/09/12 and it reflected 3100 gallons for 35 days. Which totals 88.57 gallons per day. Customer states the representative advised if they recalculate her bill, her balance would be higher. Customer does not believe their usage was 272 gallons a day, and request accurate readings and corrected billings.

8/10/12: ATTN COMPANY:

WHEN PROVIDING THE RESPONSE FOR THIS COMPLAINT, PLEASE PROVIDE COPIES OF THE CUSTOMER'S BILLING STATEMENTS FROM JANUARY 2012 TO PRESENT. Shonna McCray

08/16/2012 - Company response received via e-mail. /ewe

8/20/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Klein indicated in his complaint the 7/9/12 bill could not be correct because the usage had doubled from the month before.
- o He questioned the usage and requested an investigation.
- o The Utility spoke to Mr. Klein by telephone on 8/2/12.
- o He was informed that Cypress Lakes Utilities discovered recently that a former meter reader incorrectly

Request No. 1073583W

Name KLEIN ,MICHAEL MR.

Business Name _____

entered meter readings in June 2012.

- o As a consequence, some customers were under billed at that time or in an earlier month.
- o Subsequently, July meter readings were accurately taken and bills generated thereafter.
- o The July bills acted as a true-up for those customers under billed in the earlier month(s), and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second billing tier.
- o Those same customers would have been under billed for sewer in July due to the cap of 6,000 gallons on sewer charges.
- o An analysis of billing data from June and July 2012 for Cypress Lakes customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.
- o Mr. Klein's account was one that was affected by the higher usage for July by a higher charge for water and a lower charge for the wastewater because his usage was more than 6,000 gallons.
- o The usage billed on his 7/9/12 bill was 7,340 gallons.
- o If the same usage were re-billed with the water billed at the lowest tier, \$4.12 per 1,000 gallons, the water usage charge would be reduced to \$30.24 instead of \$33.00 as charged.
- o If the waste water were billed at \$7.24 per 1,000 gallons, the wastewater usage charge would increase to \$53.14 instead of \$43.44 that was billed.
- o By re-billing the water usage at the lowest tier and billing the waste water at \$7.24 per 1,000 gallons, it would increase the 7/9/12 bill for usage by approximately \$6.94.
- o The meter reading at Mr. Klein's residence on 7/5/12, was 524670 and the usage was 7,340 that usage was billed on the 7/9/12 bill.
- o His meter was reread for accuracy on 7/31/12, the reading was 527400 and the usage was 2,730 gallons since the 7/5/12 reading.
- o It was read on 8/8/12, for the regular billing and the reading was 527930, usage was 530 gallons.
- o Mr. Klein's usage on the 8/8/12 bill was 3,260 gallons.
- o Mr. Klein's bill history for January 2012 - August 2012 is included with the response.

Shonna McCray

8/20/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/20/12: It appears the customer has been billed correctly; will prepare resolution letter. Shonna McCray

8/21/12: Resolution letter prepared. Shonna McCray

8/21/12: Resolution letter mailed. Shonna McCray

8/21/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings.
Shonna McCray

<p align="center">Consumer Information</p> <p>Name: FREDERICK A HOOK</p> <p>Business Name:</p> <p>Svc Address: 2344 LITTLE CYPRESS DR</p> <p>County: Polk Phone: (863)-853-1000</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 5996510000</p> <p>Caller's Name: FREDERICK A HOOK</p> <p>Mailing Address: 2344 LITTLE CYPRESS DR</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RK</p> <p>Date: 07/27/2012</p> <p>Time: 09:43</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 93.00</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1073584W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/17/2012</p> <p>Fax: (407) 869-6961 R</p>		<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>Interim Report Received: / /</p> <p>Reply Received: 08/16/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		<p>Closed by: SDM</p> <p>Date: 09/04/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$93.00

What is the date of the bill? July 9, 2012.

Why do you believe you have been billed improperly? Customer is disputing a high bill concern. Customer states his bill was \$137.70 for 11,800 gallons. Customer states his bill is normally \$40 - \$50.00. Customer states his June bill was \$43.36 using 1300 gallons.

Other Comments: Customer wants an explanation as to why his bill for July was so high.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteuw

08/16/2012 - Company response received via e-mail. /ewe

- 8/20/12: REVIEWED COMPANY RESPONSE. Response indicates the following:
- o Mr. Hook indicated that he disputes his 7/9/12 bill because he does not feel that his usage was 11,800 gallons.
 - o Mr. Hook indicated that he wants to know why his bill is high and requested an investigation.
 - o The Utility read Mr. Hook's meter on 7/5/12, for the 7/9/12 bill.
 - o The reading was 693000 and the usage was 11,740 gallons.
 - o His meter was reread for accuracy on 7/24/12, and the reading was 695570, the usage was 2,570 gallons since the 7/5/12 reading.
 - o On 8/8/12, his meter was read for regular billing, the reading was 697310 and the usage was 1,740 gallons since the 7/24/12 reading.
 - o Mr. Hook's usage for his 8/8/12 bill was 4,310 gallons.
 - o Mr. Hook was contacted by telephone on 8/16/12, to address his concerns.
 - o He was informed that Cypress Lakes Utilities discovered recently that a former meter reader incorrectly entered meter readings in June 2012.
 - o As a consequence, some customers were under billed at that time or in an earlier month. Subsequently, July meter readings were accurately taken and bills generated thereafter.
 - o The July bills acted as a true-up for those customers under billed in the earlier month(s), and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would

have incurred water usage at the second billing tier.

- o Those same customers would have been under billed for sewer in July due to the cap of 6,000 gallons on sewer charges.
- o An analysis of billing data from June and July 2012 for Cypress Lakes customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.
- o Mr. Hook's account was one that was affected by the higher usage for July by a higher charge for water and a lower charge for the wastewater because his usage was more than 6,000 gallons.
- o The usage billed on his 7/9/12 bill was 11,740 gallons.
- o If the same usage were re-billed with the water billed at the lowest tier, \$4.12 per 1,000 gallons, the water usage charge would be reduced to \$48.37 instead of \$60.19 as charged.
- o If the wastewater were billed at \$7.24 per 1,000 gallons, the wastewater usage charge would increase to \$85.00 instead of \$43.44 that was billed.
- o By re-billing the water usage at the lowest tier and billing the wastewater at \$7.24 per 1,000 gallons, it would increase the 7/9/12 bill for usage by approximately \$29.74.
- o Mr. Hook was not pleased with the fact that there would not be an adjustment to his account.
- o He understood that his meter had been read several times since 7/5/12, and the reads are following the billed read for 7/9/12 bill.
- o He said that he would wait to hear from PSC because he does not believe the usage is correct.
- o Mr. Hook disconnected the call.
- o If Mr. Hook would like to have his meter tested, the Utility will need to be notified so that it can be arranged.
- o Mr. Hook's bill history from January 2012 to August 2012 provided as part of the response..

Shonna McCray

8/20/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/20/12: Created spreadsheet using billing statements provided. Shonna McCray

9/4/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings.
Shonna McCray

<p align="center">Consumer Information</p> <p>Name: DELPHINE V GREBLICK</p> <p>Business Name:</p> <p>Svc Address: 9656 TROON CT</p> <p>County: Polk Phone: (863)-853-3043</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 6366510000</p> <p>Caller's Name: JULIUS L GREBLICK</p> <p>Mailing Address: 9656 TROON CT</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: RK</p> <p>Date: 07/30/2012</p> <p>Time: 15:47</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 302.92</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 11/14/2012</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1073923W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/20/2012</p> <p>Fax: (407) 869-6961 R</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 08/20/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$302.92

What is the date of the bill? July 19, 2012

Why do you believe you have been billed improperly? Customer is being billed for 35,550 gallons at 1270 gallons per day. Customer was billed for a 28 day cycle. Customer was charged \$12.60 at 28 days.

Other Comments: Customer's bill is \$352.92. Customer will mail in a payment of \$50.00 and dispute the balance of \$302.92.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either

verbally or in writing within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Rik Koeteew

08/20/2012 - Company response received via e-mail. /ewe

8/22/2012- Reviewed Company Response:

Ms. Greblich was contacted by telephone on July 31, 2012 to address their concerns and to investigate the reason for the high usage on the July 19, 2012 bill. A Technician was sent to the residence on the same day to perform an investigation and to speak to them again. It was found that there is a water softener at the residence. The customer said there had not been any maintenance done on the softener. There is also an irrigation on the property that was in the off position on August 20, 2012. The meter was reread for accuracy and for billing five times since the July 5, 2012 read that was used to bill the 35, 330 gallons on July 19th bill. It was read on July 11, 2012, read was 729060 usage since July 5th was 1,200 gallons, August 1, 2012 read was 733100, usage since July 11th was 4,040 gallons, August 6, 2012 read 733370, usage since August 1st is 270 gallons, August 17, 2012 read 734250, usage since August 6th 880 gallons and the last read was taken August 20, 2012, the read was 734340, usage since August 17th 90 gallons.

On August 20, 2012, another attempt was made to meet with Mr. and Ms. Greblich to discuss their findings or changes they had made to reduce the daily usage. There were automobiles in the driveway but no one responded to the Technicians knock at the door. On July 31, 2012, the Utility explained to Ms. Greblich about the internal problem with a former employee and incorrect meter reads in June. However, it was also

Request No. 1073923W

Name GREBLICK ,DELPHINE MRS

Business Name

explained to Ms. Greblick that the usage billed on their July 19th bill appeared to involved more investigation into their water usage at the residence because there appeared to involve more than an incorrect meter read.

Ms. Greblick was not completely satisfied with the findings. She indicated they would have the water softener checked and would let the Utility know about the findings. As of today, there has not been any additional contact from her. Their July 19, 2012 bill has been extended for payment until September 12, 2012 and their account has been removed from Auto Pay at their request until further notification. Reviewed by Vfarria

8/22/2012- ATTN CYPRESS LAKES UTILITY: SUPPLEMENT REQUEST DUE AUGUST 31, 2012:

- Did the company test the meter? The bill in question is (6) six time higher in average than her highest average of 198.

- Is this account related to the "internal error" ?

- Please provide response to both questions. Vfarria

08/22/2012 - Company response received via e-mail. /ewe

8/24/2012- Reviewed Company Response:

1. Yes, the Utility tested the water meter and the Utility field personnel met with Mr. and Mrs. Greblick on August 1, 2012 prior to testing the meter to assist them with trying to determine why they had used the amount of water in question. The Utility did not find any obvious leaks while assisting them. There was an irrigation on the property and it was in the off position when the field personnel arrived at the property. The meter was tested on 8/1/12. A copy of the test result is provided with this correspondence. The meter met the FPSC required accuracy level.

2. Mr. and Mrs. Greblick filed their complaint with your office as Improper Billing. This is the same type of complaint the others in the community filed when questioning the meter reads. It is not sure if they intended it to be a part of the Internal problem. The Utility has identified with Mr. and Mrs. Grelick that their usage is not a part of the internal problem the Utility experienced with the meter reader. Their meter has been read several times and the meter reads are in line with the July 19, 2012 billed read. Vfarria

09/06/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04. Vfarria

9/18/12- Customer states that she never received a response Cypress Lakes Utilities. Customer contacted the company and they advised her to contact PSC to get a copy of the response letter. NHollinhead

9/19/2012- I called the number on file and it rang 20 times before I disconnected. No one picked up and there was no answering machine to leave a message. Vfarria

9/20/12- I called customer and the line continued to ring with no ability to leave a message. It rang 15 times before I disconnected. Vfaria

9/20/2012- A contact letter was sent to customer with a copy of response. PSC will see if customer returns the call. Vfaria

09/24/12 - Customer correspondence received via U.S. mail; forwarded to VFaria. /ewe

9/24/2012- Correspondence sent before PSC letter sent requesting contact and providing copy of company response. Should customer call back advising no agreement with company response, objection will be filed for further review. At this time, customer claims no response(resolution) has been provided, therefore PSC is unsure if customer is objecting to company report. Letter added to file and PSC will request current billing and additional billing to review consumption history. Vfaria

09/24/12: Case reopened. RRoland

9/24/2012- ATTN CYPRESS LAKES: SUPPLEMENT REQUEST DUE OCTOBER 3, 2012:
-Please provide additional bill copy for September 2012 and January 2011 through December 2011. Vfaria

09/25/2012 - Company response received via e-mail. /ewe

10/01/12 - Customer correspondence received via U.S. mail; forwarded to VFaria. /ewe

10/1/2012- customer's letter advises company that current charges have been paid, but they still do not agree with the 35,000 gallons billed. Vfaria
I called Ms. Greblich at the phone number provided (afternoon around 3pm). The line rang about 15 times before I disconnected. There was no voicemail/answer machine to leave a message. The letter does not provide any insight on the response the PSC sent on 9/20/12. Vfaria
- Correspondence received from company was the bill copies requested. Vfaria

10/8/2012- I called customer about PSC letter sent, phone rang about 15 times before terminating call. No option to leave message. Vfaria

10/18/2012- To date, customer has not contacted PSC back in response to PSC letter. Vfaria

10/29/12 - Customer correspondence received via U.S. mail; forwarded to VFaria. /ewe

10/30/2012- Customer's correspondence is a cc: to the PSC. She advises Cyress Lakes that she is only paying her current charges and is waiting for the PSC to advise her of the final outcome. There is no notification that she received my original letter sent on 9/20/2012. Below is the letter I am sending customer today. The

Request No. 1073923W Name GREBLICK ,DELPHINE MRS Business Name

letter will also be sent via email to ensure that customer receives a copy. Vfarria

"Mrs. Delphine Greblich
9656 Troon Ct
Lakeland, FL 33810

RE: Complaint Number 1073923W

Dear Mrs. Greblich;

This letter is a follow-up to complaint number 1073923W filed with the Florida Public Service Commission (FPSC) on July 30, 2012, against Cypress Lakes Utilities, Inc., (Cypress Lakes) regarding the high bill you received on July 19, 2012. I appreciate the opportunity to assist you.

When you filed this complaint, you indicated concern with reference to being charged \$352.92 for 28 days of service. Cypress Lakes has investigated and responded to your complaint. Following is a summary of account activity and actions taken by Cypress Lakes in response to your complaint concerning high billing. Upon careful review of the company's reports, I believe the following information addresses all of your concerns. The charts below reflect your usage from January 2011 through September 2012 and identify changes in your consumption.

Date	Reading	Water Usage	Average Daily	Water Usage	Amount Billed
01/11/2011	623900	6,250	208	\$93.82	
02/08/2011	626260	2,360	81	\$56.56	
03/09/2011	634150	7,890	247	\$113.10	
04/10/2011	638230	4,080	146	\$77.07	
05/08/2011	641030	2,800	97	\$61.89	
06/08/2011	650860	9,830	307	\$126.83	
07/10/2011	656670	5,810	187	\$97.70	
08/08/2011	659670	3,000	103	\$63.94	
09/11/2011	662960	3,290	97	\$66.69	
10/09/2011	665890	2,930	101	\$62.54	
11/08/2011	668550	2,660	81	\$59.37	
12/08/2011	671530	2,980	106	\$63.14	

Date	Reading	Water Usage	Daily Average	Amount Billed
01/09/2012	675360	3,830	128	\$73.14

Request No. 1073923W Name GREBLICK ,DELPHINE MRS Business Name _____

02/09/2012	680490	5,130		155	\$88.44
03/08/2012	683200	2,710		97	\$59.96
04/08/2012	688930	5,730		198	\$95.51
05/09/2012	690130	1,200		33	\$42.17
06/10/2012	692310	2,180		75	\$53.71
07/19/2012	727860	35,550	1,270		\$352.92
08/08/2012	733370	5,510		172	\$92.91
09/09/2012	735530	2,160		72	\$53.48

Rule 25-30.262, Florida Administrative Code (F.A.C.), requires that each utility shall employ water meters which register within the accuracy limits set forth. Please see chart below.
Accuracy limits in percentages

Meter Type	Maximum Intermediate Rate	Minimum Rate	New Repaired	
Displacement	98.5-101.5	98.5-101.5	95-101.5	90-101.5
Current	97-102	None	95-102	90-102
Compound*	97-103	97-103	95-103	90-103

*The minimum required accuracy for compound meters at any rate within the "changeover" range of flows shall be 85%.

We have learned from Cypress Lakes that a meter test was conducted on August 1, 2012 by a Cypress Lakes field personnel in the presence of you and your husband. The test reflected that the meter registered 100 percent accuracy, which is within the acceptable guidelines. The meter was not running in excess of FPSC requirements.

Neither the FPSC nor Cypress Lakes can tell you exactly how the water was consumed, only that it registered on a properly functioning meter. In order to adjust a bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates. Based on meter test results, it appears that Cypress Lakes has billed you correctly.

On September 18, 2012, we received your call. You advised that no response had been received from Cypress Lakes. I called your contact number, 863-853-3043, on September 19, 2012, and September 20, 2012. I was unable to leave you a message, because there was no voicemail or answering machine service available. On September 20, 2012, I sent you a letter, which contained a copy of Cypress Lakes response for your review. I also requested a return call.

On September 24, 2012, we received your correspondence in which you indicated that you still had not received a response from Cypress Lakes or the FPSC. Your letter was dated September 19, 2012, one day before my letter was sent. On October 1, 2012, I called you to verify receipt of my letter; again I was not able to

Request No. 1073923W Name GREBLICK ,DELPHINE MRS Business Name _____

leave a message.

In summary, your complaint has been reviewed to ensure that Cypress Lakes has complied with applicable statutes, rules, tariffs, and orders of the FPSC. Within the scope of legislated FPSC authority and jurisdiction, FPSC staff members have worked to the fullest extent possible to resolve your dispute.

While it is my hope that every complaint filed with the FPSC can be satisfactorily resolved to the complete expectation of the consumer, this is not always achievable. Please understand that the FPSC's inefficacy to provide you a more favorable conclusion to this matter is the result of statutory limitations, not a lack of concern for your situation.

If you have any questions or concerns, please contact me by November 13, 2012, 15 days from the date of this letter. I can be reached via toll-free number 1-800-342-3552, or my direct number 1-850-413-6109, or via e-mail at vfarria@psc.state.fl.us.

Sincerely,

Violet Faria
Regulatory Specialist
BCA Process Review Group.

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10/30/2012- E-mail sent has been added to file. Vfarria

10/30/212- I reviewed the E-mail with Mr. and Mrs. Greblich. I reviewed the meter test and the billing received on 35,500 gallons. Customer assumed that company was claiming the 35,500 was used in a 28 billing cycle. I advised them of the improper meter reading that occurred, where customer's were affected with low readings and then the next bill created a high bill due to the difference not previously billed. But I also advised Mr. Greblich that there was no way to verify if the account was affected more than the one low bill or if there was an issue that created high consumption. Customer stated he would pay the bill but also requested (if possible) meter readings for the entire length of the account.

- I advised I am not sure if their record retention goes back further than the timeframe already provided: January 2011 to September 2012 but i would ask the company. I advised once this information is received, I would forward to Mr. Greblich. He thanked me and the call ended. Vfarria

10/30/2012- ATTN CYPRESS LAKES: SUPPLEMENT REQUEST: DUE NOVEMBER 8, 2012,
To assist in closure of case, please provide all meter readings and reading dates on this account that are

Request No. 1073923W Name GREBLICK ,DELPHINE MRS Business Name

available.

- From the start of the account to present or as far back as your records show. Vfarria

11/06/2012- Original Request was not Recieved: New due date November 16, 2012

To assist in closure of case, please provide all meter readings and reading dates on this account that are available.

- From the start of the account to present or as far back as your records show. Vfarria

11/08/2012 - Company response received via e-mail. /ewe

Company response provided the meter readings that customer requested previously. Email was sent to customer providing the previously requested information. This case is closed.

"Mr. and Mrs. Greblich,

Per your request from our previous conversation on October 30, 2012, enclosed is the response received from Cypress Lakes Utilities.

The response provided all the meter readings that they have on file, per their record retention.

In the previous email I provided you the readings from 2011 and 2012.

The attachement provides meter readings and consumption from June 2007 through December 2010.

Violet Faria

Regulatory Specialist II

850-413-6109". Vfarria

11/14/2012 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

<p align="center">Consumer Information</p> <p>Name: PORTER R BUSH</p> <p>Business Name:</p> <p>Svc Address: 9652 TROOM COURT</p> <p>County: Polk Phone: (304)-863-5089</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 84665-10000</p> <p>Caller's Name: CAROLYN F BUSH</p> <p>Mailing Address: 51 CLOVER LANE</p> <p>City/Zip: PARKERSBURG ,WV 26101</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: FGR</p> <p>Date: 07/31/2012</p> <p>Time: 15:17</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 192.04</p>
	<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Ann Raponi1074065W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/21/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/20/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 09/06/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$192.04

What is the date of the bill? 07-09-2012

Why do you believe you have been billed improperly? Customer states the water on her property on Lakeland, FL is turned off because there is nobody living there due that it is her winter home. Customer states she does not understand why she received a bill of \$192.04 due for July 09, 2012. Customer states the company send someone to check if there was any leaking and there wasn't any.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has

been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by: Fany Raudales

08/20/2012 - Company response received via e-mail. /ewe

8/22/2012- Reviewed Company Response:

Mrs. Bush was contacted by telephone on August 20, 2012 to address their concerns. She was informed Cypress Lakes Utilities discovered recently that a former meter reader incorrectly entered meter readings in June 2012. As a consequence, some customers were under billed at that time or in an earlier month. Subsequently, July meter readings were accurately taken and bills generated thereafter. The July bills acted as a true-up for those customers under billed in the earlier month (s), and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second or third billing tier. Those same customers would have been under billed for sewer in July due to the cap of 6,000 gallons on sewer charges. An analysis of billing data from June and July 2012 for Cypress Lakes customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.

Mrs. Bush was satisfied that the Utility had admitted to the internal problem. She no longer disputed the July 9, 2012 bill and was satisfied with the explanation and the answers to her questions and concerns. Mrs. Bush requested that Senior Management be notified about her concerns and that the Utility should inform the customers about existing problems when they occur to stop rumors. She was assured that her request would be passed on to Senior Management. Mrs. Bush did not require additional assistance from our office concerning her complaint. An apology was extended to Mrs. Bush for the inconvenience that was caused. Reviewed by Vfarria

09/06/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04. Vfarria

Request No. 1074065W

Name BUSH ,PORTER MR.

Business Name

<p align="center">Consumer Information</p> <p>Name: CAROL HOLZSCHUH</p> <p>Business Name:</p> <p>Svc Address: 2262 CYPRESS CROSS LOOP</p> <p>County: Polk Phone: (863)-815-9054</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 9244410000</p> <p>Caller's Name: CAROL HOLZSCHUH</p> <p>Mailing Address: 2262 CYPRESS CROSS LOOP</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise S Christian1074544W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/24/2012</p> <p>Fax: (407) 869-6961 R</p> <p>Interim Report Received: / /</p> <p>Reply Received: 08/23/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RK</p> <p>Date: 08/03/2012</p> <p>Time: 10:42</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 290.00</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 09/12/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>
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Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$290.00

What is the date of the bill? July 10, 2012.

Why do you believe you have been billed improperly? Customer states she is being billed for \$340.42. Customer paid the bill but is disputing the high amount.

Other Comments: Customer states a representative from the company told her that the company has been estimating her bills for the last 6 months. Customer states the July bill was taken from an actual meter reading.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either

- verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
 3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
 4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

08/23/2012 - Company response received via e-mail. /ewe

- 8/24/12: REVIEWED COMPANY RESPONSE. Response indicates the following:
- o Ms. Holzschuh was contacted by telephone on 8/23/12, about her concerns.
 - o Her concern was more about the usage for 34,170 gallons billed on her 7/9/12 bill and she knew she had not used that amount of water for the month of July alone.
 - o She was informed that Cypress Lakes Utilities discovered recently that a former meter reader incorrectly entered meter readings in June 2012.
 - o As a consequence, some customers were under billed at that time.
 - o Subsequently, July meter readings were accurately taken and bills generated thereafter.
 - o The July bills acted as a true-up for those customers under billed in June, and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second billing tier.
 - o Those same customers would have been under billed for sewer in July due to the cap of 6,000 gallons on sewer charges.
 - o An analysis of billing data from June 2012 and July 2012 for Cypress Lakes customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.
 - o Ms. Holzschuh's usage history was reviewed with her.

Request No. 1074544W Name HOLZSCHUH ,CAROL MRS Business Name

- o It was clear that some of the consumption should have been billed in earlier month(s) because she was aware of having used more water in earlier months she thought.
 - o Ms. Holzschuh's high usage monthly average is approximately 8,000 to 10,000 gallons.
 - o She understood that if the usage were re-billed and moved into other months, the wastewater would follow which would result in her paying more for the wastewater than the reduction in the water.
 - o Ms. Holzschuh was satisfied with the information and has agreed that she will be paying the current bill and no longer disputes the 7/9/12 bill.
 - o An apology was extended to Ms. Holzschuh for the inconvenience this has caused.
- Shonna McCray

8/24/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/24/12: Created spreadsheet using January 2012 thru August 2012 billing statements. Shonna McCray

9/12/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings.
Shonna McCray

<p align="center">Consumer Information</p> <p>Name: JOHN BOSTIC</p> <p>Business Name:</p> <p>Svc Address: 2913 PEAVINE TRAIL</p> <p>County: Polk Phone: (863)-858-6805</p> <p>City/Zip: Lakeland / 33810-2</p> <p>Account Number: 9131510000</p> <p>Caller's Name: JOHN BOSTIC</p> <p>Mailing Address: 2913 PEAVINE TRAIL</p> <p>City/Zip: LAKELAND ,FL 33810-2335</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 31955</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 08/06/2012</p> <p>Time: 08:38</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise Christian1074668W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/28/2012</p> <p>Fax: (407) 869-6961 R</p>		<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>Interim Report Received: / /</p> <p>Reply Received: 08/21/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		<p>Closed by: SDM</p> <p>Date: 08/22/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Sunday, August 05, 2012 8:34 AM
 Cc: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 31955

CUSTOMER INFORMATION

Name: John Bostic
 Telephone: 863-858-6805
 Email: jbsticjr@tampabay.rr.com
 Address: 2913 Peavine Trail Lakeland FL 33810-2335

BUSINESS INFORMATION

Business Account Name: John Bostic
Account Number: 9131510000
Address: 2913 Peavine Trail Lakeland Florida 33810-2335

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Improper Billing against
Details:

My past water bill was for 8,340 gallons for \$114.59. Premium paid for 2,340 gallons. Previous month \$46.17 and the month before \$72.58. It is my understanding that they had a meter reader who was just submitting figures and not reading the meter. The last meter was supposedly factual. Note that I paid the bills. I called Utilities, Inc on 7/23 and complained about the readings. After much discussion they said they readjusted my bills and they would ADD the difference to my next bill. After thinking about this I thought why should I owe as I paid my bills and should have not been charged premium rates. So I my complaint is why did I not get credit vs. charges? As they knew about this (meter reader) and did nothing to readjust the bills it appears that this may border on consumer fraud. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168

Request No. 1074668W Name BOSTIC ,JOHN Business Name _____

Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/07/2012 Corrected company code to Cypress Lakes Utilities, and adjusted due date to 8/28/2012. ACalhoun

08/14/12 - Customer correspondence received via e-mail; forwarded to SMCray. /ewe

CUSTOMER INFORMATION

Name: John Bostic
Telephone: 863-858-6805
Email: jbosticjr@tampabay.rr.com
Address: 2913 Peavine Trail Lakeland FL 33810-2335

BUSINESS INFORMATION

Business Account Name: John Bostic
Account Number: 9131510000
Address: 2913 Peavine Trail Lakeland Florida 33810-2335

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Improper Billing against Cypress Lakes Utilities, Inc.

Details:

This will be my second complaint. Previous - 1074668W Received bill yesterday. Bill correction for previous month of plus \$11.65. When I talked to Utilities, Inc. last month the meter was supposedly read. If that was the case there would have been no additional charges. I checked the meter to see how close their reading was and I found that you could not read the meter as it was dirty. I took pictures. Talked to Utilities, Inc. and told them this and I told them that it appears the meter has not been read for 4-5 months of which the rep did not deny. They are going to send a meter reader to clean and read the meter. I will pay the bill but I told her it is under protest. Another incident which in my opinion may appear to border on consumer fraud.

Request No. 1074668W Name BOSTIC ,JOHN Business Name

8/15/12: Reviewed customer correspondence and noted customer's objection. Shonna McCray

8/15/12: ATTN COMPANY:

PLEASE ADDRESS CUSTOMER'S ADDITIONAL CONCERNS. THE CUSTOMER INDICATES THE METER IS DIRTY AND CANNOT BE READ.
PLEASE PROVIDE RESPONSE BY 8/28/12. Shonna McCray

8/15/12: ATTN COMPANY:

PLEASE PROVIDE BILLING STATEMENTS FROM JANUARY 2012 TO PRESENT WITH RESPONSE DUE 8/28/12. Shonna McCray

08/21/2012 - Company response received via e-mail. /ewe

8/22/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Bostic indicated in his complaint he was billed 8,340 gallon usage on his 7/9/12 bill and his bill amount was \$114.59.
- o He stated his previous month bill was for \$46.17 and the month before was \$72.58.
- o Mr. Bostic requested his bills be adjusted to his monthly average of approximately 5,000 gallons or less to reduce the 2nd tier water rate billed from \$6.18 per 1,000 gallons to \$4.12 per 1,000 gallons.
- o Mr. Bostic also indicated in a supplement complaint, his meter was covered with dirt and he requested that it be cleaned and read for accuracy.
- o Mr. Bostic was contacted by telephone on 8/21/12, to address his concerns.
- o He was informed that Cypress Lakes Utilities discovered recently that a former meter reader incorrectly entered meter readings in June 2012.
- o As a consequence, some customers were under billed at that time or in an earlier month.
- o Subsequently, July meter readings were accurately taken and bills generated thereafter.
- o The July bills acted as a true-up for those customers under billed in the earlier month(s), and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second billing tier.
- o Those same customers would have been under billed for sewer in July due to the cap of 6,000 gallons on sewer charges.
- o An analysis of billing data from June 2012 and July 2012 for Cypress Lakes' customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.
- o Mr. Bostic's account was re-billed as he requested to move the usage into what he identified as being the correct months.
- o Mr. Bostic's 6/10/12 bill was re-billed to add some of the usage to that bill.
- o The 6/10/12 bill increased by \$40.74.
- o The 7/9/12 bill was reduced by \$29.09 by moving the usage to the 6/10/12 bill.
- o The end result was Mr. Bostic's bill increased \$11.65 because the wastewater was billed at \$7.24 per 1,000 gallons on the water moved to the 6/10/12 bill.
- o The rates and the wastewater were explained to Mr. Bostic on 8/21/12.
- o He understood why his bill increased.

- o The Utility has credited his account back for the \$11.65 that was charged due to the re-bill of his account.
- o His account has a credit for \$11.65.
- o A corrected bill was mailed to him that reflects the credit on his account.
- o Mr. Bostic's meter will be read an additional time by the regular reader and also by an assigned Technician for September, October and November to ensure that his meter is being read correctly and to satisfy his concerns.
- o Mr. Bostic expressed satisfaction and did not require additional assistance from the Utility about his concerns.

Shonna McCray

8/22/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/22/12: Created spreadsheet using customer's January 2012 thru July 2012. Shonna McCray

8/22/12: 10:11 a.m. Called Mr. John Bostic at 863-858-6805 to discuss his concerns and provide resolution. Reviewed and discussed the company's response with Mr. Bostic. He indicated he understands what happened and feels the company did a good job in resolving his complaint. Shonna McCray

8/22/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: KATHERINE POSTEMSKI</p> <p>Business Name:</p> <p>Svc Address: 9241 SPATTERDOCK CT</p> <p>County: Polk Phone: (407)-928-7276</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number:</p> <p>Caller's Name: KATHERINE POSTEMSKI</p> <p>Mailing Address: 9241 SPATTERDOCK CT</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 08/07/2012</p> <p>Time: 08:21</p> <p>Via: E-MAIL</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise S Christian1074865W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/28/2012</p> <p>Fax: (407) 869-6961 R</p>		<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>Interim Report Received: / /</p> <p>Reply Received: 08/21/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		<p>Closed by: SDM</p> <p>Date: 09/12/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Kpost46 [mailto:kpost46@aol.com]
Sent: Monday, August 06, 2012 8:42 PM
To: Consumer Contact
Subject: Water bill

I am a customer of Utilities, Inc., and live in Cypress Lakes in Lakeland, Florida. Many of my neighbors have had water bills that just don't make sense, either way too much or ridiculously low.

Last month I was charged for using over 3,000 gallons of water. I am a snowbird and live in Illinois in the summer. No one was in my house!

When I complained to them, they said they would check the meter and check for leaks. They said the meter was fine and no leaks.

Obviously, something is wrong. Is there anyway you can assist in this matter? Many people in my community are having this problem.

Katherine Postemski
9241 Spatterdock Court
Lakeland, FL 33810
407-928- 7276 "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/21/2012 - Company response received via e-mail. /ewe

8/22/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o In Ms. Postemski's complaint she indicated she was billed 3,000 gallons of water on the 7/9/12 bill when no one was in the home.
- o She indicated she also requested the Utility to check her meter for leaks and the Utility's findings

Request No. 1074865W Name POSTEMSKI ,KATHERINE MS. Business Name

indicated there was not any visible leak observed.

- o The Utility checked Ms. Postemski's meter 7/11/12, at her request.
- o The meter read was 574190, the usage was an additional 550 gallons since 7/6/12, meter read of 574190, which was the meter read used to bill the usage on 7/9/12, for the disputed 3,110 gallons.
- o Written communication was sent to Ms. Postemski by email on 8/21/12.
- o She was informed that Cypress Lakes Utilities discovered recently that a former meter reader incorrectly entered meter readings in June 2012.
- o As a consequence, some customers were under billed at that time or in an earlier month.
- o Subsequently, July meter readings were accurately taken and bills generated thereafter.
- o The July bills acted as a true-up for those customers under billed in the earlier month(s), and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second billing tier.
- o Those same customers would have been under billed for sewer in July due to the cap of 6,000 gallons on sewer charges.
- o An analysis of billing data from June 2012 and July 2012 for Cypress Lakes customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.
- o Ms. Postemski's account was not affected by the higher water charge because the usage billed on her 7/9/12 bill was less than 6,000 gallons.
- o Ms. Postemski's meter was read for regular billing 8/7/12, and the reading was 580800, the usage since the 7/11/12 reading of 574740, was an additional 6,060 gallons.
- o The usage billed on Ms. Postemski's 8/8/12 bill was 6,610 gallons.
- o Usage continues to register on her meter in her absence.
- o Ms. Postemski's complaint to the PSC does not indicate if she had returned to her residence.
- o The Utility has reviewed her account and records do not indicate that a request was made to turn off her water and lock her meter while she is away.
- o However, her meter continues to indicate usage since the 7/5/12 reading.
- o The service check made to her home on 7/11/12, indicated her meter has not been turned off and has not been locked by the Utility to prevent usage on it.
- o The Utility included an inquiry in the communication to Ms. Postemski: is it possible that an irrigation system set on an automatic timer be the reason for the usage that continues to register on her meter in her absence.
- o She was asked to contact the company if she would like for the Utility to turn off her water and lock her meter while she is away.
- o An apology was extended to Ms. Postemski for the inconvenience this has caused.

Shonna McCray

8/22/12: NOTE: It appears the company has violated PSC rules---inaccurate meter readings. Shonna McCray

8/22/12: Created spreadsheet using customer's January 2012 thru July 2012. Shonna McCray

9/12/12: This inquiry closed. It appears the company has violated PSC rules---inaccurate meter readings.
Shonna McCray

Request No. 1075870W Name PAVESICH ,JOSEPH MR. Business Name _____

<p align="center">Consumer Information</p> <p>Name: JOSEPH M PAVESICH</p> <p>Business Name:</p> <p>Svc Address: 2329 MULLIGAN DRIVE</p> <p>County: Polk Phone: (734)-667-6616</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 5755410000</p> <p>Caller's Name: JOSEPH M PAVESICH</p> <p>Mailing Address: 1050 YORK ST</p> <p>City/Zip: PLYMOUTH ,MI 48170</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: FGR</p> <p>Date: 08/14/2012</p> <p>Time: 14:14</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 109.09</p>
	<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise S Christian1075870W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/05/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 09/05/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 09/24/2012</p> <p>Closeout Type: WB-04</p> <p>Apparent Rule Violation: Y</p>

Request No. 1074865W Name POSTEMSKI ,KATHERINE MS. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$109.09

What is the date of the bill? August 7, 2012

Why do you believe you have been billed improperly? Customer states he received a bill of \$109.09 charging for 7530 gallons of water for the time period of July 6, 2012 to August 7, 2012. Customer wants to know why he is being charged for these gallons of water if the water has been shut off since May 1, 2012 at the location of 2329 MULLIGAN DRIVE, Lakeland Polk 33810.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by _____

09/05/2012 - Company response received via e-mail. /ewe

9/5/2012- Reviewed Company Response:

Customer indicated that he were charged for 7,530 gallons usage for service period July 6, 2012 - August 7, 2012 when the water was off at the residence during the period billed so there should not be any usage.

Cypress Lakes Utilities discovered recently that a former meter reader incorrectly entered meter readings in June 2012. As a consequence, some customers were under billed at that time. Subsequently, July meter readings were accurately taken and bills generated thereafter. The July bills acted as a true-up for those

Request No. 1075870W

Name PAVESICH ,JOSEPH MR.

Business Name _____

customers under billed in June or earlier month (s), and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second billing tier. Those same customers would have been under billed for sewer in July due to the cap of 6,000 gallons on sewer charges. An analysis of billing data from June and July 2012 for Cypress Lakes customers identified those that are candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption will owe more in additional sewer usage charges than what was reduced in water usage charges.

Customer contact the office around July 17, 2012 to inquire about the 7,370 gallons that was billed. The meter read was correct for the July 9, 2012 bill and the usage was correct up to that point. The usage did not occur during the period billed on July 9, 2012 bill which was June 10, 2012 - July 6, 2012. It was the true-up for the under billed usage from earlier months that was not billed to you during the proper periods due to the former employee's incorrect meter reading.

The Utility has reviewed the account for any possible over billing for the 7,530 gallons. If the usage were re-billed under the lowest water usage rate of \$4.12 per 1,000 gallons, you would be billed \$31.02 for water usage instead of \$34.18 and if the wastewater were re-billed at \$7.24 per 1,000 gallons, you would be billed \$54.52 for wastewater instead of \$43.44. If the account were re-billed, the August 7, 2012 bill would increase by approximately \$7.92. The Utility will not re-bill any accounts because of the increase. Vfarria

9/5/2012- ATTN CYPRESS LAKES UTILITIES: SUPPLEMENT REQUEST DUE SEPTEMBER 14, 2012:
Please provide bill copies from May 2011 through August 2012.

09/05/2012 - Company response received via e-mail. /ewe
- Company provided billing to review account usage. Vfarria

9/11/2012- ATTN CYPRESS LAKES UTILITY: SUPPLEMENT REQUEST DUE SEPTEMBER 20, 2012:
- In your response you state that the July 5, 2012 reading is correct - but the bill was incorrect. By adjusting the "0" consumption note on the July 9th bill the August bill reflected the proper consumption of the "true-up" plus any remainder usage.

This means that you are stating the 7,530 gallons billed in the August bill is the correct "true-up" amount, since the July 9th bill reflected "0" consumption.

The PSC questions the following:

- Why was the July 9th bill (the one that you claim is an actual reading) charged \$108.00 and then billed \$109.09 the following month.

This appears as though the company received payment for 14,900 gallons instead of 7,530, which you claim is the correct consumption due.

- Customer paid the \$108.00 per the billing, but company only refunded \$79.95? where is the rest? Is the rest the base facility charges only? Vfarria

Request No. 1075870W Name PAVESICH ,JOSEPH MR. Business Name

09/11/2012 - Company response received via E-mail. DScott.

9/13/2012- Reviewed Company Response:

The read date for July was July 6, 2012 and not July 5th. Yes, that reading was correct and the usage for 7,370 gallons should have remained on the July 12,2012 bill. An additional 160 gallons were used between the adjusted bill dated July 12, 2012 to the current bill dated August 8, 2012. That 160 gallons billed on August 8, 2012 was not billed on the July 12,2012 bill so that would increase the August 8, 2012 bill. (\$109.09)

- the adjusted consumption for 7, 370 gallons on the July 12, 2012 bill was the "true up" usage from June 10, 2012 read to July 6, 2012 read. In addition, between July 6 and August 7th the customer used an additional 160 gallons. That resulted in the total billed usage for August 8, 2012 bill from June 10, 2012 read date to August 7, 2012 read date is a total usage of 7,530 gallons. Not 14,900 gallons.

-The August 8, 2012 bill is reflective of all usage adjusted in July for 7,370 gallons and the additional usage between July 6, 2012 and August 7, 2012 for 160 gallons added \$.99 for the usage and \$.10 for Polk County Tax = \$1.09.

- The customer was only billed for 7,530 gallons between June 10, 2012 - August 7, 2012. The customer made a payment for \$108.00 which was the total bill for July 9, 2012 bill for service between June 10, 2012 - July 7, 2012. The July 9th bill included 7,370 gallons usage, base charges for water, wastewater and Polk County water tax. The adjustment and refund to the customer for \$79.95 was for 7,370 gallons usage and Polk County water tax for the water usage adjusted. (\$36.51) It was also adjusted \$43.44 for wastewater usage of 7,370 gallons. Total adjusted = \$79.95 and was refunded to the customer.

- Yes, as stated in paragraph # 9, the \$28.05 that remained on the customer's July 9, 2012 bill was the base charges for water, Polk County water tax and base charge for wastewater. Reviewed by Vfaría

09/19/2012- Customer called to state Cypress Lakes Utilities had never contacted him regarding his complaint. Transferred caller to his analyst, VFaria. SWilliams

9/18/2012- I spoke to Mr. Pavesich and reviewed the company response. I explained the situation that caused an improper billing and explained that when the company corrected the situation, it caused a "true-up" in the billing for services not billed prior due to improper reading of the meter. Mr. Pavesich stated company did not contact him directly (verbally or in writing). In review of the company response company sent response to e-mail address : joesuzp@aol.com. I advised Mr. Pavesich that a copy of the complaint can be sent to him. He stated he would like a copy.

- Customer also noted that his new bill (Sept) showed 80 gallons of usage, yet he is still out of town and

the service disconnected. I asked if he wanted the PSC to send this information to the company as a follow-up. Mr. Pavesich stated he would be back in Florida soon and would contact the company first about it. I advised Mr. Pavesich, should he need the PSC to look into the matter, we are available. A copy of the complaint will be sent to customer's address in Michigan. Vfaria

09/20/12 - Copy of entire file mailed to customer, per his request. /ewe

09/20/2012 - 09/20/2012 - It appears the company may have violated PSC Rule 25-30.261 - Inaccurate meter readings - Viol # 04. Complaint closed as WB-04. Vfaria

Request No. 1077430W Name SMITH ,JEROME MR. Business Name _____

<p>Consumer Information</p> <p>Name: JEROME SMITH</p> <p>Business Name:</p> <p>Svc Address: 9509 MULLIGAN LANE</p> <p>County: Polk Phone: (863)-937-5573</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 1435410000</p> <p>Caller's Name: JEROME SMITH</p> <p>Mailing Address: 9509 MULLIGAN LANE</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: SGW</p> <p>Date: 08/24/2012</p> <p>Time: 16:10</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 197.33</p>
	<p>Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise S Christian1077430W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/17/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 09/17/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 10/01/2012</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Request No. 1075870W Name PAVESICH ,JOSEPH MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$122.00 for July and \$75.33 for June 2012 = \$197.33 in total dispute.

What is the date of the bill? July 13,2012 bill date but not received by customer until August 20,2012

Why do you believe you have been billed improperly? Customer states he discovered his meter which is located underground in a box at his residence was flooded with water. Customer called Cypress Lake Utilities to advise them of the issue. A repair man was sent out and discovered a break in the pipe on the company's side of the meter. The repairman fixed the pipe and install a new meter on August 3,2012.

Customer states he got a bill from the company on August 20,2012 for \$182 stating he used 9,000 gallons of water. Customer states his usual bill is between \$58-\$62 a month and this is not representative of his usage. Customer does not want the company to bill him for the water from the broken pipe as it was not on his side of the meter and was not used by him.

Customer states he received a bill in June 2012 for \$125.33 and before he called the PSC he paid \$50 on that bill as well as it represented his usual monthly expense. He is also disputing \$75.33 from the June bill as it was due to the break in the pipes as well and not usual usage.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

09/17/2012 - Company response received via e-mail. /ewe

9/18/2012- Reviewed Company Response:

Mr. Smith indicated he disputed billed amounts between June and July, 2012 for \$197.33. His dispute was based on a leak in his meter box sometime between July and August 3, 2012 and the usage billed on his July 9, 2012 bill was for 9,920 gallons between June read and July.

Investigation of Mr. Smith's complaint found a leak in the meter box at the meter. The meter was replaced on August 3, 2012. Mr. Smith's account was adjusted to his 12 month average usage of 2,665 gallons. The usage adjusted from Mr. Smith's account for the usage was 7,255 gallons. A credit was applied to his account for \$63.21. A corrected bill dated September 9, 2012 was mailed to him.

Mr. Smith was contacted by telephone to address his concerns. His bills were reviewed with him and he was informed about the adjustment to his account. An apology was extended to Mr. Smith because of the inconvenience he experienced. Copies of Mr. Smith's bill history from January 2012 - September 2012 are included with this correspondence. Vfaria

10/01/2012 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 1077430W Name SMITH ,JEROME MR. Business Name

<p align="center">Consumer Information</p> <p>Name: RAY BOURQUE</p> <p>Business Name:</p> <p>Svc Address: 9209 SPATTERDOCK CT</p> <p>County: Polk Phone: (863)-859-3308</p> <p>City/Zip: Lakeland / 33810-</p> <p>Account Number: 6060276770</p> <p>Caller's Name: RAY BOURQUE</p> <p>Mailing Address: 9209 SPATTERDOCK CT</p> <p>City/Zip: LAKELAND ,FL 33810-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SS</p> <p>Date: 11/21/2013</p> <p>Time: 12:50</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 138.87</p>
	<p align="center">Utility Information</p> <p>Company Code: WS800</p> <p>Company:</p> <p>Attn. Elise S Christian1131110W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/16/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 12/06/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 12/31/2013</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? Customer does not have the amount of the bill. Customer stated that the amount of gallons used when he is not in town is usually 4000 but during the months mentioned there was a spike up to 8000 gallons of water. Customer is disputing the 4000 gallon difference.

What is the date of the bill? April - May 2011 and December-January 2012/2013

Why do you believe you have been billed improperly? Customer stated that he lives 6 months out of the year in FL and the other 6 months in Canada. Customer stated he was not in FL at the time his water usage was registered at 8000 gallons.

Other Comments:
 Customer stated that this issue with Cypress Lakes Utilities, Inc. has been going on over two years. Customer stated that he has been disputing the extra 4000 gallon usage of the months mentioned about with the company.

Customer stated that he was told the issue would be looked into by a Rep. called Amanda but no one ever got in touch with him. Customer stated that he was informed by the company that there was an internal issue regarding the way one of their employees was performing his work tasks and this is why the meter was incorrect. Customer stated that he believes that the total bill this month was 190. Customer stated that he made a payment of \$51.13 and he is disputed the difference which he believes is \$138.87. Customer stated that a representative had also come to his home today to inform him that he would be disconnected if he did not pay the difference owed which he informed the company he was disputing with them.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Stefanie Swanson

12/06/2013 - Company responses received via Email. DScott.

12/10/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

* Elise Christian contacted Mr. Bourque by telephone on 12/5/13, to address his concerns about the bills and usage in question.

* Mr. Bourque questioned the usage billed to him June 2012 and January 2013.

* The usage in question for June 2012 was explained as below:

"His account indicated that around May 29, 2012 he questioned the usage that was billed to him for 7,310 gallons. Shortly after that time, Cypress Lakes Utilities discovered that a former meter reader incorrectly entered meter readings in June 2012 and possibly earlier. As a consequence, some customers were under billed

Request No. 1131110W

Name BOURQUE ,RAY MR.

Business Name

at that time or in an earlier month. Subsequently, July meter readings were accurately taken and bills generated thereafter. The July bills acted as a true-up for those customers under billed in the earlier month (s), and as a consequence, those customers who were billed for more than 6,000 gallons of consumption at that time would have incurred water usage at the second billing tier for usage above 6,000 gallons.

Those same customers would have been under billed for sewer in earlier months due to the cap of 6,000 gallons on sewer charges on the bill (s) that was/were over 6,000 gallons. An analysis of billing data from January through June for Cypress Lakes customers identified those that were candidates for an adjusted bill, all of whom were billed for more than 6,000 gallons of consumption on a bill would owe more in additional sewer charges than what was reduced in water usage charges. If the usage was spread out over the incorrect read months to reduce the water usage back to the 1st rate tier of \$4.12 per 1,000 gallons on the lower months usage, it would have also moved the wastewater usage to those months @\$7.24 per 1,000 gallons instead of capping out at 6,000 gallons on the bills over 6,000 gallons. The customer would not benefit by re-billing the water in a lower month because the wastewater charge would have caused the bills to increase instead of decrease."

- * Records show that Mr. Bourque contacted the office again around 1/21/13, concerning his usage and bill issued dated 1/9/13.
- * Records show that since that inquiry to the office, he requested to meet with the field staff to check his meter for accuracy and to have it tested.
- * It appears that there was some conflict with the arranged times/dates between Mr. Bourque's arrival back to Florida and company Staff which caused a delay in testing his meter in his presence.
- * On 6/6/13, the meter was removed and was sent to Mars Company to have the meter bench tested for accuracy.
- * The meter was tested on 8/12/13.
- * It tested as registering low and was not capturing all of the water that flowed through it.
- * The company finds that Mr. Bourque's account was not over billed for usage.
- * The company find that he was inconvenienced by the company's delay in addressing his concerns.
- * The company apologized to him that his concerns were not handled in a more timely manner.
- * As a courtesy for the inconvenience he experienced, the company provided a courtesy adjusted to some of the usage that was billed on 5/12/12 for 4,030 gallons and some of the usage billed on 1/9/13 for 5,550 gallons.
- * The adjusted usage returned those two bills to Mr. Bourque's approximate monthly average.
- * A credit has been applied to his account for \$87.39.
- * His current account balance after the courtesy adjustment is \$34.34.
- * Mr. Bourque expressed satisfaction for resolving his concerns .
- * A copy of the meter test result, the usage history on the old meter and the new meter and a copy of Mr. Bourque's corrected bill dated 11/10/13, provided with the response. Please contact me if additional information is required.
- * Customer provided with resolution via mail.

Shonna McCray

Request No. 1131110W Name BOURQUE ,RAY MR. Business Name

12/31/13: This inquiry closed. Shonna McCray

Request No. 1131484W Name LACKS ,FRANK MR. Business Name _____

Consumer Information Name: FRANK LACKS Business Name: Svc Address: 2854 SUNBIRD COURT County: Polk Phone: (863)-816-5537 City/Zip: Lakeland / 33810- Account Number: Caller's Name: FRANK K LACKS Mailing Address: 2854 SUNBIRD COURT City/Zip: LAKELAND ,FL 33810- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: MARCOS Entered By: RJC Date: 11/26/2013 Time: 09:59 Via: PHONE Prelim Type: QUALITY OF PO: Disputed Amt: 0.00
	Utility Information Company Code: WS800 Company: Attn. Elise S Christian1131484W Response Needed From Company? Y Date Due: 12/19/2013 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 12/10/2013 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MAB Date: 01/03/2014 Closeout Type: GI-16 Apparent Rule Violation: N

Request No. 1131110W Name BOURQUE ,RAY MR. Business Name _____

Preclose type - Quality of Service

Customer Comments:Customer stated that he has problems with water pressure and water quality for a long time. Customer stated that the water smells very bad. Customer stated that he notices that the water pressure is very low when system is being flushed. Customer stated that he would like to see that these problems get resolved.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
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 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R. Castillo

12/10/2013 Received report via email. eplend1

12/13/2013 - Reviewed Company Response:

The Company, Cypress Lakes Utilities, went to the Customer's, Mr. Frank Lacks, home on 12/04/2013 to check the chlorine levels, and again on 12/05/2013 to check the water pressure. The chlorine level in the home are 0.2, and 2.8 at the street. Both levels are acceptable and there was no odor detected by the technician performing the chlorine level test. The water pressure tested to 58PSI before and after flushing. The pressure only dropped when a second hose bib was turned on, the pressure dropped to 48 PSI. Both of these levels are acceptable.

Request No. 1131484W

Name LACKS ,FRANK MR.

Business Name

The Customer has a whole house filter that could affect the Customers water pressure and the filter might be filtering the chlorine levels which could result in the odor the Customer was referring too.

The Company installed an automatic flusher near the Customers home and will attempt to coordinate the time that it will flush for mornings before the Customer starts his day. The Customer was informed of these findings and the automatic flusher.

MBermudez

12/13/2013 - Water Quality is a matter that is not regulated by the FPSC. If the Customer contacts the FPSC to object to the complaint resolution, the phone number to Department of Environmental Protection, 850-245-2118, and Polk County Environmental Health Office, 863-519-8330, will be provided to the Customer.

MBermudez

01/03/2014 - Having received no further contact from the Customer, this complaint shall be closed as GI-16.

MBermudez

2/10/2014- Customer called regarding case, transferred to analyst. BBeltinor

02/10/2014 - Customer objecting to Company response. Customer states that he's continuing to have very poor water quality.

Advised Customer that while the FPSC is keeping track of water quality complaint, water quality isn't under our jurisdiction. Provided Customer with the phone number to DEP and Polk County Environmental Health Office. Customer understood.

MBermudez

02/10/2014 - Since the Customer concerns are not regulated by the FPSC, the Customer has been provided with the contact information of the proper agencies. This complaint shall remain closed as GI-16. MBermudez

<p align="center">Consumer Information</p> <p>Name: CHARLES A BRIGHTBILL</p> <p>Business Name:</p> <p>Svc Address: 5832 NAPLES DRIVE</p> <p>County: Pasco Phone: (813)-778-6012</p> <p>City/Zip: Zephyrhills / 33540-</p> <p>Account Number:</p> <p>Caller's Name: GAYLE BRIGHTBILL</p> <p>Mailing Address: 5832 NAPLES DRIVE</p> <p>City/Zip: ZEPHYRHILLS ,FL 33540-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 23916</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WS851</p> <p>Company: LABRADOR UTILITIES, INC.</p> <p>Attn. Karen Sasic0931077W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/05/2010</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 04/05/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 03/15/2010</p> <p>Time: 11:52</p> <p>Via: E-FORM</p> <p>Prelim Type: OUTAGES</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 04/22/2010</p> <p>Closeout Type: GI-15</p> <p>Apparent Rule Violation: N</p>
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Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Saturday, March 13, 2010 7:39 PM
 To: Consumer Contact
 Subject: E-Form Service Outage TRACKING NUMBER: 23916

Complaint filed with PSC

Select County: PASCO

CUSTOMER INFORMATION

Name: Gayle Brightbill

Telephone: 813-778-6012
Email: gayle2144@aol.com
Address: 5832 Naples Drive Zephyrhills 33540

BUSINESS INFORMATION

Business Account Name: Charles A. Brightbill Account Number:
Address: 5832 Naples Drive Zephyrhills FL 33540

COMPLAINT INFORMATION

Complaint: Service Outage against Labrador Utilities, Inc.

Details:

On Thursday, March 11, 2010 in the evening we had a water outage in Forest Lake Estates. The water came back on sometime during the night. We did not leave the house on Friday, but on Saturday afternoon upon leaving the community we saw posted at the entrance to Forest Lake a notice from Labrador to boil water until further notice. Since we should have been boiling water on Friday finding this notice at the entrance to the community was a little ineffective since the only way anyone would have known to boil their water was to leave the community. Labrador should at the very least when a boil water notice is issued contact the residents by phone leaving a message or by hand delivering to each residence a notice to boil water. It does no good to discover that I should have been boiling my water for at least 24 hours before I actually saw the notice. This is a very ineffective way of notifying us that we should boil our water. There are numerous residents that do not leave the community every day and many others who do not drive and may only leave on a weekly basis. How are these people supposed find out about boiling their water. The latest increase you granted this utility now makes my monthly bill over \$100.00 which is ridiculous. I'm paying more for water and sewer than I pay for electricity and now I've just received a notice that Labrador is requesting another rate increase. How high is water going to be. Before long I'm going to have to stop bathing and flushing my toilets. Maybe I'll build an outhouse. Labrador prices are exorbitant. Exactly how are we retirees expected to pay for these increases? "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint

Request No. 0931077W

Name BRIGHTBILL ,CHARLES MR.

Business Name

- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

04/05/2010 - Company response received via e-mail. /EEstelle

04/06/10- Reviewed Company Response:

On Friday 3/12/10 at about 10:22am a reverse 911 message for a precautionary boil water order went out to customers in Forest Lake Estates, due to bad weather the late night of 3/11/10. There was a voice recording message that was accepted at 10:24am as a partial delivery- this mean the call was received but either the recipient of voicemail ended the call.

The boil water notice affected 854 customers. DEP was contacted and Boil water notice was placed at the entrance of the subdivision. The boil notice was lifted on 3/16/10. Customer was cc: in the company response. VFaria

04/22/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-15. VFaria

Request No. 0945114W

Name MADDEN ,AL MR.

Business Name

Consumer Information

Name: AL MADDEN

Business Name:

Svc Address: 6307 JESSUP DR

County: Pasco

Phone: (813)-395-8544

City/Zip: Zephyrhills / 33540-

Account Number: 0319800000

Caller's Name: CONNIE MADDEN

Mailing Address: 6307 JESSUP DR

City/Zip: ZEPHYRHILLS ,FL 33540-

Can Be Reached: (813)-714-9308

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS851

Company:

Attn. Ann Raponi0945114W

Response Needed From Company? Y

Date Due: 06/15/2010

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 06/15/2010

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: NH

Date: 05/24/2010

Time: 11:53

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 06/30/2010

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$190.60

What is the date of the bill? 5-4-2010

Why do you believe you have been billed improperly? The bill is too high

Other Comments:

Customer states that her bill for was too high. Customer states that she is being billed for 576 gallons of use and that her bill has been increasing every month. Customer states that she's requested for the company to send someone out to check her meter but continues to be denied for the field test. Customer states that there are only two people living in the household and does not understand why she's billed for \$190.60.

Request No. 0945114W

Name MADDEN ,AL MR.

Business Name

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 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by NHollinhead

06/15/2010 - Company response received via e-mail. /EEstelle

6/16/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o A field activity was generated to have the meter re-read and check for leaks due to the high bill.
- o The reading obtained was inline with the reading taken on 5/5/10.
- o No leaks were registering on the meter.
- o A read was taken on 6/8/10, still indicating the readings are inline.
- o On 6/15/10, a resolution letter was mailed to the customer with the option of having a meter test done.

Shonna McCray

6/30/10: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: RONALD E PECK</p> <p>Business Name:</p> <p>Svc Address: 6018 FOREST LAKE DR. LOT 249</p> <p>County: Pasco Phone: (813)-838-2373</p> <p>City/Zip: Zephyrhills / 33540-</p> <p>Account Number: 9467800000</p> <p>Caller's Name: RONALD E PECK</p> <p>Mailing Address: 6018 FOREST LAKE DR. LOT 249</p> <p>City/Zip: ZEPHYRHILLS ,FL 33540-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 01/25/2011</p> <p>Time: 11:55</p> <p>Via: E-MAIL</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 03/03/2011</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WS851</p> <p>Company:</p> <p>Attn. Ann Raponi0991478W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/15/2011</p> <p>Fax: (407) 869-6961 R</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 02/15/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Please review the attached correspondence in which the customer reports the following:

-----Original Message-----
 From: ronpearthlink.net [mailto:recyclerp@earthlink.net]
 Sent: Wednesday, January 19, 2011 2:55 PM
 To: Consumer Contact
 Subject: WATER RATES

My name is RONALD E PECK, I live at Forest Lake Estates, Zephyrhills, Fl.
 I have lived at this location for six years, during the winter months. Every year since I started living here our water company, which is Labrador Utilities, Inc., has applied for and has been granted approval to increase our water rates. We now have the highest water bills, for the amount of water used, in this area. The charges for the actual water used is within reason. The problem is the amount they are charging for the base services. On this months bill there is another increase of \$5.46 per month for water & wastewater base charges. This brings the base charges, before any water is used, to \$36.32 per month. This means that, for me

and all the other people that go North during the summer, we have to pay \$36.32 per month for the use of no water.

We received no notice that the base rate would be increased again this month.

When Labrador applies for an increase for water rates does this include the large amount we are allready paying for base rate? Do they need approval to increase this base rate, and do the people that are granting the approval for these increases for water usage know about this?

Along with these high prices, the water has a bad smell and is not fit to drink.

Please tell me if anything can be done about this problem to me and the other nine hundred families that live in this park.

THANKS

RONALD E. PECK"

"-----Original Message-----

From: ronpearthlink.net [mailto:recyclerp@earthlink.net]

Sent: Friday, January 21, 2011 1:18 PM

To: Consumer Contact

Subject: RE: WATER RATES

Dear Diane Hood:

I have a friend who lives in a park in Zephyrhills. He gets his water from the city. I'm sending you his last two months water bills. As you will see he pays only \$25 to \$30 a month for the same amount of water usage as me. Why has Labrador over and over been granted approval for water charge increases? Plus, his water is good enough to drink.

RONALD PECK"

Please note the attached bill copies.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint

Request No. 0991478W

Name PECK ,RONALD MR.

Business Name _____

- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

02/01/2011 Company indicates it did not receive this complaint. Reviewed confirmation sheet and found that 8 pages were faxed and received on 1/25/11. Resending complaint without due date adjustment. ACalhoun

02/14/2011- Customer called for timeframe of complaint. Advised company had thru 02/15/2011 to contact him. SWilliams

02/15/2011 - Company response received via e-mail. /EEstelle

02/16/2011- Reviewed Company Response:

Customer was cc: in a letter sent on 02/14/2011. Company states notice was mailed to customer on 7/13/10 explaining final water and wastewater rates that go into effect on 7/18/2010. Billing system is configured to pro-rate bills that are not read according to the read schedule. In review of the account, customer was pro-rated a 37 day cycle.

Corrections have been made to reflect an adjustment for the overcharge of \$7.29. Vfarria

02/17/2011 - Caller states he never received a call or a letter in response to this complaint. Caller request that a copy of the Company response be mailed to him. Forwarded to Case Analyst. MBermudez

02/21/2011- Copy of case was sent to customer, per his request. Vfarria

03/03/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

<p align="center">Consumer Information</p> <p>Name: BOB HUMPHREY</p> <p>Business Name:</p> <p>Svc Address: 6351 JESSUP DRIVE</p> <p>County: Pasco Phone: (813)-780-7647</p> <p>City/Zip: Zephyrhills / 33540-</p> <p>Account Number:</p> <p>Caller's Name: BOB HUMPHREY</p> <p>Mailing Address: 6351 JESSUP DRIVE</p> <p>City/Zip: ZEPHYRHILLS ,FL 33540-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 03/18/2011</p> <p>Time: 14:24</p> <p>Via: E-MAIL</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS851</p> <p>Company:</p> <p>Attn. Ann Raponi0999690W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/08/2011</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 04/04/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 04/26/2011</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: RobHmpr@aol.com [mailto:RobHmpr@aol.com]
 Sent: Thursday, March 17, 2011 1:08 PM
 To: Consumer Contact
 Subject: Labrador Utility Odor Problems

To Mr Paul Vickery FPSC
 Utility System Engineer Specialist Supervisor

Dear Sir,

I am a resident of Forest Lake Estates and over the number of years I have been here(1991) I have experienced

many odor problems coming from the Waste Treatment plant which is now owned by Labrador Inc, they have held this ownership for many years now.

I would like to present you with dates of complaints that have been reported to Labrador and also dates that Labrador has received rate increases.

The point I am making is that it is time for the FPSC to start monitoring this odor situation and also inspect the facility to insure that these complaints will not exist anymore. I would like to see FPSC do a monthly inspection of this facility by your engineers to insure not only the odor problem will not exist anymore but also our water quality is up to standards along with adequate back up facilities in place.

The following are dates of complaints forwarded to Labrador and some of the responses received from them,

Sept 26 2008 after many odor complaints we had a meeting with Labrador who stated they had made many improvements which should completely eliminate any future odor problems with the exception to system failures.

Mar 14 2009 E-mailed MA Wilson about strong odors from plant which he stated was due to trucks removing sludge from the facility. We asked him to advise the community manager when this would happen each month so it could be posted on our TV information channel 95 which has not been done.

Sept 30 2009 Seven to ten days of complaints of odors coming from plant which was finally blamed on the lift station chemical feed pump outage.

Oct 10 2009 Complaints of odor over a two week period. Never received the answer that resolved this problem.

Dec 12 2009 Many complaints of odor from plant, the resolve was an air line had come apart.

Mar 13 2110 Had a boil water notice sign placed at mail house and front gate that was very illegible and this was a Sunday were people very seldom go for the mail. Did not inform our park management right away until the start of the work week. The fix for this problem was unknown to me but the boil water notice lasted two days.

Feb 19 2011 Many complaints of odor from plant for two days and the resolve as quoted was a power fluctuation which tripped out some blowers.

As mentioned dates that follow are rate increases as approved by FPSC

July 18 2010

Mar 3 2010

Nov 16 2009

There could be more and I am not aware of those dates. Our rates have gone from \$15 a month to over \$70 a

Request No. 0999690W Name HUMPHREY ,BOB MR. Business Name

month for approximately the same 3000 gallon usage since Labrador has taken over ownership of this facility. With 888 residents in this community this increase has worked to an average of \$48,840 a month or \$586,680 a year which should cover facility improvements and upgrades.

IN Summary you can see we have had many odor problems and break downs of equipment which I believe this facility should have back up equipment in place for these type of outages. I would hope your engineers would jointly look over this problem with Labrador personnel and make recommendations with firm dates for improvement to this facility. I would greatly appreciate a copy of both these schedules for the improvement of backup equipment and the fix of the odor problem.

Respectfully,

Bob Humphrey
Resident
6351 Jessup Drive
Zephyrhills FL 33540
Forest Lake Estates
813-780-7647. "

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Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Request No. 0999690W Name HUMPHREY ,BOB MR. Business Name

Case taken by Diane Hood

04/04/2011 - Company response received via e-mail. /EEstelle

4/5/2011- Reviewed Company Response:

On Friday, April 1, 2011, Regional Manager and Area Manager met with Mr. Humphrey. They discussed Mr. Humphrey's complaints on several issues including odors, rates, communications. They took Mr. Humphrey's on a tour of the Labrador WWTF and explained the operations and the odor control processes currently in place. He appeared to be impressed with our operations and he stated the facilities had been improved over the previous owner/operators of the facilities. He stated he had visited the site prior to our ownership.

They agreed to provide the Forest Lakes office with notification of when we will be hauling solids from the facility. The Area Manager will notify the office the day prior to a sludge box being delivered to the facility and we will allow 2 days for box filling and removal. This notification will be posted on the Forest Lakes closed circuit TV channel. They also informed Mr. Humphrey that Utilities Inc would provide better boil water notice signage for posting at the front and side gates to the community. He requested that we provide this type of information to the office for posting on the community closed circuit channel. We informed him that we would provide all community notifications to the office for CCTV posting in the future. He appeared to be satisfied upon completion of our tour and conversation. Vfarria

04/26/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

Request No. 0999690W Name HUMPHREY ,BOB MR. Business Name

<p align="center">Consumer Information</p> <p>Name: TRACY OR SUSAN PHELPS</p> <p>Business Name:</p> <p>Svc Address: 6056 UTOPIA DR</p> <p>County: Pasco Phone: (813)-778-6164</p> <p>City/Zip: Zephyrhills / 33540-</p> <p>Account Number:</p> <p>Caller's Name: TRACY PHELPS</p> <p>Mailing Address: 6056 UTOPIA DR</p> <p>City/Zip: ZEPHYRHILLS ,FL 33540-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WS851</p> <p>Company:</p> <p>Attn. Elise Christian1058214W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/17/2012</p> <p>Fax: (407) 869-6961 R</p> <p>Interim Report Received: / /</p> <p>Reply Received: 04/04/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: TK</p> <p>Date: 03/27/2012</p> <p>Time: 08:51</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 05/04/2012</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>
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Preclose type - Quality of Service

Customer Comments:
 Customer states for the last two weeks there has been a very acrid smell coming from Labrador's waste water treatment plant. Customer has reported the issue to the plant.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

04/04/2012 - Company response received via e-mail. /EEstelle

04/04/2012- Reviewed Company Email Response:

"Dear Ms. Kemp:

This correspondence is in reference to Mr. Tracy Phelps complaint concerning odor at the waste water treatment plant near his home at 6056 Utopia Dr., Zephyrhills, FL. Mr. Phelps expressed that for the past two weeks there has been a very acrid smell coming from the waste water plant.

Investigation found that on March 19, 2012, the biocide had run low at the master lift station which caused the odor to occur. The chemical was replenished and all of the equipment was checked to insure that everything was running properly at this time.

March 27, 2012, the fan motor at the waste water lift station tripped out and was required to be reset. The loss of the fan caused an odor to occur. The fan was immediately restored back to the operational level and the odor was eliminated.

March 29, 2012, the Technician met with Mr. Phelps to address his concerns about the last two incidences. Mr. Phelps stated that there had not been any recurring odor problems from the waste water plant since the March 27th incident. He was satisfied and did not require further assistance from the Utility." Reviewed by VFaria

05/04/2012 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

Request No. 1058214W Name PHELPS ,TRACY OR SUSAN MR. Business Name

<p align="center">Consumer Information</p> <p>Name: FRANCES LEMON</p> <p>Business Name:</p> <p>Svc Address: 6021 FOREST LAKE DR</p> <p>County: Pasco Phone: (813)-395-5091</p> <p>City/Zip: Zephyrhills / 33540-</p> <p>Account Number: 5048558763</p> <p>Caller's Name: LOREN LEMON</p> <p>Mailing Address: 6021 FOREST LAKE DR</p> <p>City/Zip: ZEPHYRHILLS ,FL 33540-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 33027</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 12/26/2012</p> <p>Time: 08:33</p> <p>Via: E-FORM</p> <p>Prelim Type: OUTAGES</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS851</p> <p>Company:</p> <p>Attn. Elise S Christian1094383W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/17/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 01/09/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 01/31/2013</p> <p>Closeout Type: GI-15</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Sunday, December 23, 2012 9:29 AM
 Cc: Consumer Contact
 Subject: E-Form Service Outage TRACKING NUMBER: 33027

CUSTOMER INFORMATION

Name: Loren Lemon
 Telephone: 813-395-5091
 Email: loren188@ejourney.com
 Address: 6021 Forest Lake Dr. Zephyrhills FL 33540

BUSINESS INFORMATION

Business Account Name: Frances Lemon

Account Number: 5048558763

Address: 6021 Forest Lake Dr. Zephyrhills, FL. 33540 Zephyrhills Florida 33540

Water County Selected: PASCO

COMPLAINT INFORMATION

Complaint: Service Outage against Labrador Utilities, Inc.

Details:

Intermittent loss of water pressure do to unknown reasons and requiring boiling of water each time. 3 times in the last month 1 pre informed the rest without explaining details. This is a on going problem with Labrador Utilities in Forest Lake Estates. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Request No. 1094383W Name LEMON ,FRANCES MS Business Name

01/09/2013 - Company response received via e-mail. /ewe

1/25/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Lemon is a customer in the Forest Lake Estates Community.

- o The water outages and causes are as follows:

Boil Water Notice 1:

On 12/11/12, Labrador Utilities had a scheduled maintenance outage to remove the old high service pumps and control panel and replace it with a new pump skid. The customers were notified about this planned outage by telephone reach on 12/10/12, in the a.m. The maintenance was completed on 12/11/12, as scheduled and water was restored.

Boil Water Notice 2:

On 12/19/12, after the system had operated as designed for 7 days Labrador experienced a problem with an Over Voltage on the electronic drives. The Utility contacted the contractor and several adjustments were made to the controls by the contractor.

Boil Water Notice 3:

The following day 12/20/12, the Utility experience another fault on the system, (same code) as on 12/19/12, Variable Frequency Drive (VFD) that resulted in the pump skid failing again. Withlacoochee Power was contacted by the Manager and asked if they could install a line recorder to monitor incoming line power, as we believed they had a power spike issue on the incoming power side. This conclusion was based on the drives faulting on Over Voltage. Withlacoochee did not provide data, times or dates to the Manager for this synopsis.

On 12/20/12, Withlacoochee installed a line recorder. After they had collected recording data, they changed out the transformers on the pole at the water treatment facility and reinstalled a line recorder.

Boil Water Notice 4:

On 12/31/12, at approximately 6:00 p.m. a failure was received that the drives had failed again on OV (Over Voltage) the system was reset at approximately 7:00 p.m. The Manager was also informed by Forest Lake Estates maintenance that the spike on 12/31/12, damaged 2 of their pool pumps which resulted in complete replacement.

Shortly after the 12/31/12 unscheduled equipment failure, Withlacoochee Power informed the Utility's contractor, "Environmental Equipment Sales, Inc." that the sub-station was very close to the Utility's facility and they were going to try and make some adjustments to their equipment to reduce the power spikes at the Utility's facility.

- o The Utility is working with the contractor to install a transformer on the utility's side that will have taps so that they can adjust and buffer the incoming Withlacoochee voltage in front of the equipment to resolve this issue.

- o On 1/9/13, Mr. Lemon was contacted regarding his concerns.

- o An apology was extended to him.

- o He was informed about the cause of the problem and actions taken by Labrador to avoid it in the future.

Shonna McCray

Request No. 1094383W Name LEMON ,FRANCES MS Business Name

1/31/13: This inquiry closed. Shonna McCray

Request No. 1095121W Name BRIGHTBILL ,CHARLES MR. Business Name _____

<p>Consumer Information</p> <p>Name: CHARLES BRIGHTBILL</p> <p>Business Name:</p> <p>Svc Address: 5832 NAPLES DR</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 01/02/2013</p> <p>Time: 09:19</p>
<p>County: Pasco Phone: (813)-778-6012</p> <p>City/Zip: Zephyrhills / 33540-</p> <p>Account Number:</p> <p>Caller's Name: GAYLE BRIGHTBILL</p> <p>Mailing Address: 5832 NAPLES DR</p>	<p>Utility Information</p> <p>Company Code: WS851</p> <p>Company:</p> <p>Attn. Elise S Christian1095121W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/24/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: E-FORM</p> <p>Prelim Type: OUTAGES</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: ZEPHYRHILLS ,FL 33540-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 33055</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 01/09/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 02/06/2013</p> <p>Closeout Type: GI-15</p> <p>Apparent Rule Violation: N</p>

Request No. 1094383W Name LEMON ,FRANCES MS Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Tuesday, January 01, 2013 7:18 PM

Cc: Consumer Contact

Subject: E-Form Service Outage TRACKING NUMBER: 33055

CUSTOMER INFORMATION

Name: Gayle Brightbill

Telephone: 813-778-6012

Email: gayle2144@aol.com

Address: 5832 Naples Dr Zephyrhills FL 33540

BUSINESS INFORMATION

Business Account Name: Charles Brightbill Account Number:

Address: 5832 Naples Dr Zephyrhills Florida 33540

Water County Selected: PASCO

COMPLAINT INFORMATION

Complaint: Service Outage against

Details:

Since the second week in December we have been experiencing ever increasing service outages and boil water orders. No sooner is a boil water notice rescinded then the next day we have another low pressure/outage and the boil water goes into effect again. I have boiled more water these past 3 week than I care to think about. When I call Utilities, Inc. they give me a song and dance about the outages. Id like to know why we have to endure this. Today, New Years Day with a house full of company and trying to prepare dinner for over 12 people we had yet, another outage!!! This is the straw that has broken the camels back. How can you continue to grant this utility company ongoing increases in rates and yet, we have to put up with this kind of service. Now, I know our illustrious governor has loaded the Public Service Commission and other consumer protection agencies with his syncophants, but its time you people started to take care of the consumer (me) than some corporate big wig who has sent contributions to your campaigns. I know I wonder why people continue to put up with being walked all over and then I realize that here I am complaining on for all intents and purposes nothing but deaf ears. Take care of "we the people" for a change. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

Request No. 1095121W

Name BRIGHTBILL ,CHARLES MR.

Business Name _____

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/09/2013 - Company response received via e-mail. /ewe

01/15/13 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

CUSTOMER INFORMATION

Name: Gayle Brightbill

Telephone: 8137786012

Email: gayle2144@aol.com

Address: 5832 Naples Dr Zephyrhills FL 33540

BUSINESS INFORMATION

Business Account Name: Charles Brightbill Account Number:

Address: 5832 Naples Dr Zephyrhills Florida 33540

Water County Selected: PASCO

Request No. 1095121W

Name BRIGHTBILL ,CHARLES MR.

Business Name

COMPLAINT INFORMATION

Complaint: Service Outage against Labrador Utilities, Inc.

Details:

Received your canned letter concerning this complaint and received a phone call from Utilities, Inc. with their canned verbal response and then low and behold two days latter beginning 1/12/2013 we have yet another boil water notice in effect. Today, 1/14/2013 the boil water notice is still in effect. Since mid December we have been subjected to no less than 6 boil water notices and still nothing has been done by anyone either government entities or the utility. It is unbelievable. What has happened to consumer protection in this state? Where can a person get help and remedy? Who is going to make we whole and reimburse my additional expenses such as purchase of bottled water and use of electrical power to constantly boil all water I use??????? HELP!

PSC was contacted previously

1/25/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. and Mrs. Brightbill are customers in the Forest Lake Estates Community.
- o The water outages and causes are as follows:

Boil Water Notice 1:

On 12/11/12, Labrador Utilities had a scheduled maintenance outage to remove the old high service pumps and control panel and replace it with a new pump skid. The customers were notified about this planned outage by telephone reach on 12/10/12, in the a.m. The maintenance was completed on 12/11/12, as scheduled and water was restored.

Boil Water Notice 2:

On 12/19/12, after the system had operated as designed for 7 days Labrador experienced a problem with an Over Voltage on the electronic drives. The Utility contacted the contractor and several adjustments were made to the controls by the contractor.

Boil Water Notice 3:

The following day 12/20/12, the Utility experience another fault on the system, (same code) as on 12/19/12, Variable Frequency Drive (VFD) that resulted in the pump skid failing again. Withlacoochee Power was contacted by the Manager and asked if they could install a line recorder to monitor incoming line power, as we believed they had a power spike issue on the incoming power side. This conclusion was based on the drives faulting on Over Voltage. Withlacoochee did not provide data, times or dates to the Manager for this synopsis.

On 12/20/12, Withlacoochee installed a line recorder. After they had collected recording data, they changed out the transformers on the pole at the water treatment facility and reinstalled a line recorder.

Boil Water Notice 4:

On 12/31/12, at approximately 6:00 p.m. a failure was received that the drives had failed again on OV (Over

Request No. 1095121W Name BRIGHTBILL ,CHARLES MR. Business Name

Voltage) the system was reset at approximately 7:00 p.m. The Manager was also informed by Forest Lake Estates maintenance that the spike on 12/31/12, damaged 2 of their pool pumps which resulted in complete replacement.

Shortly after the 12/31/12 unscheduled equipment failure, Withlacoochee Power informed the Utility's contractor, "Environmental Equipment Sales, Inc." that the sub-station was very close to the Utility's facility and they were going to try and make some adjustments to their equipment to reduce the power spikes at the Utility's facility.

- o The Utility is working with the contractor to install a transformer on the utility's side that will have taps so that they can adjust and buffer the incoming Withlacoochee voltage in front of the equipment to resolve this issue.

- o On 1/9/13, Mrs. Brightbill was contacted regarding their concerns.

- o An apology was extended to him.

- o She was informed about the cause of the problem and actions taken by Labrador to avoid it in the future.

- o Mrs. Brightbill expressed that she knew the cause of the outages, but was not satisfied with the information provided or the actions that the company has taken to eliminate this problem in the past.

Shonna McCray

1/25/13: Reviewed customer correspondence received 1/15/13, and noted customer's objection. Shonna McCray

1/25/13: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE: PLEASE SEE ADDITIONAL CUSTOMER CONCERNS RECEIVED ON 1/15/13. PLEASE ADDRESS THE BOIL WATER NOTICE RECEIVED ON 1/12/13. PLEASE PROVIDE RESPONSE TO PSC BY 2/5/13. Shonna McCray

02/05/2013 - Company response received via e-mail. /ewe

02/05/2013 - Company response received via e-mail. /ewe

2/6/13: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o The water outage that occurred on 1/12/13, was caused by a continued power problem with Withlacoochee River Power.

- o Withlacoochee has installed 4 new transformers and has provided the water plant with a much better power balance.

- o This has resulted in no power outages since Withlacoochee made the conversion on or about 1/16/13.

- o Labrador Utilities is also currently awaiting a new isolation transformer that will be installed on the company's side of the power supply during the week of 2/11/13, to assist in eliminating voltage spikes from the electric provider.

- o A Precautionary Boil Water Advisory was issued on 1/12/13, by telephone reach to the customers of Labrador because of the outage.

- o The Advisory was rescinded by telephone reach to the customers on 1/15/13, at 2:45 p.m.
- o On 2/4/13, an attempt was made to reach Mr. and Mrs. Brightbill by telephone to address their concerns.
- o A message was left for a return call on their answering machine.
- o Email communication was sent to them on 2/4/13, that addressed their concerns.
- o A copy of the email to them also provided to the PSC.

Shonna McCray

2/6/13: 10:12 a.m. Called Mrs. Gayle Brightbill at 813-778-6012 to discuss their concerns. Reviewed the response with Mrs. Brightbill. Attempted to advise the outage was due to a power problem and the installation of new transformers she stated she knew about this. Mrs. Brightbill disconnected the call. Shonna McCray

2/6/13: This inquiry closed. Shonna McCray

Request No. 1095307W Name KESSLER ,DAVID MR. Business Name _____

Consumer Information Name: DAVID KESSLER Business Name: Svc Address: 5819 NAPLES DR County: Pasco Phone: (813)-788-9065 City/Zip: Zephyrhills / 33540- Account Number: 0190900000 Caller's Name: DAVID KESSLER Mailing Address: 5819 NAPLES DR City/Zip: ZEPHYRHILLS ,FL 33540- Can Be Reached: E-Tracking Number: 33064	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: RIK KOETEEUW Entered By: DH Date: 01/02/2013 Time: 15:23 Via: E-FORM Prelim Type: OUTAGES PO: Disputed Amt: 0.00
	Utility Information Company Code: WS851 Company: Attn. Elise S Christian1095307W Response Needed From Company? Y Date Due: 01/24/2013 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 01/09/2013 Reply Received Timely/Late: T Informal Conf.: N	Closed by: RK Date: 02/06/2013 Closeout Type: GI-15 Apparent Rule Violation: N

Request No. 1095121W Name BRIGHTBILL ,CHARLES MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Wednesday, January 02, 2013 3:05 PM

Cc: Consumer Contact

Subject: E-Form Service Outage TRACKING NUMBER: 33064

CUSTOMER INFORMATION

Name: David Kessler

Telephone: 813-788-9065

Email: fkessler10@tampabay.rr.com

Address: 5819 Naples Dr. Zephyrhills FL 33540

BUSINESS INFORMATION

Business Account Name: David Kessler

Account Number: 0190900000

Address: 5819 Naples Dr. Zephyrhills Florida 33540

Water County Selected: PASCO

COMPLAINT INFORMATION

Complaint: Service Outage against Labrador Utilities, Inc.

Details:

Why is our water being contaminated so much - 4 times in the last month. Our bill is extremely high for the use of water we cant use, smelly water and spending more money to buy water. I have never been in such an awful community that cant give you pure water to use. It is very hard for people on fixed incomes. I certainly will not recommend people coming to this community. It would be nice to see a credit on our bill for the inconveniences we have had to deal with. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

Request No. 1095307W

Name KESSLER ,DAVID MR.

Business Name _____

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/09/2013 - Company response received via e-mail. /ewe

01/10/2013- Customer wanted to know if his complaint was received. Advised it was and provided overview of complaint process. SWilliams

01/11/2013 - REVIEWED COMPANY'S RESPONSE. It indicated the following:

This correspondence is in reference to Mr. David Kessler's complaint concerning unexplained water outages that occurred on December 19th, 20th and 31st, 2012 at 5819 Naples Dr., Zephyrhills, FL. Mr. Kessler is a customer in the Forest Lake Estates Community.

The water outages and causes are as follows:

Boil Water Notice 1:

On Tuesday evening 12/11/12, Labrador Utilities had a scheduled maintenance outage to remove the old high service pumps and control panel and replace it with a new pump skid. The customers were notified about this planned outage by telephone reach on 12/10/12 in the a.m. The maintenance was completed on 12/11/12 as scheduled and water was restored.

Boil Water Notice 2:

On Wednesday 12/19/12, after the system had operated as designed for 7 days Labrador experienced a problem with an Over Voltage on the electronic drives. The Utility contacted the contractor and several adjustments were made to the controls by the contractor.

Request No. 1095307W

Name KESSLER ,DAVID MR.

Business Name

Boil Water Notice 3:

The following day Thursday 12/20/12, the Utility experience another fault on the system, (same code) as on 12/19/12, Variable Frequency Drive (VFD) that resulted in the pump skid failing again. Withlacoochee Power was contacted by the Manager and asked if they could install a line recorder to monitor incoming line power, as we believed they had a power spike issue on the incoming power side. This conclusion was based on the drives faulting on Over Voltage. Withlacoochee did not provide data, times or dates to the Manager for this synopsis.

On or about 12/20/12, Withlacoochee installed a line recorder. After they had collected recording data, they changed out the transformers on the pole at the water treatment facility and reinstalled a line recorder.

Boil Water Notice 4:

On 12/31/12, at approximately 6:00pm a failure was received that the drives had failed again on OV (Over Voltage) the system was reset at approximately 7:00pm. The Manager was also informed by Forest Lake Estates maintenance that the spike on 12/31/12 damaged 2 of their pool pumps which resulted in complete replacement.

Shortly after the 12/31/12 unscheduled equipment failure, Withlacoochee Power informed the Utility's contractor, "Environmental Equipment Sales, Inc." that the sub-station was very close to the Utility's facility and they were going to try and make some adjustments to their equipment to reduce the power spikes at the Utility's facility.

The Utility is working with the contractor to install a transformer on the utility's side that will have taps so that we can adjust and buffer the incoming Withlacoochee voltage in front of our equipment to resolve this issue.

Mr. Kessler was contacted on 1/8/13 to address his concerns, an apology was extended to him for the inconvenience he experienced. He was informed about the cause of the problem and actions taken by the Utility to avoid future problems. Mr. Kessler expressed that he accepted the Utility's apology and was pleased to hear about the actions taken. He expressed dissatisfaction that perhaps the Utility could have done more for the customers during the periods they were required to boil their water. Mr. Kessler expressed appreciation for the contact and explanation. He did not require additional assistance from the Utility about his concerns.

Please contact our office if additional information is required.

Respectfully,

Elise S Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961

Request No. 1095307W Name KESSLER ,DAVID MR. Business Name

Email: eschristian@uiwater.com
Website: www.uiwater.com

Customer was contacted by the company and accepted the company's apology for the outage. Please see above in Company's response. Customer thanked the company for their explanation to the problem and the reasons indicated for a boil water notice. Customer accepted the company's resolution and did not require additional assistance at this time. Rik Koeteeuw

02/06/2013 - This inquiry is closed. Rik Koeteeuw

Request No. 1095465W Name MOSER ,CONNIE MRS Business Name _____

Consumer Information Name: CONNIE MOSER Business Name: Svc Address: 6252 FOREST LAKE DR County: Pasco Phone: (813)-783-2601 City/Zip: Zephyrhills / 33540- Account Number: 5068800000 Caller's Name: CONNIE MOSER Mailing Address: 6252 FOREST LAKE DR City/Zip: ZEPHYRHILLS ,FL 33540- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: DH Date: 01/03/2013 Time: 13:29 Via: E-MAIL Prelim Type: OUTAGES PO: Disputed Amt: 0.00
	Utility Information Company Code: WS851 Company: Attn. Elise S Christian1095465W Response Needed From Company? Y Date Due: 01/25/2013 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 01/09/2013 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 02/08/2013 Closeout Type: GI-15 Apparent Rule Violation: N

Request No. 1095307W Name KESSLER ,DAVID MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Jim or Connie [mailto:cjmo@wildblue.net] On Behalf Of Jim Moser
Sent: Thursday, January 03, 2013 5:26 AM
To: Consumer Contact
Subject: Forest Lake Park Zephyrhills - water service

RE: Complaint - Utilities, Inc - aka Labrador Utilities, Inc

From a resident of Forest Lake Estates - Zephyrhills, FL

For the fourth time in the last few weeks we are under a boil water advisory after our water supply system failed. Labrador supposedly made an upgrade to a system, that has been the subject of continual complaints for years, and it has been a disaster.

We are way beyond fed up with these people! When are you going to start fining them for this kind of unprofessional management of our only source of water.

James Moser - Lot 343 "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Request No. 1095465W Name MOSER ,CONNIE MRS Business Name _____

Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/03/2012 Added email correspondence from the customer providing service address and account number to the file. DHood

"From: Jim or Connie [mailto:cjmo@wildblue.net] On Behalf Of Jim Moser

Sent: Thursday, January 03, 2013 1:24 PM

To: Consumer Contact

Cc: Connie Moser

Subject: Re: Forest Lake Park Zephyrhills - water service

In response to your request for more information - mailing & service address are the same

Connie Moser
5068800000
6252 Forest Lake Dr
Zephyrhills, Fl 33540
813 783 2601"

01/09/2013 - Company response received via e-mail. /ewe

1/25/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Ms. Moser is a customer in the Forest Lake Estates Community.
- o The water outages and causes are as follows:

Boil Water Notice 1:

On 12/11/12, Labrador Utilities had a scheduled maintenance outage to remove the old high service pumps and control panel and replace it with a new pump skid. The customers were notified about this planned outage by telephone reach on 12/10/12, in the a.m. The maintenance was completed on 12/11/12, as scheduled and water was restored.

Boil Water Notice 2:

On 12/19/12, after the system had operated as designed for 7 days Labrador experienced a problem with an Over Voltage on the electronic drives. The Utility contacted the contractor and several adjustments were made to the controls by the contractor.

Boil Water Notice 3:

The following day 12/20/12, the Utility experience another fault on the system, (same code) as on 12/19/12, Variable Frequency Drive (VFD) that resulted in the pump skid failing again. Withlacoochee Power was contacted by the Manager and asked if they could install a line recorder to monitor incoming line power, as we believed they had a power spike issue on the incoming power side. This conclusion was based on the drives faulting on

Request No. 1095465W Name MOSER ,CONNIE MRS Business Name

Over Voltage. Withlacoochee did not provide data, times or dates to the Manager for this synopsis.

On 12/20/12, Withlacoochee installed a line recorder. After they had collected recording data, they changed out the transformers on the pole at the water treatment facility and reinstalled a line recorder.

Boil Water Notice 4:

On 12/31/12, at approximately 6:00 p.m. a failure was received that the drives had failed again on OV (Over Voltage) the system was reset at approximately 7:00 p.m. The Manager was also informed by Forest Lake Estates maintenance that the spike on 12/31/12, damaged 2 of their pool pumps which resulted in complete replacement.

Shortly after the 12/31/12 unscheduled equipment failure, Withlacoochee Power informed the Utility's contractor, "Environmental Equipment Sales, Inc." that the sub-station was very close to the Utility's facility and they were going to try and make some adjustments to their equipment to reduce the power spikes at the Utility's facility.

- o The Utility is working with the contractor to install a transformer on the utility's side that will have taps so that they can adjust and buffer the incoming Withlacoochee voltage in front of the equipment to resolve this issue.
- o Ms. Moser was contacted on 1/8/13, to address her concerns, an apology was extended to her for the inconvenience she experienced.
- o She was informed about the cause of the problem and actions taken by the Utility to avoid future problems.
- o Ms. Moser expressed appreciation for the contact and explanation.
- o She did not require additional assistance from the Utility about her concerns.

Shonna McCray

2/8/13: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: CAROL HOAK</p> <p>Business Name:</p> <p>Svc Address: 5733 VIAU WAY</p> <p>County: Pasco Phone: (813)-715-1092</p> <p>City/Zip: Zephyrhills / 33540-</p> <p>Account Number: 8102900000</p> <p>Caller's Name: CAROL HOAK</p> <p>Mailing Address: 5733 VIAU WAY</p> <p>City/Zip: ZEPHYRHILLS ,FL 33540-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 33109</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 01/14/2013</p> <p>Time: 08:53</p> <p>Via: E-FORM</p> <p>Prelim Type: OUTAGES</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS851</p> <p>Company:</p> <p>Attn. Elise S Christian1096620W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/05/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 01/17/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 02/19/2013</p> <p>Closeout Type: GI-15</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Saturday, January 12, 2013 11:50 AM
 Cc: Consumer Contact
 Subject: E-Form Service Outage TRACKING NUMBER: 33109

CUSTOMER INFORMATION

Name: Carol Hoak
 Telephone: 8137151092
 Email: carolais@tampabay.rr.com
 Address: 5733 Viau Way Zephyrhills FL 33540

BUSINESS INFORMATION

Business Account Name: Carol Hoak
Account Number: 8102900000
Address: 5733 Viau Way Zephyrhills Florida 33540

Water County Selected: PASCO

COMPLAINT INFORMATION

Complaint: Service Outage against Labrador Utilities, Inc.

Details:

In mid December, Labrador scheduled a water shut down over night to replace a part. Since then, we have had our water interrupted at least 7 times. I know of one occasion when a boil water notice was not even given. This has screwed with the busiest time of the year, with many renters and part time residents, plus their out of town guests are in town. It has also managed to impede us over several holiday events. Labrador took over our water service a few years ago, and since then, it has been Keystone Kops episode of rate increases, and deteriorating service. I like to think I am a reasonably patient person, and I knew our previous rates (\$15 per month) would not last. But without any changes in our usage, our bill is now ranging in the \$70 to as high as \$90 some dollars. I do not water my lawn or plants, wash the car, I have low usage toilets, and a low water usage washer. We are just paying up to 6 times as much for the same amount of water, and getting incredibly poor service in return. I know the Forest Lake Estates vs. Labrador has been brought to the PSC before, and largely, the PSC seems to not be giving credibility to the residents complaints. I would challenge you to hold a meeting with us now! I also have concerns that Labrador is able to reach everyone, since we do have so many temporary residents now who may not have a phone number to be auto dialed. Since these notice calls come in identified as "Unknown Name Unknown Number", Im sure a lot of people are not getting them. This entire situation with Labrador is becoming a very dangerous situation, and I request that the Public Service Commission investigate this, and serve the PUBLIC by requiring them to first of all, provide potable water, and second, find out why this continuing failure of their system is allowed to continue. Thank you. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem

Request No. 1096620W

Name HOAK ,CAROL MS.

Business Name _____

- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/17/2013 - Company response received via e-mail. /ewe

1/22/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 1/14/13, Ms. Hoak was contacted by the Operation Manager to address her concerns about the outages.
- o She stated that she was very frustrated with the consistent boil water notices.
- o She stated she has never complained before and that she wanted to be made aware of what is going on with the water system.
- o She was informed about the current problem that Labrador Utilities is having with Withlacoochee power and that Withlacoochee has changed out 4 transformers and is now adding a new phase/transformer at the wastewater plant to make that system a true 3 phase star system because of power problems at the facility.
- o She was also informed that Withlacoochee had replaced the 2 transformers at the water treatment plant and that Withlacoochee and Labrador Utilities, Inc. are currently looking at changing the power provided by Withlacoochee from open delta 230V 3 phase power to star 208V 3 phase power.
- o This change would be based on current equipment capabilities.
- o Some of the Labrador's equipment may not be compatible with 208V power which the company is in the process in checking.
- o Ms. Hoak appreciated the quick response and was understanding of the situation.

Shonna McCray

2/19/13: This inquiry closed. Shonna McCray

Consumer Information Name: SHIRLIE BLACKWELL Business Name: Svc Address: 5902 BENZ DR County: Pasco Phone: (813)-788-0786 City/Zip: Zephyrhills / 33540- Account Number: Caller's Name: SHIRLIE BLACKWELL Mailing Address: 5902 BENZ DR City/Zip: ZEPHYRHILLS ,FL 33540- Can Be Reached: E-Tracking Number: 33108	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: RIK KOETEEUW Entered By: DH Date: 01/14/2013 Time: 09:21 Via: E-FORM Prelim Type: OUTAGES PO: Disputed Amt: 0.00
	Utility Information Company Code: WS851 Company: Attn. Elise S Christian1096630W Response Needed From Company? Y Date Due: 02/05/2013 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 01/17/2013 Reply Received Timely/Late: T Informal Conf.: N	Closed by: RK Date: 02/18/2013 Closeout Type: GI-15 Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, January 12, 2013 11:33 AM
Cc: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 33108

CUSTOMER INFORMATION

Name: Shirly Blackwell
Telephone: 813-788-0786
Email: shirlieb@aol.com
Address: 5902 Benz Dr Zephyrhills FL 33540

BUSINESS INFORMATION

Business Account Name: Shirлие Blackwell Account Number:

Address: 5902 Benz Dr Zephyrhills Florida 33540

Water County Selected: PASCO

COMPLAINT INFORMATION

Complaint: Service Outage against Labrador Utilities, Inc.

Details:

Labrador Utilities Inc. PO BOX 11025 Lewiston, ME is our water povider. The water has been down seven times since Dec 14. Which we have had to boil water each time it is turn back on. Sometimes we get a call and sometimes we dont. I have had diarrhea once. I would like for our commissioners to take some actions on this matter before we have some real problems with our senior citizens. The water is down again today. Please help thank you. Shirлие Blackwell "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Request No. 1096630W

Name BLACKWELL ,SHIRLIE MS.

Business Name

01/17/2013 - Company response received via e-mail. /ewe

01/22/2013 - REVIEWED COMPANY RESPONSE; It indicated the following:

The following information is provided concerning the cause and actions taken during the outages.

Boil Water Notice 1:

On Tuesday evening, 12/11/12, Labrador Utilities had a scheduled maintenance outage to remove the old high service pumps and control panel and replace it with a new pump skid. The customers were notified about this planned outage by telephone reach on 12/10/12 in the a.m. The maintenance was completed on 12/11/12 as scheduled and water was restored.

Boil Water Notice 2:

On Wednesday, 12/19/12, after the system had operated as designed for 7 days Labrador experienced a problem with an Over Voltage on the electronic drives. The Utility contacted the contractor and several adjustments were made to the controls by the contractor.

Boil Water Notice 3:

The following day, Thursday 12/20/12, the Utility experience another fault on the system, (same code) as on 12/19/12, Variable Frequency Drive (VFD) that resulted in the pump skid failing again. Withlacoochee Power was contacted by the Manager and asked if they could install a line recorder to monitor incoming line power, as we believed they had a power spike issue on the incoming power side. This conclusion was based on the drives faulting on Over Voltage. Withlacoochee did not provide data, times or dates to the Manager for this synopsis.

On or about 12/20/12, Withlacoochee installed a line recorder. After they had collected recording data, they changed out the transformers on the pole at the water treatment facility and reinstalled a line recorder.

Boil Water Notice 4:

On 12/31/12, at approximately 6:00pm a failure was received that the drives had failed again on OV (Over Voltage) the system was reset at approximately 7:00pm. The Manager was also informed by Forest Lake Estates maintenance that the spike on 12/31/12 damaged 2 of their pool pumps which resulted in complete replacement.

Boil Water Notice 5:

Saturday, 1/12/13, at approximately 8:30am, a failure was received at the Utility's water plant again that related to over voltage. We continued to experience the electrical problem with Withlacoochee Power.

Shortly after the 12/31/12 unscheduled equipment failure, Withlacoochee Power informed the Utility's contractor, "Environmental Equipment Sales, Inc." that the sub-station was very close to the Utility's facility and they were going to try and make some adjustments to their equipment to reduce the power spikes at

the Utility's facility.

Withlacoochee has changed out 4 transformers and is now adding a new phase/transformer at the wastewater plant to make that system a true 3 phase star system because of power problems at the facility. Withlacoochee had replaced the 2 transformers at the water treatment plant and Withlacoochee and Labrador Utilities, Inc. are currently looking at changing the power provided by Withlacoochee to correct the problem from "open delta 230V 3 phase power" to "star 208V 3 phase power". This change will be based on current equipment capabilities. Some of the Utility's equipment may not be compatible with 208V power which is in the process of being checked for compatibility. The Utility is working with the contractor to install a transformer on the utility's side that will have taps so that we can adjust and buffer the incoming Withlacoochee voltage in front of our equipment to resolve this issue.

The water quality from all water samples that were required because of the Boil Water Notices were good and safe to drink. All customers with active telephone numbers on their accounts with the Utility were notified each time.

This information was provided to Ms. Blackwell by email on January 17, 2013. An apology was extended to her for the inconvenience she experienced during this time. Please contact our office if additional information is required.

Respectfully,

Elise S Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Submitted by Rik Koeteew

02/18/2013 - This inquiry is closed. Rik Koeteew

<p align="center">Consumer Information</p> <p>Name: JOAN BILINSKI</p> <p>Business Name:</p> <p>Svc Address: 5633 VIAU WAY</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 01/14/2013</p> <p>Time: 09:27</p>
<p>County: Pasco Phone: (813)-788-9505</p> <p>City/Zip: Zephyrhills / 33540-</p> <p>Account Number: 2642900000</p> <p>Caller's Name: JOAN BILINSKI</p> <p>Mailing Address: 5633 VIAU WAY</p>	<p align="center">Utility Information</p> <p>Company Code: WS851</p> <p>Company:</p> <p>Attn. Elise S Christian1096631W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/05/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: E-FORM</p> <p>Prelim Type: OUTAGES</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: ZEPHYRHILLS ,FL 33540-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 33110</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 01/17/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 02/19/2013</p> <p>Closeout Type: GI-15</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Saturday, January 12, 2013 1:00 PM
 Cc: Consumer Contact
 Subject: E-Form Service Outage TRACKING NUMBER: 33110

CUSTOMER INFORMATION

Name: Joan Bilinski
 Telephone: 813-788-9505
 Email: jbilinski@tampabay.rr.com
 Address: 5633 Viau Way Zephyrhills FL 33540

BUSINESS INFORMATION

Business Account Name: Joan Bilinski
Account Number: 2642900000
Address: 5633 Viau Way Zephyrhills Florida 33540

Water County Selected: PASCO

COMPLAINT INFORMATION

Complaint: Service Outage against Labrador Utilities, Inc.

Details:

Since Dec. 14, 2012 The water has been boil water til notified again. This has been 7 times again today. I am a senior citizen and still recuperating from stomach cancer and breast. My resistence low and lifting cases of water for use is difficult. I have a R&O system but can not use while boil water is in effect.Please look into this. Thank you "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Request No. 1096631W Name BILINSKI ,JOAN MS. Business Name

01/17/2013 - Company response received via e-mail. /ewe

1/22/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

o The water outages and causes are as follows:

Boil Water Notice 1:

On 12/11/12, Labrador Utilities had a scheduled maintenance outage to remove the old high service pumps and control panel and replace it with a new pump skid. The customers were notified about this planned outage by telephone reach on 12/10/12 in the a.m. The maintenance was completed on 12/11/12, as scheduled and water was restored.

Boil Water Notice 2:

On 12/19/12, after the system had operated as designed for 7 days Labrador experienced a problem with an Over Voltage on the electronic drives. The Utility contacted the contractor and several adjustments were made to the controls by the contractor.

Boil Water Notice 3:

On 12/20/12, the Utility experience another fault on the system, (same code) as on 12/19/12, Variable Frequency Drive (VFD) that resulted in the pump skid failing again. Withlacoochee Power was contacted by the Manager and asked if they could install a line recorder to monitor incoming line power, as we believed they had a power spike issue on the incoming power side. This conclusion was based on the drives faulting on Over Voltage. Withlacoochee did not provide data, times or dates to the Manager for this synopsis. On 12/20/12, Withlacoochee installed a line recorder. After they had collected recording data, they changed out the transformers on the pole at the water treatment facility and reinstalled a line recorder.

Boil Water Notice 4:

On 12/31/12, at approximately 6:00 p.m., a failure was received that the drives had failed again on OV (Over Voltage) the system was reset at approximately 7:00 p.m. The Manager was also informed by Forest Lake Estates maintenance that the spike on 12/31/12. damaged 2 of their pool pumps which resulted in complete replacement.

Boil Water Notice 5:

On 1/12/13, at approximately 8:30 a.m., a failure was received at the Utility's water plant again that related to over voltage. The company continued to experience the electrical problem with Withlacoochee Power.

o Shortly after the 12/31/12 unscheduled equipment failure, Withlacoochee Power informed the Utility's contractor, "Environmental Equipment Sales, Inc." that the sub-station was very close to the Utility's facility and they were going to try and make some adjustments to their equipment to reduce the power spikes at the Utility's facility.

o Withlacoochee has changed out 4 transformers and is now adding a new phase/transformer at the wastewater plant to make that system a true 3 phase star system because of power problems at the facility.

o Withlacoochee had replaced the 2 transformers at the water treatment plant and Withlacoochee and Labrador

Request No. 1096631W

Name BILINSKI ,JOAN MS.

Business Name _____

Utilities, Inc. are currently looking at changing the power provided by Withlacoochee to correct the problem from "open delta 230V 3 phase power" to "star 208V 3 phase power".

- o This change will be based on current equipment capabilities. Some of the Utility's equipment may not be compatible with 208V power which is in the process of being checked for compatibility.
- o The Utility is working with the contractor to install a transformer on the utility's side that will have taps so that we can adjust and buffer the incoming Withlacoochee voltage in front of our equipment to resolve this issue.
- o The water quality from all water samples that were required because of the Boil Water Notices were good and safe to drink.
- o All customers with active telephone numbers on their accounts with the Utility were notified each time.
- o There is not any reason to be alarmed about the drinking water.
- o The Boil Water Advisory is a precautionary requirement and must be issued each time the water pressure is reduced in the lines below 20psi.
- o The water is safe.
- o Customer provided with resolution via email.

Shonna McCray

2/19/13: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: GERALD GLENNA</p> <p>Business Name:</p> <p>Svc Address: 5927 BENZ DR</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 01/14/2013</p> <p>Time: 14:11</p>
<p>County: Pasco Phone: (813)-788-5381</p> <p>City/Zip: Zephyrhills / 33540-</p> <p>Account Number: 2611900000</p> <p>Caller's Name: GERALD GLENNA</p> <p>Mailing Address: 5927 BENZ DR</p>	<p align="center">Utility Information</p> <p>Company Code: WS851</p> <p>Company:</p> <p>Attn. Elise S Christian1096754W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/05/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: E-FORM</p> <p>Prelim Type: OUTAGES</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: ZEPHYRHILLS ,FL 33540-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 33114</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 01/17/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 02/19/2013</p> <p>Closeout Type: GI-15</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Monday, January 14, 2013 12:51 PM
 Cc: Consumer Contact
 Subject: E-Form Service Outage TRACKING NUMBER: 33114

CUSTOMER INFORMATION

Name: Gerald Glenna
 Telephone: 813-788-5381
 Email: jglenna@tampabay.rr.com
 Address: 5927 Benz Drive Zephyrhills FL 33540

BUSINESS INFORMATION

Business Account Name: Gerald Glenna
Account Number: 2611900000
Address: 5927 Benz Drive Zephyrhills, Fl Florida 33540

Water County Selected: PASCO

COMPLAINT INFORMATION

Complaint: Service Outage against Utilities, Inc. of Florida

Details:

I am hoping that you can be of some assistance to the community of Forest Lake Estates. We are a total of 900 homes in Zephyrhills, Fl. and our water provider is Utilities, Inc.

We have had seven instances since the beginning of December where the water has lost pressure and then completely disappears. These outages usually last one to two hours. If you try to call the two numbers that are given for emergency services the lines are constantly busy. So you get no information until an automated phone message is sent to your home phone number. This usually will tell you to boil water for 12 - 36 hours or until further notice. We have had one instance where we were not notified of the outage. It happened at 4:58 AM and was out approximately one hour. I do not understand why this one instance did not warrant a call of notification to boil water.

I understand that an occasional safety check of the water system can be performed. The seven times within a month and half has not been maintenance but challenges with the performance of the system. We pay dearly for our water, and I am tired of paying for water that isn't clean and pure. We are now having to boil our water and or go out and buy water for drinking, cooking and brushing of our teeth. This is getting old fast. We have contacted Utilities Inc for reimbursement of our costs to function in daily routine, while still paying them for a service that is not safe. They have responded that this is not their fault and they can not do anything to compensate us for their failure to perform.

I would respectfully request any help you could provide to us to get this situation under control. We cannot get any satisfactory answers from Utilities Inc. at this time. It is always a computer glitch. It has to get resolved.

We are currently in this situation as I write this note to you. We have been down since Saturday and yet no word from anyone as to if the water is safe. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either

Request No. 1096754W Name GLENNA ,GERALD MR. Business Name

verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/17/2013 - Company response received via e-mail. /ewe

1/22/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

o The water outages and causes are as follows:

Boil Water Notice 1:

On 12/11/12, Labrador Utilities had a scheduled maintenance outage to remove the old high service pumps and control panel and replace it with a new pump skid. The customers were notified about this planned outage by telephone reach on 12/10/12 in the a.m. The maintenance was completed on 12/11/12, as scheduled and water was restored.

Boil Water Notice 2:

On 12/19/12, after the system had operated as designed for 7 days Labrador experienced a problem with an Over Voltage on the electronic drives. The Utility contacted the contractor and several adjustments were made to the controls by the contractor.

Boil Water Notice 3:

On 12/20/12, the Utility experience another fault on the system, (same code) as on 12/19/12, Variable Frequency Drive (VFD) that resulted in the pump skid failing again. Withlacoochee Power was contacted by the Manager and asked if they could install a line recorder to monitor incoming line power, as we believed they

Request No. 1096754W

Name GLENNA ,GERALD MR.

Business Name

had a power spike issue on the incoming power side. This conclusion was based on the drives faulting on Over Voltage. Withlacoochee did not provide data, times or dates to the Manager for this synopsis. On 12/20/12, Withlacoochee installed a line recorder. After they had collected recording data, they changed out the transformers on the pole at the water treatment facility and reinstalled a line recorder.

Boil Water Notice 4:

On 12/31/12, at approximately 6:00 p.m., a failure was received that the drives had failed again on OV (Over Voltage) the system was reset at approximately 7:00 p.m. The Manager was also informed by Forest Lake Estates maintenance that the spike on 12/31/12. damaged 2 of their pool pumps which resulted in complete replacement.

Boil Water Notice 5:

On 1/12/13, at approximately 8:30 a.m., a failure was received at the Utility's water plant again that related to over voltage. The company continued to experience the electrical problem with Withlacoochee Power.

- o Shortly after the 12/31/12 unscheduled equipment failure, Withlacoochee Power informed the Utility's contractor, "Environmental Equipment Sales, Inc." that the sub-station was very close to the Utility's facility and they were going to try and make some adjustments to their equipment to reduce the power spikes at the Utility's facility.

- o Withlacoochee has changed out 4 transformers and is now adding a new phase/transformer at the wastewater plant to make that system a true 3 phase star system because of power problems at the facility.

- o Withlacoochee had replaced the 2 transformers at the water treatment plant and Withlacoochee and Labrador Utilities, Inc. are currently looking at changing the power provided by Withlacoochee to correct the problem from "open delta 230V 3 phase power" to "star 208V 3 phase power".

- o This change will be based on current equipment capabilities. Some of the Utility's equipment may not be compatible with 208V power which is in the process of being checked for compatibility.

- o The Utility is working with the contractor to install a transformer on the utility's side that will have taps so that we can adjust and buffer the incoming Withlacoochee voltage in front of our equipment to resolve this issue.

- o The water quality from all water samples that were required because of the Boil Water Notices were good and safe to drink.

- o All customers with active telephone numbers on their accounts with the Utility were notified each time.

- o There is not any reason to be alarmed about the drinking water.

- o The Boil Water Advisory is a precautionary requirement and must be issued each time the water pressure is reduced in the lines below 20psi.

- o The water is safe.

- o Customer provided with resolution via email 1/17/13.

Shonna McCray

2/19/13: This inquiry closed. Shonna McCray

Request No. 0958220W

Name BRAZEE ,SCOTT MR.

Business Name

Consumer Information

Name: SCOTT BRAZEE

Business Name:

Svc Address: 12304 LAKE VALLEY DRIVE

County: Lake Phone: (407)-442-0506

City/Zip: Clermont / 34711-

Account Number: 627751000

Caller's Name: SCOTT BRAZEE

Mailing Address: 12304 LAKE VALLEY DRIVE

City/Zip: CLERMONT ,FL 34711-

Can Be Reached:

E-Tracking Number: 25667

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WS861

Company: UTILITIES, INC. OF PENNBROOKE

Attn. Ann Raponi0958220W

Response Needed From Company? Y

Date Due: 08/20/2010

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 08/19/2010

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VIOLET FARIA

Entered By: AC

Date: 07/30/2010

Time: 11:54

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 185.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VF

Date: 09/03/2010

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

" Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Scott Brazee
Telephone: 407-442-0506
Email: drsjb23@gmail.com
Address: 12304 Lake Valley Drive Clermont 34711

BUSINESS INFORMATION

Request No. 0958220W

Name BRAZEE ,SCOTT MR.

Business Name

Business Account Name: Scott Brazee
Account Number: 6277510000
Address: 12304 Lake Valley Drive Clermont FL 34711

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I am writing for assistance with Utilities, Inc., which has billed me for an astronomically unprecedented utilization of water in my most recent 26 day cycle.

We have lived in this residence for 10 years, and have a very consistent use of water over the years, with most recent utilization from June 2009 to June 2010 averaging 9,076 gallons per Utilities Inc. billing cycle. In the last 26 day cycle, the bill reflects an 81,380 gallon utilization rate, which is enough to fill my pool 5.8 times plus. For 6 of those days, there was only one person living in the home, as my wife and daughter were traveling. I watered my grass 1 time during that period, did no pool repairs or fills, and have no leaks. It is simply not possible that we used this amount of water during the time specified.

I explained this by phone to local Utilities, Inc. office representatives Lori M., Matt, and Fairy; Lori sent a field rep over to test for a leak, and none was found. A second Utilities, Inc. field rep was sent over by Matt to test the flow and meter reads. The meter checked out fairly accurate, but the rep replaced the meter anyway. The field representatives explained that a separate company is sub-contracted to read these meters, and that they frequently just ESTIMATE the meter readings. My bills never disclose that estimations are used. The local office was not able to provide documentation or names as to whether someone actually physically reads the meter every month, although they maintain "that's what the computer says."

As explained independently by two separate Utilities, Inc. field reps (who asked not to be identified for fear of their jobs), what is happening is that for untold number of months, ESTIMATED READS go on my bill as reported by the subcontractors. This month, someone actually read the numbers on the meter, and I was billed a "catch-up" amount up to the current meter reading. This is a misrepresentation and unfair. A premium rate is charged for every tier of utilization over the first 5,000 gallons per billing cycle.

Utilities, Inc. was not able to describe for me what a family could do in order to utilize 81,000+ gallons in 26 days, with no leak, no running hose, no pool fill, no sod replacement, no guests and no excess lifestyle changes with respect to water. They will not go further with me to resolve this matter. Thus far, I have verified with 4 of my neighbors (at our homeowners board meeting) that a similar wildly unprecedented utilization rate was billed to them this billing cycle as well. There is a deeper issue here. Has there been violation of a rule?

We do our part to be a green household. We use water conserving aerators on our faucets and showerheads (I have receipts), take short showers, only water grass at night when necessary (NOT on a timer), and keep our pool in good condition.

I want this bill to reflect a reasonable and fair amount based on my history of water usage, as there is no possible way I used this much in 26 days. If it's a matter of Utilities Inc.'s making up water usage previously unreported over a long period of time, as I suspect, then it needs to be rated at the lowest tier level commensurate with my history. From here forward, I requested a physical human eye reading of my meter

before billing with date and reading documented. Please advise how I can proceed and how you can assist me. Can Utilities, Inc. shut off my water for nonpayment of this bill until the conflict is resolved? Do you advise I retain legal counsel to defend against apparent fraud, as this does not seem to be an isolated issue? Thank you for your assistance with this serious matter."

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

08/03/2010 - Caller inquired if his complaint has been filed. Provided complaint number and provided policies and procedures. Caller updated disputed amount. Caller states his bill is for \$208.72 and he's disputing \$185.00 of that balance. Advised it would be updated. MBermudez

08/19/2010 - Company response received via e-mail. /EEstelle

8/20/10- Reviewed Company Response:

PSC was cc: in the response. Customer was advised that on 6/13/10, customer was billed for 81,380 gallons due to a misread. Based on the previous reading provided by the field tech the bill was recalculated back to an average usage in order to determine usage from November 09 to July 10. This resulted in a bill correction of \$51.75, which was reflected on the August bill. The usage on the august bill is a true-up of the underbilled June bill.

Request No. 0958220W

Name BRAZEE ,SCOTT MR.

Business Name

On 8/17/10, the account was billed 23,600 gallons, and is in line with the previous years usage. Vfaria

09/03/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0983267W Name MITTELSTAEDT ,PHIL MR. Business Name _____

Consumer Information Name: PHIL MITTELSTAEDT Business Name: Svc Address: 32801 TIMBERWOOD DRIVE County: Lake Phone: (352)-365-8337 City/Zip: Leesburg / 34748- Account Number: 1947310000 Caller's Name: PHIL MITTELSTAEDT Mailing Address: 32801 TIMBERWOOD DRIVE City/Zip: LEESBURG ,FL 34748- Can Be Reached: E-Tracking Number: 27227	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: DH Date: 12/06/2010 Time: 09:14 Via: E-FORM Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company Code: WS861 Company: Attn. Ann Raponi0983267W Response Needed From Company? Y Date Due: 12/28/2010 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 12/28/2010 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 01/12/2011 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 0958220W Name BRAZEE ,SCOTT MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, December 05, 2010 10:56 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 27227

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Phil Mittelstaedt
Telephone: 352-365-8337
Email: mittelstaedtchris@yahoo.com
Address: 32801 Timberwood Drive Leesburg 34748

BUSINESS INFORMATION

Business Account Name: Phil Mittelstaedt Account Number: 1947310000
Address: 32801 Timberwood Drive Leesburg Florida 34748

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Pennbrooke
Details:

I have been overbilled for the period 10-25-2010/11-25-2010. I watched my meter being read on 23 November 2010 by a person driving a Utilities Inc pick-up. The reading at 6:30 AM on 23 Nov. was 1962820. I have been billed as if the reading was taken on 25 November 2010 and listed as an estimate (1964350 is what I have been billed at). The correct reading for 25 November was 1963230. I take meter readings daily. I consider the mis-statement of meter readings to be dishonest. If all customers were billed a thousand gallons more than there actual usage (\$2.92/thousand gal.) (1350 customers times \$2.92 = \$3942 overcharge for the month. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

Request No. 0983267W

Name MITTELSTAEDT ,PHIL MR.

Business Name _____

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

12/28/2010 - Company response received via e-mail. /EEstelle

12/29/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 11/23/10, the customer's meter was read.
- o At the time the readings were uploaded to the billing system, the file was corrupted causing no readings to upload.
- o In order to bill customers, the system estimated bills were generated.
- o Based on the 11/23/10 reading, the customer's usage was re-calculated and a corrected bill was issued.
- o The corrected bill reflects usage of 13,120 gallons (\$73.07)
- o As of 12/27/10, the customer's account has a credit balance of \$4.47.
- o Customer provided with resolution via mail.

Shonna McCray

1/12/11: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: CARMEN DOMBROWSKI</p> <p>Business Name:</p> <p>Svc Address: 13807 CIERRA COURT</p> <p>County: Lake Phone: (863)-256-4167</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number: 0859434550</p> <p>Caller's Name: RICKY DOMBROWSKI</p> <p>Mailing Address: 13807 CIERRA COURT</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: SGW</p> <p>Date: 06/17/2011</p> <p>Time: 14:48</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 159.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS861</p> <p>Company:</p> <p>Attn. Elsie Christian1014396W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/11/2011</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 07/11/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 07/22/2011</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$159.00

What is the date of the bill? June 2011

Why do you believe you have been billed improperly? Customer states their Utilities. Inc. bill came in at over \$170.00 when it usually runs around \$11 per month. Customer states the meter was changed out in May 2011 and customer feels that this caused the spike in the bill.

Other Comments: Customer states water usage for this billing month was no different than in months past...no filling a pool, no irrigation, no overusing of water.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

07/11/2011 - Company response received via e-mail. /EEstelle

7/11/2011- Reviewed Company Response:

July 8, 2011, a meter test was performed on Ms. Dombrowski's meter. The test was performed in her presence and the meter test results indicated that the accuracy of the meter meets The Florida Public Service Commission Regulations. There was not any problem found with the new meter.

The results were explained to Ms. Dombrowski. Ms Dombrowski indicated that her irrigation was set for 40 minutes per zone. It was suggested to her to reduce the time to approximately 10 - 15 minutes per zone as suggested by SJWMD. Water Conservation information was also provided to her. A copy of the meter test results is included with this communication. VFaria

07/22/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 1014396W

Name DOMBROWSKI ,CARMEN MRS

Business Name

<p align="center">Consumer Information</p> <p>Name: RONALD HANSEN</p> <p>Business Name:</p> <p>Svc Address: 12033 BROWN'S CANAL DRIVE</p> <p>County: Lake Phone: (352)-243-4243</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number:</p> <p>Caller's Name: RONALD HANSEN</p> <p>Mailing Address: 12033 BROWN'S CANAL DRIVE</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SGW</p> <p>Date: 04/03/2012</p> <p>Time: 09:26</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 6000.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS861</p> <p>Company:</p> <p>Attn. Elise Christian1059076W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/24/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 04/24/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 05/16/2012</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$ 6000.00

What is the date of the bill? April 2012

Why do you believe you have been billed improperly? Customer states he is trying to get water service from Aqua Utilities in Lake county . Customer had been on well service but wanted to switch due to poor water quality and a bad filtering system. Customer states the company had extended the water service to the two houses at the beginning of his road and he is about 300 feet further, two more houses down. Customer states it would end up costing him around \$12000 to run 300 feet of pipe and he feels that is excessive and wants to know how the company can justify that kind of expense.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

04/03/2012 Customer called to report the complaint was filed incorrectly. Instead of Aqua Utilities it should be Utilities Inc: WS861. Rik Koeteeuw

4/3/12: Complaint forwarded to correct company. Shonna McCray

04/24/2012 - Company response received via e-mail. /EEstelle

4/25/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Hansen and his neighbor have requested potable water service from LUSI via an existing 2" PVC water main located approximately 300 LF to the west of Mr. Hansen's residence.
- o This 2" main currently facilitates service to two existing homes.
- o Based upon years of practical experience, it is the Utilities' opinion that Mr. Hansen and his neighbor connecting to the existing 2" water main will have a negative impact on the other two homes currently being served.
- o With this in mind and a strong likelihood that the other 11 or so lots to the east along Brown's Canal Rd.

Request No. 1059076W

Name HANSEN ,RONALD MR.

Business Name

will ask for service in the future,

- o Mr. Hansen was asked to provide a plan to install a 4" water main.
- o At this time he was advised that he needed to remit \$2,733.00 in fees that includes a 5/8" meter, send a permit determination request to FDEP and to provide preliminary assurance that an adequate easement could be obtained to install the main and address future O&M requirements.
- o Mr. Hansen strongly objected to the need to install the upsized water main, to remit the required fees, to obtain a permit determination request from FDEP and the need to provide for an easement.
- o As a result it was suggested to Mr. Hansen that if he still desires service from LUSI, the Utility can install a meter and box at the west end of his street and he can run the service line from the meter to his house.
- o This will negate the need to upsize the water main, obtain an FDEP permit determination request response and to acquire an easement.
- o However, the fees will still apply and need to be paid.
- o This method of providing service is of a lesser level of quality than what is to be normally expected but would be sufficient in providing the internal plumbing needs of the customer.
- o The customer would also be responsible for physically disconnecting the existing well from the house in accordance with the Utility's FDEP approved Cross Connection Control plan.

Shonna McCray

5/16/12: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name:</p> <p>Business Name: YEAGER DEVELOPMENT COMPANY</p> <p>Svc Address: 11745 CLAIR PLACE 11751 CLAIR PLACE</p> <p>County: Lake Phone: (321)-239-7110</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number:</p> <p>Caller's Name: JEFF YEAGER</p> <p>Mailing Address: 1404 GREEN COVE ROAD</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SGW</p> <p>Date: 04/11/2012</p> <p>Time: 16:11</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 5166.00</p>
<p>City/Zip: WINTER PARK ,FL 32789</p> <p>Can Be Reached: (407)-645-0608</p> <p>E-Tracking Number:</p>	<p align="center">Utility Information</p> <p>Company Code: WS861</p> <p>Company:</p> <p>Attn. Elise Christian1060210W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/02/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 04/25/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 05/17/2012</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$5166.00

What is the date of the bill? March 29,2012

Why do you believe you have been billed improperly? Customer states he has already paid for the charges Utilities Inc. is trying to collect again.

Other Comments: Customer states he is a developer who has been building a 88 home lot site. He finished 86 of the 88 homes and then came back to build the last 2. He was under a contract with Utilities Inc to pay them half of the money for the water lines upfront and the remainder during the building process. The contract was entered into in March 1996. He contacted Utilities Inc to advise he was about to finish the last two houses and was told by the company he owed more money.

They are charging him a Plant Capacity charge of \$1,157.00 each house and a Main Extension Charge of \$1,426.00 per house to equal \$5,166.00.

Customer believes that he has already paid for these services under the contract he holds and wants the company to honor the contract they entered into.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

04/25/2012 - Company response received via e-mail. /EEstelle

4/26/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Yeager entered into a developer agreement with Lake Utility Service, Inc. in March 1996 to construct an 88 lot subdivision.
- o Under Article III of the agreement the developer was required to pay \$48,400.00 for service to the first 44 lots or \$1,100.00 per lot.
- o The developer paid \$48,400.00.

Request No. 1060210W Name , Business Name YEAGER DEVELOPMENT COMPANY

- o There is not any record for other prepaid lots by Mr. Yeager.
- o Since the execution of the developer agreement, there have been an additional 36 lots sold to builders other than Mr. Yeager and 6 lots built upon by what appears to be Mr. Yeager himself, leaving a balance of 2 lots to be built upon.
- o In December 2011, Lake Utility Services, Inc. was granted a new Plant Capacity Fee and Main Extension Charge/ERC that totals \$2,583.00.
- o Mr. Yeager was informed that he would need to remit this amount for each lot in order to gain service to the last two lots in Lake Clair Place.
- o The fees were explained to Mr. Yeager.
- o Mr. Yeager feels that he should only have to pay the amount in the 1996 agreement.
- o The Utility feels that the December 2011 Plant Capacity Fee and Main extension Charge/ERC is due and is fair and equitable.

Shonna McCray

4/26/12: Complaint forwarded to Supervisor for review and advise. Shonna McCray

05/03/2012

Customer states he has not received a response. Advised would forward information to analyst, Shonna. tkemp

5/4/12: Resolution letter prepared; will also provide customer with company's response. Shonna McCray

5/07/12- Customer asked to speak to case analyst, he was transferred. NHollinhead

5/7/12: Mr. Yaeger transferred by Nusly. He advised the company has not contacted him and provided a response. Reviewed the company's response with Mr. Yaeger and advised his complaint has been forwarded to my Supervisor for additional review. Explained to Mr. Yaeger the PSC does not have jurisdiction over contractual issues. Mr. Yaeger advised he paid for the tap to all locations years ago and per the contract that was signed stated the price would not increase. Mr. Yaeger will fax/email the contract and the bill. Shonna McCray

5/07/2012 Customer correspondence received via fax, and forwarded to SMcCray. DHood

5/7/12: Reviewed customer correspondence and added to file. Shonna McCray

5/17/12: Customer's objection noted per conversation on 5/7/12. Resolution letter prepared. Shonna McCray

5/17/12: Resolution letter mailed. This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: ANTOINETTE AND VAZQUEZ</p> <p>Business Name:</p> <p>Svc Address: 4406 OLYMPIA COURT</p> <p>County: Lake Phone: (352)-497-8713</p> <p>City/Zip: Clermont / 34714-</p> <p>Account Number: 9265-784-826</p> <p>Caller's Name: ANTOINETTE VAZQUEZ</p> <p>Mailing Address: 1601 JOHNS LAKE RD #114</p> <p>City/Zip: CLERMONT ,FL 34711</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: TK</p> <p>Date: 04/16/2012</p> <p>Time: 15:48</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 300.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS861</p> <p>Company:</p> <p>Attn. Elise Christian1060717W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/07/2012</p> <p>Fax: (407) 869-6961 R</p> <p>Interim Report Received: / /</p> <p>Reply Received: 05/07/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 05/22/2012</p> <p>Closeout Type: WB-50</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 542.91

What is the date of the bill? July 2011

Why do you believe you have been billed improperly?

Caller states after their last month in their rental home they received a bill for \$300.00. Caller states their water bills ranged from \$100 to \$400 per month. Caller states each month they were there the bill increased about \$100. Caller states she contacted the company in May about the high bill, the technician determined the meter was working properly. The technician advised they could have a leak, and they would need to get in contact with the realtor to have it checked. The customer contacted the realtor and was advised it was an underground irrigation leak. Customer was not advised where that leak is located. Customer would like for the utility to check and see if the leak is at there point of responsibility. Customer believes she has possibly been billed the \$300 for the leak errantly.

Other Comments:

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
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 - d) answers to any questions raised by staff in the complaint
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

5/07/2012 Customer correspondence received via email, added to file, and forwarded to SMcCray. DHood

"From: Antoinette Vazquez [<mailto:vazquezasv@gmail.com>]

Sent: Monday, May 07, 2012 1:07 PM

To: Consumer Contact

Subject: Reference number# 1060717W

I recently filed a complaint with the PSC and was advised to make contact with the department if I had not heard from the recipient of the complaint. As to date, I have yet to hear from them and its surpassed 30 days from the date the complaint was filed. Thank you for your time and assistance in this matter.

Sincerely,

Antoinette Vazquez

352-497-8713

vazquezasv@gmail.com"

5/7/12: Reviewed customer correspondence. Customer has not been contacted by the company. Shonna McCray

Request No. 1060717W

Name VAZQUEZ ,ANTOINETTE AND MS.

Business Name _____

5/7/12: Response received via email. Shonna McCray

5/8/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Vazquez's service start date with the Utility was 2/28/11, and it was closed on 8/11/11.
- o A customer initiated work order was completed on 7/26/11, to check his service for a leak.
- o The Technician found a leak that was registered an estimated .05 gpm.
- o He spoke to Mr. Vazquez and informed him that the leak was not on the Utility's side of the meter.
- o Mr. Vazquez was aware of the leak.
- o He was informed by the Technician that the leak was registering 7 days a week and 24 hrs a day and that he should have it repaired.
- o Mr. Vazquez contacted the company around 3/28/12, to express that he was not satisfied that his unpaid account was turned over to the Utility's collection department.
- o He expressed to the Customer Service Representative that the leak was in the irrigation system at the residence.
- o Mr. Vazquez was made aware about the location of the leak at the residence in July, 2011 and he indicated that he was aware of the location of the leak when he contacted our office on 3/28/12.
- o On 9/9/11, a new occupant moved into the residence.
- o The Technician was unable to turn the water on because of water passing through the meter and no one was present at the residence.
- o The new occupant and the Landlord met with the Technician on the 2nd trip to the residence.
- o The leak had not been repaired at that time.
- o The Utility does not find that Mr. Vazquez's bill is incorrect.
- o The high bill is the result of the leak that was found the irrigation system at the residence.

Shonna McCray

NOTE: It appears the company has violated PSC rules---failure to provide response to customer within 15 days.

Shonna McCray

5/8/12: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

Per Consumer Complaint Rule 25-22.032, Complaint resolution should be provided to the customer via direct contact with the customer, either VERBALLY or IN WRITING within 15 working days after the complaint has been sent to the company. Leaving a message for the customer or sending a 'Call Me' letter does not satisfy this rule. Please confirm that resolution has been provided to the customer. HAS RESOLUTION BEEN PROVIDED TO THE CUSTOMER? PLEASE PROVIDE THE ACCOUNT HISTORY FOR ANTOINETTE VAZQUEZ FROM 2/28/11 TO 8/11/11, TO THE PSC. PLEASE PROVIDE RESPONSE BY 5/17/12. Shonna McCray

05/08/2012 - Company response received via email. DScott.

5/9/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

Request No. 1060717W Name VAZQUEZ ,ANTOINETTE AND MS. Business Name

- o On 5/8/12, Elise Christian contacted Mr. Vazquez via phone.
- o He requested that she contact Ms. Vazquez and provided her contact information.
- o Ms. Vazquez was not available to receive the call.
- o A written response was sent to the customer's email address.

Shonna McCray

5/9/12 - Company response received via email. DScott.

5/10/12: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. The company was responding to email sent directly to the company by the customer. Response indicates the following:

"The Utility does care and value all of its customers. Our goal is to provide quality service to our customers at all times. We can certainly understand your frustration concerning the leak in your irrigation that resulted in the high bill.

The Utility does not monitor or maintain the customers plumbing or their service lines. The Utility assumes responsibility for any damages that are caused to the Customers' service when it is at fault. In this case, the leak was not caused by the Utility. The Utility does not find that it has been negligent and was the cause for the leak in the irrigation at the residence. There is always a cost for the Utility to provide water even when a leak is involved, therefore it is fair that the Utility receives payment for the water that was provided.

Contacts and work orders on your account and the new occupancy's account seem to indicate that the property is rental property and that there is a Property Management Company or Person that was responsible for the maintenance of the property. If you are unable to obtain some relief from the Property Management Company, the deferred payment arrangement remains available to you as stated in the original communication."

Shonna McCray

5/14/12- I transferred customer to case analyst. NHollinhead

5/14/12: Ms. Vazquez transferred by Nusly. Ms. Vazquez stated she was renting the property. She advised the owner of the property is saying the leak was on the company's side and the company is saying the leak was on the property owner's side. Explained to Ms. Vazquez that the company is responsible up to the meter and the customer/owner is responsible from the meter on. She confirmed that the owner of the property made the repairs. Advised Ms. Vazquez being the owner made the repairs this confirms the leak was not on the company's side of the meter. She asked what her next step would be. Explained concerns would be a landlord/tenant issue. She indicated she understood. Shonna McCray

05/15/2012 - Company response received via e-mail. /EEstelle

Request No. 1060717W Name VAZQUEZ ,ANTOINETTE AND MS. Business Name

05/15/2012 - Company response received via e-mail. /EEstelle

5/16/12: REVIEWED COMPANY RESPONSES. Response received at 10:15 a.m. indicates the following was provided directly to the customer in response to an email sent to the company by the customer:

"This correspondence is in reference to your inquiry dated May 8, 2012, concerning the leak and the outstanding bill for service at 4406 Olympia Court, Clermont, FL.

You wrote; per the Public Service Commission, It's difficult to pin point exactly who should be held responsible, since an underground irrigation leak is such a broad expansion. How is it that you are able to determine that Utilities, inc. isn't at all responsible?

Lake Utilities Services, Inc. does not install irrigation lines on the Customer's property. The Utility provides the water service to the meter on the street side of the Customer's property. The customer installs its service/irrigation lines from the customer's side of the meter to the yard, house etc. The line that provides the service on the Customer's property is owned by the Customer and is the Customer's responsibility to maintain.

If and when the Utility experiences a leak in its service lines, it is in the line before the meter. It is not on the customer's side of the meter. The leak does not register on the Customer's meter when the leak is in the Utility line. The Utility does not experience difficulty in identifying leaks in its lines and knowing when it is the Utility's responsibility whether underground or above ground.

You wrote; if you have been able to obtain documentation that states a specific placement for the leak that places the Owner/Landlord/Property Management responsible, please advise.

The Utility is not knowledgeable about who is the owner of 4406 Olympia Court, Clermont, FL. It is not knowledgeable about if there is a Landlord/Tenant lease agreement or if you are the owner. It can only state to you that the leak is not the Utility's responsibility. In your communication to the FPSC, you stated that there is a Property Manager and that you had been informed through that source that the irrigation line had a leak and as a result, a high bill occurred.

The Utility is not in a position to determine if either the Owner, Landlord or Property Management should assume the responsibility for the leak in the irrigation line on the property. That will have to be determined by the occupant/owner. The Utility holds the customer of record responsible for the water bill. The disputed bill is for service that was provided to you in your name. In an effort to assist you, a payment arrangement was offered to you if you required additional time to pay the bill.

You wrote; your technician informed us that a leak of that gander could be caused by the A/C unit or Sewer, ofcourse he isn't a contractor so his words at best is considered advisory.

Request No. 1060717W Name VAZQUEZ ,ANTOINETTE AND MS. Business Name

The Technicians that came to your residence possesses the required training and knowledge to know that a water leak is not a sewer leak. It is not clear why you would be told that the A/C unit could possibly cause high water usage, unless your residence had a water cool type air conditioner. In this case, the Technicians will not attempt to advise you about your air conditioner.

You wrote; I say that to say this, one possibility of the leak would hold Professional Property Mgmt, Inc. or the Owner responsible and the other will hold Utilities, Inc. responsible. Are you a Supervisor? Although you have been informative, I would like you to forward me the information to someone in a higher position, so that we can try and resolve this destestable situation.

Lake Utilities Services, Inc. does not agree with your conclusion as stated. The Utility is not responsible for the faulty plumbing on the customer's property. It is between you, the Owner and Professional Property Management, Inc. as to who is responsible for the leak. The Utility holds you responsible for the bill because the service was in your name.

The Area Manager was involved in the investigation of your complaint. The investigation has concluded that the water was used. It is not the Utilities responsibility to hold anyone other than the account holder responsible for the water service that was provided. It is not the Utilities responsibility to show how water was consumed. Only the customers have the ability to control how their water service is used and manage the amount of consumption. It is unfortunate that the plumbing failed in the service lines on the property which resulted in a high bill.

In conclusion, the Utility is not responsible for the leak that occurred in the property owner's service line. The deferred payment arrangement continues to be available to you if you require it. Please contact our office at 1-800-272-1919, to establish the payment arrangement if you require it.

If you continue to be dissatisfied with the Utility's findings and its conclusion concerning the unpaid bill and the leak on the property, please continue your investigation/complaint through the FPSC. A copy of this correspondence has been provided to their office."

Per response received at 11:52 a.m. the company stated the following:

"Has this complaint been closed with your office or is it pending for additional information? As you can see through several communication to our office from Mr. and Mrs. Vazquez, which I have copied your office on the responses from me, it is quite clear that the customer is not satisfied with the Utility's responses, position and findings concerning the high bill and the leak that they were informed about in their underground irrigation line by the realtor. This is written in their complaint to your office." Shonna McCray

5/16/12: Sent a response to Ms. Elise Christian via email (ESChristian@uiwater.com) advising the complaint is still open until 5/21/12." Also advised of conversation held with Mrs. Vazquez on 5/14/12. Shonna McCray

5/22/12: This inquiry closed. It appears the company has violated PSC rules---failed to provide response

Request No. 1060717W Name VAZQUEZ ,ANTOINETTE AND MS. Business Name

to customer within 15 days. Shonna McCray

Request No. 1063341W Name MOORE ,GREG MR. Business Name _____

Consumer Information Name: GREG MOORE Business Name: Svc Address: 4063 GREYSTONE DRIVE County: Lake Phone: (352)-243-2023 City/Zip: Clermont / 34711- Account Number: Caller's Name: GREG MOORE Mailing Address: 4063 GREYSTONE DRIVE City/Zip: CLERMONT ,FL 34711- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: SGW Date: 05/08/2012 Time: 11:05 Via: PHONE Prelim Type: IMPROPER PO: Disputed Amt: 0.00
	Utility Information Company Code: WS861 Company: Attn. Elise Christian1063341W Response Needed From Company? Y Date Due: 05/30/2012 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 05/21/2012 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 06/21/2012 Closeout Type: GI-30 Apparent Rule Violation: N

Request No. 1060717W Name VAZQUEZ ,ANTOINETTE AND MS. Business Name _____

Preclose type - Improper Disconnect

Are you currently without service? No

When was the service disconnected? Not yet disconnected

Did you receive a disconnect notice? Yes If so, what was the date of disconnection on the notice? The notice was verbal from the company with nothing in writing.

Other Comments: Customer states Utilities Inc is telling him he is exceeding his water allotment for irrigation. Customer states he encountered the issue in 2002. The company had been owned by Lennar Corporation at that time and an engineer came out and it was determined that his lot was large enough to qualify for more water on his allotment . Customer states he provided the company with the findings from the survey of his property and the letter attesting that he qualified for more irrigation water. Customer is still being told he is exceeding his irrigation allotment. Customer wants to know why his request for more water is being ignored.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

Request No. 1063341W

Name MOORE ,GREG MR.

Business Name

05/21/2012 - Company response received via e-mail. /EEstelle

5/22/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Moore wrote that he is qualified for more irrigation water than what has been allocated to him due to the size of his lot and he has provided a copy of a survey from an engineer indicating that his lot is large enough to qualify for a larger allocation.
- o He inquired as to why his request for more water is being ignored.
- o On 5/10/12, a telephone call was made to Mr. Moore by the Water Conservation Coordinator to address his concerns and to explain the regulations for water allocation that is required by the State.
- o A message was left requesting a return call.
- o As of 5/21/12, Mr. Moore has not returned the call.
- o The allocation for the irrigation water is determined by St. Johns Water Management District (SJWMD) and is not adjustable by Acme Water Supply Management Company.
- o Each year the customer is notified about their water allocation for the year.
- o In March 2012, customers were sent notification about their water allocation for January 2012 - December 2012.
- o Mr. Moore was sent a notification at that time.
- o On 5/21/12, letter was mailed to Mr. Moore that explains the water allocation to him.

Shonna McCray

5/22/12: Mr. Moore transferred by Tekeyshia. Mr. Moore stated he has been out of town and just got the message from the company. Reviewed the response with Mr. Moore and explained the company mailed a response to him on yesterday. Mr. Moore states he is not being allocated enough irrigation water for the size of his lot. He stated he was eventually advised that he should be allotted 600,000 plus gallons each year. Mr. Moore stated his initial concerns (as noted on 5/8/12). He discussed his concerns in great detail. Mr. Moore advised his allowable consumption has been reduced. Mr. Moore stated he has received notifications from his homeowners association regarding brown grass and the possibility of being fined because of the brown grass. Customer continued to discuss his concerns. After 40 minutes of listening to Mr. Moore, I requested he provide his concerns in writing. Mr. Moore stated that SJWMD advised him they do not establish the number of allowable gallons a customer can use they only assist the company in determining an amount. Explained the complaint process with Mr. Moore and advised I would be forwarding his complaint to my Supervisor for additional advise. He agreed he would put his concerns in writing and forward to the company and copy the PSC. Shonna McCray

6/21/12: No further contact from the customer. This inquiry closed. Shonna McCray

Request No. 1105952W Name MARDERS ,STEPHANIE MS. Business Name _____

Consumer Information Name: STEPHANIE L MARDERS Business Name: Svc Address: 10315 CYPRESS COVE LANE County: Lake Phone: (352)-978-3238 City/Zip: Clermont / 34711- Account Number: 6866257444 Caller's Name: STEPHANIE L MARDERS Mailing Address: 10315 CYPRESS COVE LANE City/Zip: CLERMONT ,FL 34711- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: FGR Date: 03/28/2013 Time: 12:07 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 1148.37
	Utility Information Company Code: WS861 Company: Attn. Elise S Christian1105952W Response Needed From Company? Y Date Due: 04/18/2013 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 04/16/2013 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 05/23/2013 Closeout Type: GI-05 Apparent Rule Violation: N

Request No. 1063341W Name MOORE ,GREG MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$1148.37

What is the date of the bill? February and March

Why do you believe you have been billed improperly? Customer states she has been improperly billed because the bills she has been receiving for the past 7-8 months are of \$21.00-\$22.00 a month and then all of a sudden she received a bill of \$1192.37. Customer states the company called her and advised her that they received a high usage alert and that there was a leak in her home and that was the reason she received a high bill. Customer states someone from the company came to her property and met with her landlord advising him that the leak was repaired. Customer states she then received the bill of \$1192.37.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by: Fany Raudales

04/16/2013 - Company response received via Email. DScott.

4/17/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

* Ms. Marders indicated that she disputed the bills because her bills in the past were lower than the February and March bills.

* Ms. Marders meter was read on 2/8/13, for the 2/19/13 bill.

* The meter read was 637360 and the usage that had registered on the meter since the 1/12/13 read was

Request No. 1105952W

Name MARDERS ,STEPHANIE MS.

Business Name _____

147,570.

* On 2/19/13, her meter was read again for accuracy before billing, the meter was spinning when the technician was at the residence to read the meter, no one answered the door.

* Ms. Marders door was tagged and a telephone call was made to her by the Technician to inform her about the meter spinning and the amount of water that had registered on the meter since 1/12/13.

* On 2/28/13, Ms. Marders' meter was reread again and the Technician checked for visible leaks.

* The read was in line with prior reads and there was not any visible leak observed.

* Ms. Marders informed the Utility that she did not have a leak.

* On 3/28/13, Ms. Marders filed the complaint for Improper Bills issued and disputed the usage and the billed amount for her February and March bills.

* The Utility completed another service investigation.

* The meter was reread and a visible leak was observed.

* The estimated flow was at 3 gallons per minute.

* The Technician knocked on the door and no one responded.

* A car was in the driveway, but no one responded to the knock.

* The residence was tagged with the findings.

* Ms. Marders informed the Utility that no one was at the premise during the day.

* On 3/29/13, Ms. Marders contacted the Utility and requested the Utility to contact her landlord to check her meter with the Technician and perform a meter test with the landlord.

* The landlord was contacted and the meter test was completed on 4/5/13.

* The meter tested low registering on maximum flow.

* The landlord informed the Utility that there is a person at the residence during the day and could have been the reason that water was observed as registering on the meter on rechecks.

* Ms. Marders was contacted several times to discuss the Utility's findings.

* The most recent contact was on 4/11/13.

* The meter test result was provided to her and the findings.

* She was asked about the possibility of a person being inside of the residence when the Technician observed water passing through the meter on two occasions.

* Ms. Marders indicated that she would contact the Utility at a later time if additional assistance was required.

* As of 4/16/13, there has not been any additional contact from Ms. Marders.

Shonna McCray

05-01-2013 Customer called back stating she received another high bill of over \$1000.00. Call was transferred to Ms. Shonna. Ffraudales

5/1/13: Customer transferred by Fany. Ms. Marders stated she has gotten another bill even though she is disputing the bill. She stated the company says they performed a meter test, but she doesn't believe they did. She says she was informed by the company that there is no way she could have used so much water. Reviewed the response and advised Ms. Marders the company reports the landlord was contacted prior to the

Request No. 1105952W Name MARDERS ,STEPHANIE MS. Business Name

meter test. She stated she did not know if the landlord was present or not because she does not see the landlord until it is time to pay the rent. Explained to Ms. Marders the PSC can only require the company to issue credit when the meter is not working properly. She stated the company could have fixed the leak when they tested the meter. Explained to Ms. Marders that the company would not have made repairs on her side of the meter and if there was a leak on the company's side of the meter, she would not be billed for that usage being she is billed for water that runs through the meter. Ms. Marders stated she would not be paying the bill until the matter is resolved. Explained to Ms. Marders that her account is protected for \$1,148.37 and all charges above this amount should be paid as they become due. Explained a bench test could be conducted but it would be done at her expense. She declined the bench test. Advised Ms. Marders I would request that her meter be tested in the presence of a PSC Representative. Customer's objection noted. Shonna McCray

5/2/13: 9:07 a.m. Called Elise Christian at 800-272-1919 to determine the cost of a bench test. Elise advised they charge whatever the company that performs the test charges (usually \$25.00). She explained they send the meters out for a bench test. She also advised she spoke with Ms. Marders on 5/1/13, and extended payment arrangements to her. Shonna McCray

5/2/13: 9:20 a.m. Called Ms. Stephanie Marders at 352-978-3238 to advise a PSC Representative only witnesses bench tests and the customer pays the cost of the bench test. No answer; left message requesting a return call. Shonna McCray

5/2/13: Received message requesting a return call from Ms. Marders. Shonna McCray

5/2/13: 9:49 a.m. Returned Ms. Marders' call; left message requesting a return call. Shonna McCray

5/2/13: Received direct call from Stephanie Marders. Explained to Ms. Marders a PSC Representative can witness the bench test. Explained the cost associated with a bench test is the customer's responsibility. Explained to Ms. Marders if the bench test results indicate the meter is running fast, she would be credited for the bench test and an adjustment issued to her account. Otherwise she would be responsible for the disputed charges. Advised Ms. Marders she would have to contact the company to request the bench test. She indicated she would contact the company. Shonna McCray

5/2/13: ATTN COMPANY, ADDITIONAL INFORMATION:
THE CUSTOMER HAS INDICATED SHE WANTS TO HAVE A BENCH TEST DONE. THE CUSTOMER WAS ADVISED SHE MUST CONTACT THE COMPANY AND REQUEST THE BENCH TEST. SHE WOULD ALSO LIKE THE BENCH TEST WITNESSED BY A PSC REPRESENTATIVE.
Shonna McCray

5/9/13: 10:26 a.m. Called Elise Christian at 800-272-1919 to determine if the customer has contacted the company and requested the bench test. Ms. Marders has not contacted the company. Elise has noted the account

Request No. 1105952W Name MARDERS ,STEPHANIE MS. Business Name

to follow up on 5/15/13. Shonna McCray

05/17/2013 - Company response received via e-mail. /ewe

5/17/13: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- * This is an update on Ms. Stephanie Marders.
 - * As of 5/16/13, at 5:15 p.m., there has not been any contact from Ms. Marders for a meter test or to make payment arrangements on her account.
 - * Her account will be provided an additional extension for payment to 5/21/13, to hear from your office.
- Shonna McCray

5/17/13: 12:56 p.m. Called Ms. Stephanie Marders at 352-978-3238 to advise the company has advised the PSC that she has not contacted them to request a refereed meter test. Will also advised the company has extended the payment due date to 5/21/13. No answer; left message requesting a return call. Shonna McCray

5/17/13: Received direct call from Ms. Marders. She stated she contacted her landlord last week and the landlord was supposed to take care of this. She stated she does not have \$1,000.00. Provided the contact information for Elise Christian to Ms. Marders; she stated she would contact her right now. Shonna McCray

5/17/13: ATTN COMPANY:

THE CUSTOMER HAS INDICATED SHE WILL CONTACT ELISE CHRISTIAN. IF THE CUSTOMER DOES NOT CONTACT MS. CHRISTIAN TODAY, PLEASE CONTACT THE CUSTOMER AT 352-978-3238. PLEASE PROVIDE AN UPDATE TO THE PSC BY 5/28/13. Shonna McCray

5/22/13: Response received via email. Shonna McCray

5/23/13: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- * On 5/20/13, a voice message was received from Ms. Marders.
- * She indicated that her landlord was supposed to have contacted the company about her account and to please call her back.
- * Ms. Marders was called by Elise Christian in the afternoon on 5/20/13.
- * Ms. Christian received her voice mail.
- * Ms. Christian left a message that she was returning her call and to please return the call; contact information was left in the message for her contact.
- * As of 5/22/13, Ms. Marders has not contacted the office.
- * Ms. Marders' account balance as of 5/22/13 is \$1,226.95.
- * That balance includes the two high bills she received for February, \$587.64 and March, \$622.88 (total \$1,210.52).
- * She has received two additional bills,

\$18.18 - 4/16/13

\$18.25 - 5/16/13

* The last payment was received on 2/21/13, for \$60.33.

* Her account was extended out to 5/21/13; that extension has expired.

Shonna McCray

5/23/13: Will contact customer to advise that even though she has a complaint open she should be paying her current bills each month and her service may be interrupted for the undisputed amount. Shonna McCray

5/23/13: 10:26 a.m. Called Ms. Stephanie Marders at 352-978-3238; left message requesting a return call.

Shonna McCray

5/23/13: Received direct call from Ms. Stephanie Marders. Discussed the response and explained to Ms. Marders that the current charges should be paid each month even though she had an open complaint. She explained that she asked the company several times how much she owed and each time she was told not to pay anything. She stated she spoke with the company and has agreed to pay \$100.00 per month on the bill. Asked Ms. Marders about the bench test; she stated she does not desire to have a bench test done because the company could have fixed what was wrong. Explained to Ms. Marders if the leak was on the company's side the water would not have gone through the meter. She indicated she understood. She stated it is the landlord's responsibility to fix any leaks. She stated she would deduct the extra payments made to the water company from her rent. She thanked me for the assistance provided. Shonna McCray

5/23/13: This inquiry closed. Shonna McCray

Request No. 1109442W

Name HINN ,GARRY MR.

Business Name

Consumer Information

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: SGW
Date: 05/03/2013
Time: 11:56
Via: PHONE
Prelim Type: IMPROPER BILLS

Utility Information

Company Code: WS861
Company:
Attn. Elise S Christian1109442W
Response Needed From Company? Y
Date Due: 05/24/2013
Fax: (407) 869-6961 R

PO:
Disputed Amt: 480.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 06/07/2013
Closeout Type: GI-25
Apparent Rule Violation: N

Interim Report Received: / /
Reply Received: 05/23/2013
Reply Received Timely/Late: T
Informal Conf.: N

Name: GARRY HINN

Business Name:

Svc Address: 10603 LAKE HILL DRIVE

County: Lake Phone: (352)-394-7623

City/Zip: Clermont / 34711-

Account Number: 37349 00000

Caller's Name: GARRY HINN

Mailing Address: 10603 LAKE HILL DRIVE

City/Zip: CLERMONT ,FL 34711-

Can Be Reached:

E-Tracking Number:

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$480.00

What is the date of the bill? Bills range from December 2012- April 2013

Why do you believe you have been billed improperly? Customer states his meter was changed out in October-November 2012 by Utilities Inc. Since that time his bill has steadily increased. He is being charged for gallonage he is not using . He lives alone and is handicapped. He does not use sprinkler system and does not have a pool. He is limited to one shower a week and does not use much water but he is being billed for much more water that he believes he is using.

Other Comments: Customer states his average bill runs around \$110 a month but the bills have been \$240 and higher each month. He wants the meter checked and his account reviewed for accuracy.

Request No. 1109442W

Name HINN ,GARRY MR.

Business Name

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams Lynch

05/23/2013 - Company response received via e-mail. /ewe

5/24/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Mr. Hinn indicated that his bills have steadily increased since his meter was replaced in 2012.
- * Mr. Hinn's usage has remained consistent since the installation of the new meter in 2012.
- * Staff met with Mr. Hinn on 5/8/13 to test his meter.
- * Mr. Hinn explained to the operator that he sometimes becomes confused and that he is not sure about how long he has his irrigation set to run.
- * He acknowledged that he waters a lot but was not sure about the setting and thought that perhaps he had it set incorrectly and that was the cause of the high bills.
- * On 5/8/13, Mr. Hinn's meter was tested for accuracy in his presence.
- * The accuracy of the meter was 98.4%.

Request No. 1109442W Name HINN ,GARRY MR. Business Name

- * On 5/23/13, a staff member with the Utility from the water conservation team met with Mr. Hinn to assist him with ideas and ways to use less water when irrigating.
- * Mr. Hinn said that he believes that he was watering on the days that he should not have been watering and also on the days he was allowed to water.
- * The Staff member assisted him with the setting of the irrigation and provided conservation information to him.
- * Mr. Hinn expressed satisfaction for the visit from the Utility and for the assistance and information provided.
- * A deferred payment arrangement is available to Mr. Hinn to pay the large bill.
- * He will need to contact the office to arrange for it.

Shonna McCray

5/24/13: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

WAS MR. HINN INFORMED THAT A DEFERRED PAYMENT ARRANGEMENT IS AVAILABLE? PLEASE CONTACT THE CUSTOMER TO OFFER THE DEFERRED PAYMENT ARRANGEMENT. PLEASE PROVIDE RESPONSE TO PSC BY 6/6/13. Shonna McCray

05/28/2013 - Company response received via e-mail. /ewe

5/29/13: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- * Mr. Hinn was contacted and a deferred payment arrangement has been set up for him to pay his current balance of \$894.27 in 3 monthly installments along with his current monthly bill.
- * The first installment will be on his June bill and the 2nd & 3rd installments will be on his July and August bills.
- * Each bill will be due around the 7th of the month.
- * Mr. Hinn stated that he is comfortable with this arrangement.

Shonna McCray

6/7/13: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: PATRICK SOLOMON</p> <p>Business Name:</p> <p>Svc Address: 11112 CROOKED RIVER COURT</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: RIK KOETEEUW</p> <p>Entered By: SGW</p> <p>Date: 05/13/2013</p> <p>Time: 10:31</p>
<p>County: Lake Phone: (352)-241-8250</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number:</p> <p>Caller's Name: DAWN SOLOMON</p> <p>Mailing Address: 11112 CROOKED RIVER COURT</p>	<p align="center">Utility Information</p> <p>Company Code: WS861</p> <p>Company:</p> <p>Attn. Elise S Christian1110166W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/04/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached: (352)-267-8185</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 05/21/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: RK</p> <p>Date: 06/21/2013</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>

Preclose type - Quality of Service

Customer Comments: On May 11,2013 customer discovered that Utilities Inc. had issued a "boil water" notice for Lake county. Customer states she was not properly notified. She got no door hanger and did not get a call from the company. There was nothing on the website or the news media. Customer has a home with small children and is concerned for their safety and did not want them drinking water that may cause them to be sick. Customer states she called the company at that time to inquire about the notice and left a message for a callback but never got it. She called again today and was told the company had her phone number wrong in the system although she has been with this company for 15 years. Customer wants notification when there is a "boil water" alert in a timely manner.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
 1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams Lynch

05/21/2013 - Company response received via e-mail. /ewe

05/21/2013 - REVIEWED COMPANY'S REPORT; It indicated the following:

Dear Mr. Koeteew:

This correspondence is in reference to Ms. Dawn Solomon's complaint concerning a Precautionary Boil Water Advisory that was issued on May 11, 2013 by Lake Utility Services, Inc. for those customers who live in the LUSI North section of the service area.

Ms. Solomon stated that she did not get a call from the Company and there was nothing on the Utility's website or news media. The Utility does not show Ms. Dawn Solomon as a Customer of record for the address 11112 Crooked River Court, Clermont, Fl. The Customer of record for this address is Mr. Patrick Solomon. The telephone number for his account on May 11, 2012 was 352-242-6688. That number was called and a message was left concerning the Precautionary Boil Water Advisory on May 11, 2013 at 7:13pm. May 13, 2013, at 9:49am the number on Mr. Solomon's account was 352-242-6688. That telephone number was called and the answering machine picked up the call. A message was left notifying the customer that the Precautionary Boil Water Advisory had

Request No. 1110166W Name SOLOMON ,PATRICK MR. Business Name

been lifted.

May 13, 2013, Ms. Solomon contacted our office concerning the Precautionary Boil Water Advisory. She was informed that a call was dispatched to the telephone number on the account. Ms. Solomon stated that she would have never provided that telephone number to our Utility because it was her Aunt's telephone number. The CSR apologized to her and explained, that is the number on file. Ms. Solomon requested a Supervisor. The Supervisor explained to her that there was a note on Mr. Solomon's account dated May 4, 2011, where she called concerning a Precautionary Boil Water Advisory and requested to make changes to the telephone number on the account. At that time, she was informed that she would need to have Mr. Solomon add her to the account as an Alternate Representative to discuss or make changes on the account. This was never done. May 13, 2013, the Supervisor changed the telephone number on the account to 352-241-8250, which was the number requested by Ms. Dawn Solomon. This change was made as a courtesy and as a convenience to Ms. Dawn Solomon. Mr. Solomon will need to update his account by adding Ms. Dawn Solomon as an Alternate Representative or Ms. Solomon will need to put the account in her name for future changes requested by her to the account.

Please contact our office if additional information is required.

Information entered by Rik Koeteew

06/21/2013 - This inquiry is closed. Rik Koeteew

Request No. 1110166W Name SOLOMON ,PATRICK MR. Business Name

<p align="center">Consumer Information</p> <p>Name: ELIZABETH BELLINI</p> <p>Business Name:</p> <p>Svc Address: 32701 WESTWOOD LOOP</p> <p>County: Lake Phone: (352)-787-7421</p> <p>City/Zip: Leesburg / 34748-</p> <p>Account Number: 6219110000</p> <p>Caller's Name: ELIZABETH BELLINI</p> <p>Mailing Address: 32701 WESTWOOD LOOP</p> <p>City/Zip: LEESBURG ,FL 34748-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RJC</p> <p>Date: 06/12/2013</p> <p>Time: 10:48</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS861</p> <p>Company:</p> <p>Attn. Elise S Christian1113050W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/03/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 06/20/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 07/19/2013</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>

Preclose type - Quality of Service

Customer states that she was prompted to call the PSC and make a complaint against the water utility because of the noise that comes from the water utility system is disturbing her and her husband throughout the night. Customer states that there is a constant humming sound from the water system throughout the night. Customer is also very concerned about the poor water quality provided by the water utility. The water has been tested by local residents and has been reported to have high levels of iron and including other impurities. Customer states that the water is very yellow and leaves a yellow residue.

Customer Comments: Customer states that she would like for the PSC to look into both of these concerns. Customer states that she has spoken to many local residents and many of them share the same concerns.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by R. Castillo

06/20/2013 - Company response received via e-mail. /ewe

6/21/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Ms. Bellini was contacted on 6/20/13, to address her concerns.
- * The reason for the excessive humming sound from the wastewater plant was addressed.
- * She was informed that the utility was performing work at the plant and it was necessary for it to remove the fence that had been in place, that served as a means to redirect the sound away from the community.
- * She was informed that the fence is to be replaced within the next week and should resolve that portion of her concerns.
- * The water quality concern was addressed.

Request No. 1113050W Name BELLINI ,ELIZABETH MRS Business Name

* She was informed that the elevated iron levels in the water supply is inherent to the Pennbrooke system and that the utility treats iron with a sequestrant (polyphosphate) and is in compliance with FDEP rules and regulations not only for iron but every other constituent in the water supply that is regulated.

* Ms. Bellini was informed that the Utility provides water test results to its customers annually and it lists everything that is found in the water on those reports, so the Utility's testing of the water is very comprehensive.

* Ms. Bellini did not required additional assistance about her concerns.

* She was provided Elise Christian's direct telephone number if she required additional assistance in the future concerning her service.

Shonna McCray

07-12-2013 Customer called back requesting to know more about her case. Call was transferred to Ms. Shonna. FFraudales

7/19/13: This inquiry closed. Shonna McCray

Request No. 1119224W Name MOUFLIH ,REDOUANE MR. Business Name _____

<p>Consumer Information</p> <p>Name: REDOUANE MOUFLIH</p> <p>Business Name:</p> <p>Svc Address: 4531 OLYMPIA CT</p> <p>County: Lake Phone: (407)-455-1286</p> <p>City/Zip: Clermont / 34714-</p> <p>Account Number:</p> <p>Caller's Name: SAMIRA RASHID</p> <p>Mailing Address: 4531 OLYMPIA CT</p> <p>City/Zip: CLERMONT ,FL 34714-</p> <p>Can Be Reached: (407)-284-0442</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: DH</p> <p>Date: 08/12/2013</p> <p>Time: 08:35</p> <p>Via: E-MAIL</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: MEP</p> <p>Date: 09/30/2013</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>
	<p>Utility Information</p> <p>Company Code: WS861</p> <p>Company:</p> <p>Attn. Elise S Christian1119224W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/03/2013</p> <p>Fax: (407) 869-6961 R</p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/30/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Request No. 1113050W Name BELLINI ,ELIZABETH MRS Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Samira Rashid [mailto:sameral128@hotmail.com]
Sent: Saturday, August 10, 2013 2:41 AM
To: customerservice@uiwater.com; Consumer Contact
Subject: POOR CUSTOMER SERVICE

Hello, my name is Samira Rashid. I reside at 4531 Olympia Ct., Clermont, FL. Our Utilities, Inc. account is under my husband's name: Redouane Mouflih, phone # 407-455-1286. I am, however, in charge of the of the household bills. We recently received a 'Reuse Service Application' for Sawgrass Bay community and I have many questions regarding this new service. First, there is nothing more frustrating than calling one of your service companies and having them take a ridiculous amount of time to answer due to 'high call volume' which is what happened when I called Monday of this past week- I was never able to get anyone on the phone..I finally tried again Friday, and for ONE WHOLE HOUR, I CALLED AND CALLED, I would stay on the line to speak to a representative and the phone would go dead-no message to tell you anything or hold music...I then tried the option to speak to an operator and same thing would happen..Finally, desperate, I tried the option for a water emergency and SAME-NO ANSWER...meanwhile I don't have hours to waste trying to speak to someone!! I have an infant to take care of and you can imagine how frustrating that can be..

How does your company not have a back up plan for this faulty answering system??!!! I cant imagine what would happen if it really had been an emergency. Was everyone out to lunch?? Are you extremely shorthanded? This is so unprofessional...and I'm still so angry about it 12hrs later, just wasting your customers time like that b/c you are a Monopoly and don't have to concern yourselves with good customer service b/c its not like WE CONSUMERS HAVE A CHOICE IN OUR WATER SERVICE!!

My frustration also lies with the new Option for Reuse Service.. I'm confused by why we are being charged \$150 for a new meter? Initially we paid \$80 deposit to set up service..Does the charge for the meter include the irrigation system modifications? Furthermore, shouldn't this be cost be included in your service? Ive never heard of so many charges considering what we have been paying for water the last few months. Extremely frustrated at the thought of such a huge COST to SAVE money.. it doesn't make sense that our city of Clermont is allowing our part of town to go with a private company that is price gouging us like this.

I will be sending a copy of this email to The Public Service Commission to help determine if there is an issue with these charges and the rates we are being charged as well as the Poor Customer Service!

To get in touch with my husband or I please call 407-455-1286 or 407-284-0442..Email: sameral128@hotmail.com.

-samira rashid "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

Request No. 1119224W Name MOUFLIH ,REDOUANE MR. Business Name

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
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 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/30/2013 - Company response received via Email. DScott.

09/03/2013 Reviewed report. Utilities, Inc. advised that the company experienced a telephone outage that lasted for several days, which was caused by a major telephone service. Minimal calls were received by the utility by setting up a work around using the active service that was available. Some calls were received, while others were not.

On August 22, 2013, a company representative contacted the customer and apologized for the telephone outage. The representative explained the reuse program and its costs. The customer appeared satisfied with the information and plans to apply for the resuse water. eplendl

09/30/2013 Closed. The PSC has no record of further customer contact. eplendl

<p align="center">Consumer Information</p> <p>Name: BRANDY YOUNG</p> <p>Business Name:</p> <p>Svc Address: 12812 SUNSET AVE</p> <p>County: Lake Phone: (352)-227-8577</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number: 5623205995</p> <p>Caller's Name: BRANDY YOUNG</p> <p>Mailing Address: 12812 SUNSET AVE</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached: (352)-429-6927</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p> <p align="center">Utility Information</p> <p>Company Code: WS861</p> <p>Company:</p> <p>Attn. Elise S Christian1120522W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/12/2013</p> <p>Fax: (407) 869-6961 R</p> <p>Interim Report Received: / /</p> <p>Reply Received: 09/12/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: MARGARITA</p> <p>Entered By: MV</p> <p>Date: 08/21/2013</p> <p>Time: 12:15</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 2013.28</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: MV</p> <p>Date: 09/25/2013</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
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Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$2,063.28.

What is the date of the bill? August 12, 2013.

Why do you believe you have been billed improperly? Customer is being billed for 512,120 gallons.

Other Comments: Customer was out of town; a water leak started on Friday August 2, 2013, at the corner of her property. The water was running toward her neighbor's property. Her neighbor called the company and was told that the water was run off from the rain. The leak continued, and her neighbor continued to call the company for the next four days until August 5, 2013. Company staff came on August 6, 2013, to turn off the meter. Customer returned home the same day and found a note on her door informing her company had turned off her meter. Customer called the company and was told she needed to get somebody to fix a busted sprinkle

head before turning on the meter.

Customer stated that had the company responded to her neighbor's first call, the bill would not be for 512,120 gallons. Her regular monthly bill is between \$35.00 and \$50.00. Customer is disputing the difference, \$2,013.28. Customer stated that the company informed her that there is no record of her neighbor calling to inform of the leak. Customer stated that her neighbor is willing to provide a written and notarized document stating that he called the company for four consecutive days to inform them of the leak, and that the person who answered his call the first day (Friday) told him that the water was run off from the rain.

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Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by MValdez

09/12/2013 - Company response received via e-mail. /ewe

Reviewed company's response. A copy of a field meter test is included.

- Ms. Young is a customer at 12812 Sunset Ave, Clermont, Florida, which is a part of Lake Utilities Services, Inc. (LUS).

Request No. 1120522W

Name YOUNG ,BRANDY MS.

Business Name

- The utility does not have any record of a contact from anyone about water running or a leak at Ms. Young's residence during the time indicated in her complaint. The utility asked Ms. Young for the address of the neighbor that informed her that he had contacted the utility. She was not sure about the address. She thought perhaps he would have the same utility as she and would have called the correct telephone number for the utility. It was mentioned that perhaps he had called The City of Clermont and not LUS.
- The water was found running on August 6, 2013, by LUS meter reader. The meter reader was not sent to the residence to turn off the water because of the leak, he was performing his monthly meter reading when he noticed the meter spinning and upon an investigation, he saw water running. He turned the water off at the meter and left the tag on Ms. Young's door as she indicated in her complaint.
- The investigation concerning the cause for the leak was completed by Ms. Young's family and by the utility staff. It was found that a ¼" irrigation line had broke which cause the high water loss. The utility suspects that there was a small leak in earlier days between July 8, 2013, and August 6, 2013, and the major break occurred later to the point that the water was seen running in the backside of her property by the neighbor. The utility response states that because the water passed through the meter, it is unable to adjust the water. Ms. Young's service is water only so there is no a wastewater adjustment.
- The utility tested Ms. Young's meter. The accuracy of the meter test indicated that the meter was registering low on allflows. The meter has been sent for a bench test at an independent source. A copy of the field test was provided to the customer. After the bench test result has been received, a copy will be provided to Ms. Young and also to the FPSC.
- As a courtesy, because there is not a water adjustment, the utility billed the water at the first tier rate (lowest of three) The courtesy adjustment provided a credit for \$855.40. This reduced the bill to \$1,207.88. A 12-month deferred payment option has been provided to pay monthly installments along with current charges, starting with the bill that will be issued around September 12, 2013. Customer was informed that a payment is required for \$50 or more if possible by September 16, 2013, so that the deferred payment arrangement can be completed.
- Ms. Young was informed that if the bench test indicates that the meter was in error on the high side, her account would receive an additional adjustment.
- Customer expressed satisfaction. MValdez

09/18/2013 - Company response received via e-mail. /ewe

September 19, 2013: Reviewed company's response. The response includes copy of a letter sent to the customer, and copy of the meter test results. The letter states that the meter failed on the low side. In other words, the meter did not register all of the water that passed through it when a low flow of water was being used. When the water was on high flow it was better and acceptable; when it was on medium flow it was low but acceptable.

The letter also states that no payment for the first installment has been received. As it stands, the account balance is \$2,094.37.

I contacted Ms. Christian, of Utilities, Inc., to clarify the account balance. The previous report stated

Request No. 1120522W Name YOUNG ,BRANDY MS. Business Name

that a courtesy adjustment of \$855.40 reduced the bill to \$1,207.88. Ms. Christian explained that for the adjustment to be applied to the account and the payment arrangement can be made, Ms. Young needed to make a payment of \$50 or more by September 16, 2013. As soon as the payment is received, Ms. Christian will reissue the September bill and set up the payment arrangement. MValdez

09/24/2013 - Company response received via e-mail. /ewe

September 24, 2013: Company's response includes correspondence dated September 23, 2013, from Utilities, Inc. to Ms. Young; attached is a copy of the corrected bill after the payment arrangement was set up. The correspondence stated that the first payment had not been received as discussed before the payment arrangement was completed. The correspondence advised Ms. Young that each bill must be paid by the due date to keep the deferred payment arrangement active. Copies of response added to file. MValdez

9/24/2013- Caller wants to discuss complaint. Case Analyst not available. Transferred caller to voicemail. BBeltinor

September 24, 2013: BBeltinor transferred Ms. Young's call to my voice mail while I was on the phone with another customer. Someone came to talk to the customer I was talking to, and the call went mute. For some reason, Ms. Young's call came to my second line instead of my voice mail. I explained I was in the middle of another call and I will call her as soon as I finish. Ms. Young provided her CBR number (work). MValdez

September 24, 2013: I contacted Ms. Young. Ms. Young wished to inform me of the steps the utility had taken. We discussed the reports received from Utilities, Inc. (UI). Ms. Young stated that the meter test report indicated that the meter failed part of the test and the utility changed the meter. I explained that the meter was under-registering, which meant that she had being billed eight percent less, due to the meter registering only 92% of her usage when a low flow of water was being used, than what she would have paid had the meter been working accurately. Ms. Young understood.

Ms. Young asked if the FPSC considered appropriate the billing. Ms. Young stated that at the beginning when she spoke to the utility staff, she was not sure of her neighbor's address to verify if he was UI customer. However, she has verified that his house is served by UI, although the account is in the renter's name. Ms. Young still believes that her neighbor called the right company to report the leak, UI neglected to respond to that emergency on time, resulting in a large bill she has now to pay. I reminded Ms. Young that the utility has no record of her neighbor calling to report the leak, and the person who found the leak on Monday was the meter reader who was going for the regular meter reading, not to respond a reported leak. Ms. Young stated that her neighbor insisted he can provide a written, notarized statement indicating that he called the right utility several times. Ms. Young provided her neighbor's address: 12848 Lakeshore Dr., to verify that it is served by the same utility.

I explained to Ms. Young that even if her neighbor would have called the right utility and UI would have sent

Request No. 1120522W Name YOUNG ,BRANDY MS. Business Name _____

a person to stop the problem, still she would have to pay extra for the water that went through the meter until her neighbor found the leak and the utility staff came. Ms. Young stated she understood, but the leak would have been much less. She stated her belief that the bill would have been between \$500 and \$600. I explained that it would be difficult to determine when the leak started, and that the utility suggested it might have started as a small leak during the July-August billing period. Ms. Young stated that she understands that the utility does not have record of her neighbor's calls and that, at the end, is hers and her neighbor's word against the utility's. However, she will verify with her neighbor what number he called to, and would like to know if the FPSC could have UI lower the bill. I indicated that I would discuss her case with my supervisor after he returns from lunch. However, I did not see any rule violated; UI adjusted the bill and gave her a 12-month payment arrangement. I clarified that the FPSC does not have authority over payment arrangements. MValdez

September 24, 2013: After discussing the case with my supervisor NForsman, I contacted Ms. Young. I indicated that based on the information provided by both herself and the utility, it appeared that the utility had not violated any rule. I indicated that if she believed that her neighbor called the right utility, and that the utility should have responded sooner to her neighbor's call, which would have resulted in a fourth of the bill she has to pay, she could take the case to a civil court. Ms. Young stated that she is not interested in going to a civil court. Ms. Young thanked the FPSC for the assistance provided, and stated that the case can be closed.

September 25, 2013: This complaint is closed this date as GI-25. MValdez

<p align="center">Consumer Information</p> <p>Name: ANDREW MARSHALL</p> <p>Business Name:</p> <p>Svc Address: 12836 CLOVERDALE LN</p> <p>County: Lake Phone: (904)-382-2414</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number: 9482486629</p> <p>Caller's Name: ANDREW MARSHALL</p> <p>Mailing Address: 12836 CLOVERDALE LN</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 36989</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 09/19/2014</p> <p>Time: 08:16</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WS861</p> <p>Company:</p> <p>Attn. Elise S Christian1160049W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/10/2014</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 09/22/2014</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 10/31/2014</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Friday, September 19, 2014 6:39 AM
 Cc: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 36989

CUSTOMER INFORMATION

Name: Andrew Marshall
 Telephone: 904-382-2414
 Email: asdrew@gmail.com
 Address: 12836 Cloverdale Lane Clermont FL 34711

BUSINESS INFORMATION

Business Account Name: Andrew Marshall
Account Number: 9482486629
Address: 12836 Cloverdale Lane Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I am not certain what Utilities, Inc entity I have service with because they have not revealed that to me. The waiver I emailed for service connection had PO Box 240908 Charlotte, N. C. 28037 on it. I recently moved here and set up water service over the phone. I have never received any information or bills in the mail, only emails. When I tried to click the links to view my bill online, I was prompted to provide my account number WHICH WAS NOT GIVEN TO ME via phone, US mail, nor email- so I could not get to my information online. Yesterday I received a phone call from them stating my bill was overdue and I requested my account number, which was finally given to me for the very first time. SO I finally was able to register and log on to the website to view my bill and when I went to pay it found out that they charge a separate FEE to pay my bill through the website, yet the customer interface DOES NOT specify how much the fee is. I am extremely uncomfortable providing my bank information to a mysterious 3rd party which fails to reveal ahead of time what the fee is.

So I phone Utilities Inc and was told that whether by phone or online I MUST pay a separate fee because THEY have made a business decision not to handle payment themselves. For the many years I was in business I considered my credit card processors MY cost of doing business, not something I forced my customers to pay if they want to do business with me.

IN my phone conversation with a Utilities Inc CSR, I requested a paper bill to be mailed to me and assured him that I intended to immediately mail a check for payment. He proceeded to warn me that they would probably shut off my water before a Bill could make it since it takes up to a week in this day and age to get a bill into my hands. I asked him to note my account that I HAD NOT EVER received a bill electronic of paper, nor notice of what I owed nor my account number until yesterday 9/15/2014 and that I objected to paying a FEE TO PAY my bill and that I intend to pay my bill the moment I receive it. I do not feel he was helpful or understanding and he put me on hold for about 10 minutes before the call was disconnected.

I feel extremely uneasy about having to deal with this company to provide my water and desire to find a more upstanding company to deal with but of course that is not an option. For many years in the recent past at several other locations in Florida I have pleasantly conducted business with all my other utilities online without paying separate fees for the "convenience" of paying them. Please help me be sure they do not shut off our water as they have threatened, even though it has been less than 24 hour since the FIRST notice of my account number or how much my bill is. "

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Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/22/2014 - Company response received via Email. DScott.

9/24/14: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The service is provided by Lake Utility Services, Inc.
- * It is a Utilities, Inc. Company. Utilities, Inc. serves primarily residential customers across 15 states.
- * Through extraordinary leadership and operational strength, Utilities, Inc. has become one of the largest privately owned water and wastewater utilities in the country.
- * The company apologize that the customer was not provided with the account number when applying for service and requested to receive bills electronically.
- * The account number should have been provided along with the instructions for accessing the account online.
- * The account number is required to register the account and to be able to access it at any time online.
- * The billing will automatically send a message when the customer has an e-mail address on file that the bill is ready but would not be able to access it without having registered the account and the login password and it could not be done without the customer having the account number.
- * The company apologizes for this error.

Request No. 1160049W

Name MARSHALL ,ANDREW MR.

Business Name

- * The convenience fee is charged by the 3rd party service that will accept payment and will forward it on to Utilities, Inc.
- * The utility does not have a Greeter Office where a customer can walk or drive to and make their utility payment.
- * There are several methods/services available for customers to choose from to pay bills that will forward payments to the utility with no cost or for minimal cost.
- * The most common choice used with minimal cost is to mail the payment to the address on the bill that is located in Lewiston, ME. for the cost of a postage stamp.
- * The utility will also Auto Draft payments from the customer's bank account of choice when the bill is due at no cost to the customer by the utility.
- * Some customers have their bills sent to their banks and their bank forwards the payment to the utility.
- * The customer can check with their bank to see if there is a fee on their end for processing the Auto Draft submitted to them by the company.
- * First Billing Service is the most common online or phone pay service used by the utility's customers to make their payments.
- * The convenience fee varies based on the amount of the payment and if it is a residential account (fees or less) or a business account (fees are higher).
- * The company provided a copy of 8/12/14 bill and your 9/11/14 bill to the customer.
- * Customer provided with resolution via email.

Shonna McCray

09/25/2014 - Company response received via Email. DScott.

9/26/14: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- * Mr. Marshall is a customer at 12836 Cloverdale Lane, Clermont, FL.
- * Email correspondence was sent to Mr. Marshall on 9/22/14, that addressed his concerns.
- * An apology was made to Mr. Marshall for the inconvenience and the confusion that he experienced as a new Customer with LUSI.
- * Copies of Mr. Marshall's 8/12/14 and 9/11/14 bills were e-mailed to him and copies were also sent to him by USPS.
- * Mr. Marshall's account has been extended for payment to 10/6/14.

Shonna McCray

10/31/14: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: RANDY PHILLIPS</p> <p>Business Name:</p> <p>Svc Address: 16245 EGRET STREET</p> <p>County: Lake Phone: (352)-617-3883</p> <p>City/Zip: Clermont / 34714-</p> <p>Account Number: 5610789620</p> <p>Caller's Name: RANDY PHILLIPS</p> <p>Mailing Address: 16245 EGRET STREET</p> <p>City/Zip: CLERMONT ,FL 34714-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WS861</p> <p>Company:</p> <p>Attn. Elise S Christian1170645W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/29/2015</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 01/13/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: SGW</p> <p>Date: 01/07/2015</p> <p>Time: 09:52</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <p>Disputed Amt: 21.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 02/20/2015</p> <p>Closeout Type: GI-28</p> <p>Apparent Rule Violation: N</p>
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Preclose type - Improper Disconnect

Are you currently without service? Yes

When was the service disconnected? January 7,2015

Did you receive a disconnect notice? Unknown If so, what was the date of disconnection on the notice?
 Customer is unsure if he got a notice

Other Comments: Customer states he made his payment to Utilities Inc on January 6,2015 but his water was disconnected on January 7,2015. Customer states he tried to show the paid receipt to the technician when he came out to shut off customer's water but customer was ignored and water was cut off. Customer states he is very sick and undergoing chemo and is in dire need of his water being reconnected.

Customer states the company is trying to charge him a \$21.00 reconnect fee to turn the water back on which

customer is disputing as unfair.

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Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams Lynch

01/13/2015 Received report via email. eplend1

1/15/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Mr. Phillips' water service was disconnected on 1/7/15, for a past due amount for \$84.96 from unpaid bill balances since 7/8/14.
- * Mr. Phillips' account had not been paid current to a \$0.00 balance since 7/8/14.
- * He was sent a collection letter on 12/22/14, that requested the past due amount by 1/2/15.
- * As of 1/7/15, the payment had not been posted to his account and his service was interrupted.
- * Mr. Phillips requested that the reconnect fee be waived because he made the payment on 1/6/15.
- * His payment was researched and it shows that he made the payment through a 3rd party bill pay service on 1/6/15.
- * The payment receipt shows that it was made on 1/6/15, at 11:14 p.m. for \$85.00.

Request No. 1170645W

Name PHILLIPS ,RANDY MR.

Business Name

* The message on the receipt encourages the payee to contact the utility and it provided a telephone number to call if the payment was late and/or if his/her service had been disconnected.
* Mr. Phillips did not notify the utility about the payment until his service had been disconnected.
* A copy of the receipt is provided with this correspondence.
* Mr. Phillip was contacted on 1/12/15, to address his concerns and also to explain the utility's billing process.
* As a courtesy, the reconnect fee for \$21.00 was waived.
* It was explained to him that this was a onetime courtesy.
* He was encouraged to contact the utility to let it know if he makes a payment in the future after his bill has become delinquent so that his service will not be interrupted.
* He said that he thought that the payment would post immediately the following morning.
* He expressed appreciation for the courtesy.
Shonna McCray

2/20/15: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: JEFFERSON DAVIS</p> <p>Business Name:</p> <p>Svc Address: 9975 PINE ISLAND RD</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: EAN</p> <p>Date: 06/15/2016</p> <p>Time: 14:31</p>
<p>County: Lake Phone: (321)-527-0811</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number:</p> <p>Caller's Name: JEFFERSON DAVIS</p> <p>Mailing Address: 910 BROGDEN DR</p>	<p align="center">Utility Information</p> <p>Company Code: WS861</p> <p>Company:</p> <p>Attn. Elise S Christian1214752W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/07/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: DELAY IN</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: CLERMONT ,FL 34711</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 06/22/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 07/22/2016</p> <p>Closeout Type: GI-29</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Delay in Connection

Are you currently without service? Customer is currently without service.

What date did you contact the company to order service? Two months ago.

What date did the company say the service would begin? Customer stated company never provided a date, company representative stated someone would contact him with information. But customer stated he never received any communication from company.

Did the company contact you with a reason for the delay? Company did not provide a reason for the delay.

Has the company given you a new installation date? Company has not given a new installation date.

Other comments:

Customer stated company representatives came out two weeks ago after several phone calls and installed a box in the easement.
Customer stated everytime he contacts the company to get an update on initiation of service he gets the run around.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Elodie Nau

06/15/2016- Customer states that he contacted Utilities Inc and was told that it would cost him \$3533.00 to lay pipe less than 100 feet. Customer feels that this is an unfair amount and is objecting to the cost. Customer states that he was told that the pipe would be brought to the edge of his property and then his contractor would take it from there to his residence, which is a new construction.

Customer wants to know how Utilities Inc is justified in the charges. SLynch

06/22/2016 - Company response received via Email. DScott.

Request No. 1214752W

Name DAVIS ,JEFFERSON MR.

Business Name _____

07/07/2016 - The Company has provided the following information regarding the Customer's concerns:

"From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Wednesday, June 22, 2016 1:13 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1214752W JEFFERSON DAVIS

Dear Mr. Mr. Marcos:

This correspondence is in reference to Mr. Jefferson Davis' complaint to the Florida Public Service Commission concerning a request to Lake Utility Service, Inc. (LUSI) to provide water service to his vacant lot at 9975 Pine Island Rd., Clermont, FL.

Mr. Davis was provided an application for service and the connection fees to have the service installed. The approved regulated connection fee and the meter fee that was provided to him was \$2,733.00 plus a construction cost for \$800.00, total required was \$3,533.00 to provide the service. On 6/22/2016, Mr. Davis was contacted by telephone to address his concerns. Mr. Davis informed the Utility that he had changed his mind about obtaining potable water service at this time.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com"

MBermudez

7/22/16: This inquiry closed. Shonna McCray

Request No. 1214752W Name DAVIS ,JEFFERSON MR. Business Name

<p align="center">Consumer Information</p> <p>Name: CAROL CAMPBELL</p> <p>Business Name:</p> <p>Svc Address: 1709 US HIGHWAY 19</p> <p>County: Pasco Phone: (727)-942-1585</p> <p>City/Zip: Holiday / 34691-</p> <p>Account Number: 9351912929</p> <p>Caller's Name: CAROL CAMPBELL</p> <p>Mailing Address: 1709 US HIGHWAY 19</p> <p>City/Zip: HOLIDAY ,FL 34691-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 24291</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 04/15/2010</p> <p>Time: 08:54</p> <p>Via: E-FORM</p> <p>Prelim Type: REPAIR</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company: UTILITIES, INC. OF FLORIDA</p> <p>Attn. Karen Sasic0937498W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/06/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 05/06/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 05/25/2010</p> <p>Closeout Type: GI-11</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Wednesday, April 14, 2010 3:57 PM
 To: Consumer Contact
 Subject: E-Form Repairs TRACKING NUMBER: 24291

Complaint filed with PSC

Select County: PASCO
 CUSTOMER INFORMATION

Name: Carol Campbell

Telephone: 727-942-1585
Email:
Address: 1709 US Highway 19 Holiday 34691

BUSINESS INFORMATION

Business Account Name: Carol Campbell
Account Number: 9351912929
Address: 1709 US Highway 19 Holiday Florida 34691

COMPLAINT INFORMATION

Complaint: Repairs against Utilities, Inc. of Florida
Details:

We have a business at this property. About 3 weeks ago our water turned brown and we found out from Utilities, Inc that our meter was 300 feet from our building on another person's property. We were told that the leak was on our side of the meter and that they were not responsible for the repair. So we dug up the pipe from the meter to the business, some 200 feet, and repaired the leak. Then yesterday, the water turned brown again. We again dug up 300 feet of pipe to find a leak 6 inches from the meter in the middle of someone else's back yard. We asked that the meter be moved onto our fenced property since we are responsible for it and were literally laughed at, specifically by Lee Neal, a supervisor. Our water consumption is FIVE TIMES MORE than it should be because of these leaks and we can't get any cooperation from Utilities, Inc. Can you please help us?"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

05/04/10 - Acknowledgement letter returned marked: "RETURN TO SENDER / ATTEMPTED - NOT KNOWN / UNABLE TO FORWARD." Forwarded to RMcHargue. /ewe

05/06/2010 - Company response received via e-mail. /EEstelle

5/10/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 4/15/10, Mike Wilson met with Donald Clark at his place of business.
- o Mr. Clark leases the property from the land owner.
- o Mr. Clark requested Utilities, Inc. relocate the meter servicing the site so that it would be adjacent to his office building and he would not be impacted by future damage or breaks in the water line running across the property.
- o The office building is located approximately 300' from the current location.
- o The water meter and water main are situated within the presubscribed utility easement on the back lot line.
- o There is a 1" service line tapped into a 2" water main.
- o The customer had exposed much of his 1" PVC pipe that lies between the water meter and his building.
- o It was evident that the line had been repaired numerous times in the past.
- o No repairs have been done by Utilities, Inc. or its personnel.
- o Mr. Wilson informed Mr. Clark the water meter must remain within the utility easement in order to be legally accessible for the utility for operation, maintenance, repair, and use of the utility up to the point of connection.
- o The customer remains responsible for the condition of the water line between the meter and the building.
- o The company's water main, service line, and water meter were found to be in proper working order.
- o Mr. Clark appeared to understand and accept the company's position on this matter.
- o Customer provided with resolution via mail.

Shonna McCray

5/10/2010 - Verified with US postal web site, 1709 US Highway 19, Holiday Fl 34691 was a valid address. I goggled telephone number 727-942-1585. Information provided with this number was for Everything Outdoors, Inc. 1709 US 19, Holiday FL 34691. Customer did not provide an e-mail address, unable to locate a different address to send an acknowledge letter to. Therefore, this letter is being added to the file.
rmchargue

5/25/10: This inquiry closed. Shonna McCray

Request No. 0953404W Name ZUCCONI ,FRANK MR. Business Name _____

Consumer Information Name: FRANK A ZUCCONI Business Name: Svc Address: 11724 HOLLY ANN DR County: Pasco Phone: (727)-856-4495 City/Zip: New Port Richey / 34654- Account Number: 5800900000 Caller's Name: MARY ZUCCONI Mailing Address: 11724 HOLLY ANN DR City/Zip: NEW PORT RICHEY ,FL 34654- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: VIOLET FARIA Entered By: RK Date: 07/08/2010 Time: 11:20 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 42.00
	Utility Information Company Code: WU372 Company: Attn. Ann Raponi0953404W Response Needed From Company? Y Date Due: 07/29/2010 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 07/30/2010 Reply Received Timely/Late: T Informal Conf.: N	Closed by: VF Date: 08/12/2010 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 0937498W Name CAMPBELL ,CAROL MS. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$42.00

What is the date of the bill? June 30, 2010

Why do you believe you have been billed improperly? Customer states there are only two people living in the home. Customer doesn't agree that they are using 4100 gallons of water for 34 days. Customer has tried to resolve this with company but without success.

Other Comments: Customer would like to have her water meter tested. Customer would like an explanation to the increase in water rates. Customer states her meter was tested about 5 years ago. Customer is concerned that the meter is not functioning correctly.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Rik Koeteuw

07/30/2010 - Company response received via email. DScott.

7/30/10- Reviewed Company Response:

Request No. 0953404W

Name ZUCCONI ,FRANK MR.

Business Name

On 7/12/10, a field activity was issued to have personnel re-read meter and check for leaks. The reading obtained at 11am was 439280 and is in line with the billed read (6/28/10) of 437490. No leaks were noted on the visit.

Upon review of the account, company stated the increase is a result of interim rates. The usage is consistent with the previous year. A consumption history was sent to customer. Customer was sent a notice on 4/30/10 that the PSC approved an interim water and wastewater rate and it went into effect on 5/5/2010. The interim rate was provided to customer via letter.

Meter was tested on 7/26/10: test indicates the max flow registered at 100%, intermediate flow was 90%, and minimum flow was 80%. If customer is not satisfied with test results, company can issue a bench test. Vfarria

08/12/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0959146W Name PEARSON ,DEWEY MR. Business Name _____

<p align="center">Consumer Information</p> <p>Name: DEWEY PEARSON</p> <p>Business Name:</p> <p>Svc Address: 4124 BUENA VISTA LN</p> <p>County: Pasco Phone:</p> <p>City/Zip: Holiday / 34691-</p> <p>Account Number: 9402000000</p> <p>Caller's Name: CAROL PEARSON</p> <p>Mailing Address: 2185 TODD LN</p> <p>City/Zip: RICHMOND ,KY 40475-</p> <p>Can Be Reached: (859)-536-3096</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: MAB</p> <p>Date: 08/04/2010</p> <p>Time: 09:05</p> <p>Via: FAX</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 8.77</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 09/15/2010</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Ann Raponi0959146W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/25/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 08/13/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Request No. 0953404W Name ZUCCONI ,FRANK MR. Business Name _____

Please review the attached correspondence in which the customer reports the following:

Caller states there is no one in the home so the Company shouldn't be registering any usage. Caller states in her 05/2010 and her 07/2010 bills she has 0 usage and is showing the same meter read numbers. Caller states in 06/2010 she was charged for 1890 gallons of water that she was told by the Company was estimated. Caller states in her 07/2010 bill part of that balance was credited in the amount of \$4.96 but not the full amount. If no water was used, why wasn't the full amount credited.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

08/13/2010 - Company response received via e-mail. /EEstelle

8/16/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o On 7/1/10, Ms. Pearson called about her June bill showing usage with an estimated read.
- o The customer stated was out of state.
- o The Customer Service Representative had adjusted the customer bill back to zero usages.
- o The error that had happen was when the June bill was re-billed it was generated for a longer base charge period, 5/22/10 thru 6/29/10 instead of 5/22/10 thru 6/22/10.

Request No. 0959146W

Name PEARSON ,DEWEY MR.

Business Name _____

- o Ann Raponi made the adjustment.
 - o On 8/6/10, Ms. Raponi explained to Mrs. Pearson what happened and the bill had been corrected with a \$8.77 credit.
 - o Ms. Raponi mailed the corrected bill and response to the customer.
- Shonna McCray

9/15/10: This inquiry closed. Shonna McCray

Request No. 0960661W Name , Business Name ARBORWOOD AT SUMMERTREE

Consumer Information Name: Business Name: ARBORWOOD AT SUMMERTREE Svc Address: 11632 ENGLISH ELM DRIVE County: Pasco Phone: (727)-389-4982 City/Zip: New Port Richey / 34654- Account Number: 7963410000 Caller's Name: VITO VENEZIA, JR. Mailing Address: 11632 ENGLISH ELM DRIVE City/Zip: NEW PORT RICHEY ,FL 34654- Can Be Reached: E-Tracking Number: 25820	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: DH Date: 08/11/2010 Time: 11:52 Via: E-FORM Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company Code: WU372 Company: Attn. Ann Raponi0960661W Response Needed From Company? Y Date Due: 09/01/2010 Fax: (407) 869-6961 B	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 08/20/2010 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 09/15/2010 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 0959146W Name PEARSON ,DEWEY MR. Business Name

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, August 11, 2010 10:39 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 25820

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: vito venezia jr
Telephone: 727 389 4982
Email: jschuler8@tampabay.rr.com
Address: 11632 english elm dr new port richy 34654

BUSINESS INFORMATION

Business Account Name: arborwood at summertree Account Number: 7963410000
Address: 11632 english elm drive new port richy fl 34654

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
Details:

I am the property manager for Arborwood which has centrally controlled irrigation. Utilities Inc supplies the potable water for this. They have been charging us the monthly water base charge for 21 3" water meters. Recently I discovered that all of our meters are 2". There is a substantial difference in the charges. Having dealt with and knowing the futility of dealing with Utilities Inc., I was hoping the PSC could guide me to a source at Utilities Inc. that would actually have knowledge of their company procedures. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/20/2010 - Company response received via e-mail. /EEstelle

8/24/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Ann Raponi contacted Mr. Venezia and advised him the base charge for the 2" meter is \$114.12.
- o This is the approved interim rate, Docket #090462.
- o Mr. Venezia has been billed correctly on all accounts.
- o Ms. Raponi faxed the approved rates to Mr. Venezia.
- o The 'Special Report Notice' given to Mr. Venezia by the PSC has the incorrect base charges.
- o Ms. Raponi has visited the PSC website and found the rates are incorrect there as well.
- o Ms. Raponi request that this information gets corrected.

Shonna McCray

8/24/10: Forwarding complaint to Supervisor for review and advise. Shonna McCray

08/25/10 - Company correspondence received via e-mail; forwarded to SMcCray. /ewe

Bart,

On August 11, 2010, Mr. Vito Venezia, Jr. filed a complaint against Utilities, Inc. of Florida on behalf of Arborwood at Summertree (Case No. 0960661W). Mr. Venezia believed that the Utility was charging an incorrect amount for 2" meter service used for central irrigation at Arborwood at Summertree. However, the Utility has confirmed that it was and currently is charging the correct amount to that customer.

The confusion arose based on Staff's Special Report, distributed at the customer meeting held on May 26,

Request No. 0960661W Name , Business Name ARBORWOOD AT SUMMERTREE

2010. Page 9 of that report contained an error in the monthly water service rates for Pasco County for 2" meters and above. The error made it appear as though the Utility was charging its 2" meter customers for 3" meter service. A review of the interim rate order quickly reveals that the Special Report contained the error that caused the customer to question the amounts billed. The Utility has confirmed with the property manager for Arborwood at Summertree that it is being correctly billed for 2" meter service.

Please feel free to contact me if you have any questions or concerns.

Regards,

Christian_____

Christian Marcelli, Esquire
Rose, Sundstrom & Bentley, LLP
2180 W. State Road 434
Suite 2118
Longwood, FL 32779
(407) 830-6331 (Phone)
(407) 830-8522 (Fax)

www.rsbatorneys.com

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IRS CIRCULAR 230 DISCLAIMER: To ensure compliance with the requirements imposed on us by IRS Circular 230 (31 C.F.R. 10.33 - 10.37, et. seq.), we inform you that to the extent this communication, including attachments, mentions any federal tax matter, it is not intended or written and cannot be used for the purpose of avoiding Federal Tax penalties. In addition, this communication may not be used by anyone in promoting, marketing or recommending the transaction or matter addressed herein.

8/25/10: REVIEWED COMPANY RESPONSE. Company provided email forwarded to Bart Fletcher (PSC Staff). Added to file. Shonna McCray

09/09/10 - Customer correspondence received via e-mail; forwarded to SMCray. /ewe

Request No. 0960661W Name , Business Name ARBORWOOD AT SUMMERTREE

Complaint filed with PSC

Select County: PASCO

CUSTOMER INFORMATION

Name: Vito Venezia jr

Telephone: 727-856-5286

Email: Arborwood.Summertree@verizon.net

Address: 3540 Rockaway Dr Holiday 34691

BUSINESS INFORMATION

Business Account Name: Arborwood at Summertree Account Number: 7963410000

Address: 11632 English Elm Dr New Port Richey Florida 34654

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

In the PSC Special Report dated June 2010 regarding 'base facility charge by meter size' for Pasco county the approved interim rate for 2" meters is \$71.33. In the rate schedule I've received from Utilities, Inc. of Florida the rate is \$114.12 for a 2" meter. My HOA is being charged \$114.12 for each of our 19 irrigation meters. My question is, is it a typo in the Special Report or is Utilities, Inc. overcharging us?

9/10/10: Reviewed customer correspondence and added to file. Will contact customer to advise of the following;

* The correct rate for a 2" meter is \$114.12.

* The Special Report contained the incorrect rate.

Shonna McCray

9/10/10: 11:18 a.m. Called Vito Venezia at 727-856-5286 to explain the above. Left message requesting a return call. Shonna McCray

0910/10 Customer returned analyst call, transferred. tkemp

9/10/10: Mr. Venezia transferred by Tekeyshia; he advised he was returning my call. Explained to Mr. Venezia the correct rate for a 2" meter is \$114.12 and the rate on the Special Report is incorrect. Advised

Request No. 0960661W

Name ,

Business Name ARBORWOOD AT SUMMERTREE

the appropriate PSC Staff have been notified of the error. Shonna McCray

9/15/10: This inquiry closed. Shonna McCray

Request No. 0966278W Name RIGHI ,DAVID MR. Business Name _____

Consumer Information Name: DAVID RIGHI Business Name: Svc Address: 1830 LULLABY DR County: Pasco Phone: City/Zip: Holiday / 34691- Account Number: Caller's Name: DAVID RIGHI Mailing Address: 506 SW DEXTER CIRCLE APT 107 City/Zip: LAKE CITY ,FL 32025 Can Be Reached: (727)-403-5452 E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: VIOLET FARIA Entered By: TK Date: 09/08/2010 Time: 13:56 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 215.00
	Utility Information Company Code: WU372 Company: Attn. Ann Raponi0966278W Response Needed From Company? Y Date Due: 09/29/2010 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 09/29/2010 Reply Received Timely/Late: T Informal Conf.: N	Closed by: VF Date: 10/14/2010 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 0960661W Name , Business Name ARBORWOOD AT SUMMERTREE

Preclose Type - Improper Bills

What is the amount of the bill in dispute? July 117.00 and August 98.00

What is the date of the bill? August 2010 and July 2010

Why do you believe you have been billed improperly?

Customer states his average bill is about \$50 per month. Since July customer has been receiving high bills, \$167.00 and \$148.00 respectively. Customer does not believe his usage has increased and would like clarification on the recent high bills.

Other Comments:

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Tekeyshia Kemp

09/29/2010 - Company response received via e-mail. /EEstelle

9/30/10- Reviewed Company Response:

A field activity was issued to have meter re-read and tested for leaks after customer contact on 9/9/10. Meter reading obtained on 9/9 was 302360 and was in line with reading taken on 8/25/10 of 293690. No leaks were observed. A field test and bench test have been extended to customer. Letter was sent to customer advising of meter re-read and providing information on the field test/bench test. Vfarria

Request No. 0966278W

Name RIGHI ,DAVID MR.

Business Name

10/14/2010 - Having received no further contact from the customer, this complaint is closed this date as
 GI-25. VFaria

Request No. 0971794W Name CANOSA ,JOSEPH MR. Business Name _____

<p align="center">Consumer Information</p> <p>Name: JOSEPH A CANOSA</p> <p>Business Name:</p> <p>Svc Address: 11455 GOLF ROUNDS DR</p> <p>County: Pasco Phone:</p> <p>City/Zip: New Port Richey / 34654-</p> <p>Account Number: 3395310000</p> <p>Caller's Name: ANTHONY CANOSA</p> <p>Mailing Address: 11455 GOLF ROUNDS DR</p> <p>City/Zip: NEW PORT RICHEY ,FL 34654-</p> <p>Can Be Reached: (727)-856-9054</p> <p>E-Tracking Number:</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: MAB</p> <p>Date: 10/04/2010</p> <p>Time: 14:57</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 200.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Ann Raponi0971794W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/25/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 10/26/2010</p> <p>Reply Received Timely/Late: L</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 11/15/2010</p> <p>Closeout Type: WB-50</p> <p>Apparent Rule Violation: Y</p>

Request No. 0966278W Name RIGHI ,DAVID MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? About \$50.00 every month since June.

What is the date of the bill?

Why do you believe you have been billed improperly? Caller states Company is charging too much after an increase and was told that a refund was due that he never received.

Other Comments:

Caller states that around 06/2010 his Company was granted an increase so his bill jumped from about \$46+ to about \$100+. Caller states a month or so later a bus load of people from the area came up and spoke with Senator Waldon about this increase. Caller states he was told that the Company was granted too much of an increase so the increase was lowered by half. Caller states he was also told that he would be receiving a refund for the over payment with interest. Caller states that was a while ago and hasn't received anything at all. Caller states Senator Waldon was contacted again and was told that there were no time frame for the refund. Caller states his bills are still coming in for about \$100 and isn't seeing the refund happening any time soon so he's wondering what's going on.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
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 - a) the cause of the problem
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

10/25/10- Customer states that he has not been contacted by the company. Customer was advised that the company

Request No. 0971794W

Name CANOSA ,JOSEPH MR.

Business Name

has until 5pm to respond. NHollinhead

10/26/10- I received a call from Ann at Utilities Inc. She advised that the interim rate associated with the docket has been approved at a lower amount and the company is in transition of finding out how to refund customer. I advised Ms. Ann to contact ECR and to contact the analyst assigned to the case. Vfarria

10/26/2010 Company response received via email. DScott.

10/27/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o The interim rates for a 5/8" meter were as follows:
 - Water
 - \$14.27 - Base Facility Charge
 - \$4.64 - per 1,000 gallons
 - Wastewater
 - \$17.78 - Base Facility Charge
 - \$15.10 - per 1,000 gallons, maximum 6,000 gallons per month
- o The approved rates, effective as of 10/19/10, are as follows:
 - Water
 - \$12.55 - Base Facility Charge
 - \$3.73 - per 1,000 gallons, first 3,000 gallons
 - \$4.04 - per 1,000 gallons, over 3,000 gallons
 - Wastewater
 - \$14.60 - Base Facility Charge
 - \$12.40 - per 1,000 gallons, maximum 6,000 gallons per month
- o The company is in the process of issuing credits to the customers' accounts.
- o Customer provided with resolution via mail.

Shonna McCray

NOTE: It appears the company has violated PSC rules---failure to provide response to customer and PSC within 15 days. Shonna McCray

10/27/10- Customer called stating he has not recieved any verbal or written contact from the company. He was calling to verify if a response was received. I advised him that it appears a response was received. Mr. Canosa was transferred to his analyst for review. Vfarria

10/27/10: Mr. Canosa transferred by Violet. He advised he has not been contacted by the company. Reviewed the response with Mr. Canosa and provided the approved new rates. Advised Mr. Canosa the company indicates a response was mailed to him on 10/26/10; he agreed to re-contact me week of 11/1/10, if he hasn't received the response. Shonna McCray

11/15/10: This inquiry closed. It appears the company has violated PSC rules---failure to provide response to customer within 15 days. Shonna McCray

12/06/10- Customer states that he never received his rebate. Customer was transferred to case analyst voicemail- NHollinhead

12/6/10: 2:32 p.m. Called Ann Raponi at 800-272-1919 ext 1367, regarding the refund due to the customer. Left message requesting a return call. Shonna McCray

12/6/10: 2:32 p.m. Called Ann Raponi at 800-272-1919 ext 1367, regarding the refund due to the customer. Left message requesting a return call. Shonna McCray

12/6/10: Received return call from Ann Raponi. She advised she had just spoken with Mr. Canosa. She advised him that Utilities, Inc. is presently working on the refunds and should have them issued by 1/18/11. She advised they have 90 days from the date of the final order. Shonna McCray

12/6/10: 3:26 p.m. Called Mr. Joseph Canosa at 727-856-9054. Spoke with Mr. Anthony Canosa, Joseph's son. Explained per the information on the order (PSC-10-0584-PAA-WS), the company has 90 days to post the credit to the customer's account; the adjustment should post by 1/18/11. Mr. Anthony Canosa advised they usually receive their bills by the 6th of each month. He will re-contact the PSC in February 2011 if the credit is not on the February bill. Customer expressed appreciation for returning his call. Shonna McCray

01/07/2011 Customer was transferred to Shonna McCray. Rik Koeteuw

<p align="center">Consumer Information</p> <p>Name: THEODORE BROSCH</p> <p>Business Name:</p> <p>Svc Address: 11448 GOLF ROUND DR</p> <p>County: Pasco Phone:</p> <p>City/Zip: New Port Richey / 34654-</p> <p>Account Number:</p> <p>Caller's Name: THEODORE BROSCH</p> <p>Mailing Address: 11448 GOLF ROUND DR</p> <p>City/Zip: NEW PORT RICHEY ,FL 34654-</p> <p>Can Be Reached: (727)-379-9538</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: MAB</p> <p>Date: 10/12/2010</p> <p>Time: 11:10</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Ann Raponi0973381W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/02/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 11/02/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 11/30/2010</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

What is the date of the bill?

Why do you believe you have been billed improperly? Caller states Company should have decreased there rates but still haven't.

Other Comments:

Caller states on 08/03/2010, PSC ruled that the Company should decrease there rates because they were charging there Customers 80% more than they should have and to refund the difference from the old rate to the new rate. Caller states it's been over a month and hasn't seen a difference in his rates or a refund so he's wondering what's going on.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

11/02/2010 - Company response received via e-mail. /EEstelle

11/4/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

o The interim rates for a 5/8" meter were as follows:

Water

\$14.27 - Base Facility Charge

\$4.64 - per 1,000 gallons

Wastewater

\$17.78 - Base Facility Charge

\$15.10 - per 1,000 gallons, maximum 6,000 gallons per month

o The approved rates, effective as of 10/19/10, are as follows:

Water

\$12.55 - Base Facility Charge

\$3.73 - per 1,000 gallons, first 3,000 gallons

\$4.04 - per 1,000 gallons, over 3,000 gallons

Wastewater

Request No. 0973381W

Name BROSCH ,THEODORE MR.

Business Name

\$14.60 - Base Facility Charge

\$12.40 - per 1,000 gallons, maximum 6,000 gallons per month

- o The company is in the process of issuing credits to the customers' accounts.
- o Customer provided with resolution via mail.

Shonna McCray

11/30/10: This inquiry closed. Shonna McCray

Request No. 0973761W Name MACCHIA ,GRACE MRS Business Name _____

Consumer Information Name: GRACE MACCHIA Business Name: Svc Address: 12046 TOURNAMENT VIEW AVE County: Pasco Phone: (727)-857-9274 City/Zip: New Port Richey / 34654- Account Number: 6665110000 Caller's Name: GRACE MACCHIA Mailing Address: 12046 TOURNAMENT VIEW AVE City/Zip: NEW PORT RICHEY ,FL 34654- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: VIOLET FARIA Entered By: SGW Date: 10/13/2010 Time: 12:59 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 200.00
	Utility Information Company Code: WU372 Company: Attn. Ann Raponi0973761W Response Needed From Company? Y Date Due: 11/03/2010 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 11/03/2010 Reply Received Timely/Late: T Informal Conf.: N	Closed by: VF Date: 11/19/2010 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 0973381W Name BROSCH ,THEODORE MR. Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? About \$50.00 every month since June.

What is the date of the bill? June 2010-September 2010

Why do you believe you have been billed improperly? Caller states Company is charging too much after an increase and was told that a refund was due that he never received.

Other Comments:

Caller states that around 06/2010 his Company was granted an increase so her bill jumped from about \$46+ to about \$100+. Caller states a month or so later a bus load of people from the area came up and spoke with Senator Waldon about this increase. Caller states he was told that the Company was granted too much of an increase so the increase was lowered by half. Caller states she was also told that he would be receiving a refund for the over payment or rebate. Caller states that was a while ago and hasn't received anything at all. Caller states Senator Waldon was contacted again and was told that there were no time frame for the refund. Caller states her bills are still coming in for about \$100 and wants to know when and if she will be getting her refund .

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

11/03/2010 - Company response received via e-mail. /EEstelle

11/4/10- Reviewed Company Response:

A letter was sent to customer advising that on 4/30/10 (per notice sent) the PSC approved an interim water and wastewater rate. The rate was effective May 5, 2010 and will be collected pending final decision regarding final rate.

The letter advised customer of the rates that have been approved and are effective 10/19/2010. Letter advises customer that any refund (per FAC Rule) will be made within 90 days of the Commission order unless a different timeframe is presubscribed. Customer was advised that company is in the process of refunding the accounts.
Vfaria

11/19/2010 - Having received no further contact from the customer, this complaint is closed this date as
GI-25. VFaria

<p align="center">Consumer Information</p> <p>Name: RON SCUDERI</p> <p>Business Name:</p> <p>Svc Address: 11439 GOLF ROUND DRIVE</p> <p>County: Pasco Phone: (727)-856-3880</p> <p>City/Zip: New Port Richey / 34654-</p> <p>Account Number:</p> <p>Caller's Name: RON SCUDERI</p> <p>Mailing Address: 11439 GOLF ROUND DRIVE</p> <p>City/Zip: NEW PORT RICHEY ,FL 34654-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: SGW</p> <p>Date: 10/14/2010</p> <p>Time: 12:23</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 200.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Ann Raponi0973994W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/04/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 11/04/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 11/19/2010</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? About \$50.00 every month since June = \$200

What is the date of the bill? June 2010-September 2010

Why do you believe you have been billed improperly? Caller states Company is charging too much after an increase and was told that a refund was due that he never received.

Other Comments:

Caller states that around 06/2010 his Company was granted an increase so her bill jumped from about \$46+ to about \$100+. Caller states he was told that the Company was granted too much of an increase so the increase was lowered by half. Caller states he was also told that he would be receiving a refund for the over payment or rebate. Caller states that was a while ago and hasn't received anything at all. Customer

contacted Utilities' Inc. and was told that there were no time frame for the refund. Caller states his bills are still coming in for about \$100 and wants to know when and if he will be getting his refund .

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

11/04/2010 - Company response received via e-mail. /EEstelle

11/9/10- Reviewed Company Response:

Company provided a letter to customer (PSC was cc:) advising that on 4/30/10 customer was advised of the PSC approved interim rate for water and waste water. The rate went into effect on 5/5/10. The letter advises customer of the rate approved as of 10/19/2010 and as advises that the company is working on the refund and per FAC Rule has 90 days. Vfarria

11/19/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFarria

<p align="center">Consumer Information</p> <p>Name: COLE MOLYNEUX</p> <p>Business Name:</p> <p>Svc Address: 11650 BOYNTON LANE</p> <p>County: Pasco Phone: (727)-207-5750</p> <p>City/Zip: New Port Richey / 34654-</p> <p>Account Number: 8037700000</p> <p>Caller's Name: LORRAINE MOLYNEUX</p> <p>Mailing Address: 11650 BOYNTON LANE</p> <p>City/Zip: NEW PORT RICHEY ,FL 34654-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 26513</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 10/20/2010</p> <p>Time: 13:22</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 11/24/2010</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Ann Raponi0975231W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/10/2010</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 11/04/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Monday, October 04, 2010 10:41 AM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 26513

Complaint filed with PSC

Select County: PASCO
 CUSTOMER INFORMATION

Name: Lorraine Molyneux

Telephone: 727-207-5750
Email: cmolyneux@tampabay.rr.com
Address: 11650 Boynton Lane New Port Richey FL 34654

BUSINESS INFORMATION

Business Account Name: Cole Molyneux
Account Number: 8037700000
Address: 11650 Boynton Lane New Port Richey FL 34654

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

On August 3, 2010 the PSC set rates for the Summertree community's water usage lower than what was requested by Utilities Inc. As of our 9/28/10 billing, we are still being charged at the disapproved requested rate. Also a credit is due for all the over-billings from May 2010 to date. When I called Utilities, I was informed that the PSC has not yet sent them the tariff reflecting the correct rates. When can we expect Utilities Inc to be notified of the proper rates? "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Request No. 0975231W Name MOLYNEUX ,COLE MR. Business Name

Case taken by Diane Hood
Forwarded to Docket 090462

11/04/2010 - Company response received via e-mail. /EEstelle

11/9/10- Reviewed Company Response:

Company provided a letter to customer (PSC was cc:) advising that on 4/30/10 customer was advised of the PSC approved interim rate for water and waste water. The rate went into effect on 5/5/10. The letter advises customer of the rate approved as of 10/19/2010 and also advises that the company is working on the refund and per FAC Rule has 90 days. Vfaria

11/24/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

1/6/2011- Customer was advised of the 90 days timeframe. Customer was advised company has to wait for that timeframe before the refunds are issued. Vfaria

<p align="center">Consumer Information</p> <p>Name: JOANN KRUK</p> <p>Business Name:</p> <p>Svc Address: 11451 MERGANSER WAY</p> <p>County: Pasco Phone: (727)-379-0077</p> <p>City/Zip: New Port Richey / 34654-</p> <p>Account Number:</p> <p>Caller's Name: JOANN KRUK</p> <p>Mailing Address: 11451 MERGANSER WAY</p> <p>City/Zip: NEW PORT RICHEY ,FL 34654-</p> <p>Can Be Reached: ()- -</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Ann Raponi0977171W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/22/2010</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 11/22/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: VF</p> <p>Date: 10/29/2010</p> <p>Time: 14:08</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 12/06/2010</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>
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Preclose type - Quality of Service

Customer Comments:

Customer states that there is a flush valve near her property and the company workers leave the cover on her property and it is damaging her lawn. The cover is left at least once a month and its eroding the area. Customer is also concerned that the run-off of water is creating cracks on the concrete.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Violet Faria

11/22/2010 - Company response received via e-mail. /EEstelle

11/23/10- Reviewed Company Response:

I am in receipt of your FPSC consumer request in which you have expressed concerns about the quality service at your premise.

On November 2, 2010, Area Manager, Lee Neal had spoken to you about how it is necessary to flush lines to maintain water quality and in fact, we need to flush more during the summer due to the number of full time residences and as winter approaches we should be able to flushing less.

He also explained to you changing the procedures during flushing by adding a barricade to the flushing pipe and for the operators to take the lid with them so it is not left lying on the grass during this flushing process.

If you have any questions or require additional information, please contact me or our Area Manager, Lee Neal, at 800-272-1919.

PSC was cc: in the response to customer. Vfarria

12/6/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

<p align="center">Consumer Information</p> <p>Name: JO ANN KRUK</p> <p>Business Name:</p> <p>Svc Address: 11451 MERGANSER WAY</p> <p>County: Pasco Phone: (727)-379-0077</p> <p>City/Zip: New Port Richey / 34654-</p> <p>Account Number:</p> <p>Caller's Name: JO ANN KRUK</p> <p>Mailing Address: 11451 MERGANSER WAY</p> <p>City/Zip: NEW PORT RICHEY ,FL 34654-</p> <p>Can Be Reached: (352)-688-3003</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Ann Raponi0995722W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/14/2011</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 03/14/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RK</p> <p>Date: 02/21/2011</p> <p>Time: 10:44</p> <p>Via: PHONE</p> <p>Prelim Type: SAFETY ISSUE</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 03/30/2011</p> <p>Closeout Type: GI-17</p> <p>Apparent Rule Violation: N</p>
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Preclose type - Safety Issues

Customer Comments: Customer states the company is flushing out the system next door leaving water standing in puddles. Customer states the company flushes out the system next door every night to her home. Customer is concerned that the puddle of water will attract mosquito larvae. Customer states there's mud getting everywhere in her garage and on her cars. When customer goes to her mailbox she gets mud on her feet if she is not careful where she walks.

- Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
 2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Rik Koeteeuw

03/14/2011 - Company response received via email. DScott.

3/15/11: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o In response to a request by the members of the Summertree Utility Task Force, a new automatic flushing valve (AFV) was installed approximately 80' NE of an existing manual blowoff.
- o The task force is comprised of Summertree customers, the Regional Director of Utilities, Inc, and Michael Wilson.
- o The task force agreed on a common objective of implementing the use of AFV where they might be most effective in improving water quality in the Summertree water distribution system without the utility incurring a large capital investment or by adding additional chemicals to the water supply.
- o By installing the timer controlled flushing valve, Utilities, Inc was able to eliminate the use of the manual blowoff located in the utility easement.
- o The use of the ARV reduced the expenditure of manpower necessary to execute the flushing program in the Cross Creek portion of the Summertree community.
- o It is also provided for more frequent flushing activity for shorter duration than was previously.
- o After receiving Ms. Kruk's complaint Utilities, Inc. discontinued use of the AFV.
- o The company will now extend a water discharge pipe to the rear of the open property before resuming the operation of the AFV.
- o During the 3 days the AFV was used Utilities, Inc. received positive comments from customers indicating an improvement in water quality.
- o Customer provided with resolution via mail.

Shonna McCray

3/30/11: This inquiry closed. Shonna McCray

Request No. 1034494W Name PETERSON ,THOMAS MR. Business Name _____

Consumer Information

Name: THOMAS PETERSON

Business Name:

Svc Address: 1939 HOYLE DR

County: Pasco Phone: (727)-481-4119

City/Zip: Holiday / 34691-

Account Number: 3824990219

Caller's Name: THOMAS PETERSON

Mailing Address: 1939 HOYLE DR

City/Zip: HOLIDAY ,FL 34691-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WU372

Company:

Attn. Elise Christian1034494W

Response Needed From Company? Y

Date Due: 11/04/2011

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 10/18/2011

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: MAB

Date: 10/14/2011

Time: 09:49

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 2.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 11/18/2011

Closeout Type: GI-25

Apparent Rule Violation: N

Request No. 0995722W Name KRUK ,JO ANN MRS Business Name _____

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$49.32

What is the date of the bill?

Why do you believe you have been billed improperly? Caller states he feels the Company is not reading meters so that they can charge at a higher rate.

Other Comments:

Caller states his meter wasn't read for 2 months. Caller states the first month his bill had a reading of 0 for usage and the following month his bill was estimated. Caller states now he's receiving a bill where Utilities Inc actually read his meter and he's being charged at a higher rate because the Company didn't read his meter for the previous 2 months. Caller states he's reported this to the Company and was told that someone would get back to him but no one has and he's tried of trying to resolve this through the Company because he doesn't feel they will do anything.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

10/18/2011 - Company response received via e-mail. /EEstelle

10/19/11: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Peterson indicated that his meter was not read in June and for that period he was billed "0" usage.
- o The July and August bills reflected a rate change on them.
- o He was concerned that because of the "0" usage billed for June, that some of the usage for July and August bills should have been billed under the lower June rate.
- o As a resolution, Utilities, Inc. totaled the usage that was billed on July, August and September bills (8,530 gallons) and billed it under the rate prior to the rate change. (\$3.74 per 1,000).
- o The credit that was due to Mr. Peterson between the new rate billed and the old rate was \$0.21.
- o Mr. Peterson's complaint indicated that his account was over charged approximately \$2.00.
- o As a courtesy and because of the inconvenience that was caused to Mr. Peterson, his account has been adjusted for the \$2.00.
- o On 10/18/11, Mr. Peterson was contacted about his concerns and was notified about the adjustment.
- o He was satisfied with the resolution.

Shonna McCray

11/18/11: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: MARGARET ZANGRILLO</p> <p>Business Name:</p> <p>Svc Address: 1702 ALTUS LANE</p> <p>County: Pasco Phone: (727)-940-3097</p> <p>City/Zip: Holiday / 34691-</p> <p>Account Number: 5681088553</p> <p>Caller's Name: MARGARET ZANGRILLO</p> <p>Mailing Address: 1702 ALTUS LANE</p> <p>City/Zip: HOLIDAY ,FL 34691-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: NEAL FORSMAN</p> <p>Entered By: SGW</p> <p>Date: 11/08/2011</p> <p>Time: 09:04</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise Christian1038463W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/02/2011</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 11/15/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: Y</p>	<p>Closed by: NEF</p> <p>Date: 01/19/2012</p> <p>Closeout Type: GI-32</p> <p>Apparent Rule Violation: N</p>

Preclose type - Quality of Service

Customer Comments: Customer states she bought her house in July 2010. Customer uses Utilities, Inc. for her water provider. Customer states her shut-off valve to her water was removed before she moved into the house. She made several attempts to contact Utilities, Inc. to resolve the problem. She states at this time she has to go into her neighbor's yard to access a shut-off valve. Customer states the company changed the pipes to access them thru the neighbor's yard as a prior owner kept dogs. She has no animals in her yard and there is no reason she could not have a shut-off valve and a meter in her own yard. Customer wants access to a shut off valve without having to go into her neighbor's yard. Customer state her neighbors take their RV on the road and are gone months out of the year and their gate is locked to her. Customer wants a meter and a shut-off valve in her own yard with access when she needs it. She wants this work done at no expense to her as she did not request the valve or the meter be placed out of her reach.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - c) the company's proposed resolution to the complaint
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 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

11/15/2011 - Company response received via e-mail. /EEstelle

11/16/11: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Ms. McCray has contacted the Utility on several occasions to request the relocation of the water meter from the easement to her back yard.
- o The Utility Managers have met with Ms. McCray and explained to her that the water meter is owned by the Utility and that it is located in the easement so that the Utility can have access to the meter at all times.
- o Ms. McCray stated in her complaint that she wanted access to the shut off valve on the meter.
- o Ms. McCray has been informed that the valve on the meter is not for the customer to use for controlling the flow of water inside or on her property.
- o She was informed that the valve on the meter belongs to the Utility and is for the Utility's use only.
- o It was suggested to her that perhaps she should install her own valve on her service line for her personal control.
- o The Utility located Ms. Zangrillo's service line on her property for her so that she could install her personal valve on her property.
- o It was explained to her that it is not the responsibility of the Utility to install a customer owned valve and that she would have to be responsible for that installation.
- o On 11/15/11, a telephone call was made to Ms. Zangrillo at 727-940-3097 and also to the telephone number

Request No. 1038463W

Name ZANGRILLO ,MARGARET MS.

Business Name

on file, 602-380-4911 to provide the same information to her again and to offer to locate her service line again if necessary for her to install her personal valve.

o There was a message left at the 727-940-3097 for her to contact the office and the 602-380-4911 mail box was full.

o The Utility will leave a tag at the customer's residence for her to contact the office so that the same offer can be provided to her.

Shonna McCray

11/16/11: 11:05 a.m. Called Elise Christian at 800-272-1919 regarding the discrepancies in the names (Ms. McCray and Ms. Zangrillo) in the response. Left message requesting a return call. Shonna McCray

11/16/11: Received return call from Elise Christian. Explained the reason for my call. She will correct the response and re-send it. Shonna McCray

11/16/2011 - Caller states she's received a response from the Company and would like to file an objection to the response. Caller states she was told by the Company that they would not be providing her with a shut of valve unless she paid for it. Caller states there has never been a shut off at her house, it's located at her neighbors and doesn't feel that she should have to pay for that valve when it should have been located at her house to begin with. Caller states the house is required to have a shut off and the inspector thought that one of the valves in the garage was her water shut off but it isn't so she feels the Company should provide that. MBermudez

11/16/11: 3:16 p.m. Called Ms. Margaret Zangrillo at 727-940-3097 to discuss her concerns. Per 25-30.260 Meter Installation.

(1) Generally, each utility shall locate meters at or near the customer's curb or property line. When it is impractical to locate meters at or near the customer's curb or property line, the utility may locate a meter in any other reasonably convenient or accessible place which affords protection against damage.

(2) When meters are grouped, the utility shall tag each meter to identify the customer whose services are measured by that meter.

(3) Each utility shall install an accessible service control valve on the inlet side of each meter.

Ms. Zangrillo states the shut off valve is not at the meter; it is located in the neighbor's back yard. The meter appears to be hanging on the outside of her fence. There is a wire that leads from the meter to the back yard. She stated all of the neighbors have a shut off valve in their yards. She was advised by her neighbors the company moved the shut off valve because the previous owner would not allow access. Ms. Zangrillo does not have means of providing photos of the area. Advised Ms. Zangrillo I would re-send her complaint to the company and request additional information. Shonna McCray

11/16/11: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

THE CUSTOMER STATES THE SHUT OFF VALVE IS NOT WITHIN THE EASEMENT, IT IS LOCATED IN THE NEIGHBOR'S BACK YARD.

Request No. 1038463W

Name ZANGRILLO ,MARGARET MS.

Business Name _____

PLEASE PROVIDE PHOTOS OF THE METER AND SHUT OFF VALVE INCLUDING ITS LOCATION IN THE EASEMENT OR NEIGHBOR'S BACKYARD. WHAT IS THE COST ASSOCIATED WITH INSTALLING THE SHUT OFF VALVE IN THE CUSTOMER'S YARD OR IN THE EASEMENT? PLEASE PROVIDE RESPONSE TO PSC BY 11/29/11. Shonna McCray

11/17/11: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Company provided a corrected response letter. Ms. Christian advised Ms. McCray was inserted instead of Ms. Zangrillo. Shonna McCray

11/18/2011 - Company response received via e-mail. /EEstelle

11/18/11: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o On 11/16/11, Ms. Zangrillo contacted our office to express her dissatisfaction about the Utility's position concerning the relocation of its water meter to her back yard.
- o Ms. Zangrillo was not open to understanding that the meter and the valve on the meter belong to the Utility and that it is the Utility's responsibility to locate the water meter in a reasonable and convenient place that is accessible to the Utility and safe from any tampering that can possible compromise the potable water system.
- o Ms. Zangrillo contends that her neighbors told her that she had a cut off valve for her water service in her back yard on the meter and now that the meter has been relocated prior to her moving into the residence, she is left with no way to turn her water off in the case of an emergency on her property or inside of her residence.
- o Ms. Zangrillo has been informed that the valve on the meter is not the valve to be used by her for controlling the water flow at her property.
- o The Operations Manager and the Area Manager have met with Ms. Zangrillo in an effort to assist her with information about installing her own control/cut off valve on her service line.
- o Her service line has been located for her.
- o It was explained in detail to her about what is involved and how to install her personal valve and the approximate cost for the parts at most plumbing stores.
- o It was explained to her that the Utility cannot assume the responsibility for installing equipment on her personal service line in her yard, in her garage or on the side of her home or wherever she may request us to locate it.
- o She has made it clear to the Utility that she is not willing to take the responsibility for installing her personal valve and she insist that the Utility install it for her because she feels that it is the law.
- o She has expressed that it is the Utility's responsibility to make sure that she has a control/cut off valve that she will be able to turn her water off and on at her property in the case of an emergency.
- o On 11/17/11, a Technician was sent to Ms. Zangrillo's residence to take photographs of the meter and the location of the valve on the meter.
- o The photographs were requested by the PSC.
- o Ms. Zangrillo and her neighbor approached the Technician in a confrontational and aggressive manner and attempted to prevent the Technician from performing the task that he was there to do.

- o The water meter is located in the easement and Utilities, Inc. has determined that it is not necessary for it to be relocated, in addition, it is not cost effective for the Utility to relocate the meter to Ms. Zangrillo's back yard at her request.
 - o The valve that Ms. Zangrillo speaks about is the valve that is located on the inlet side of the Utility's meter.
 - o It is not Utilities, Inc. policy to perform work to the customers personal plumbing by installing a control/cut off valve on the customer's service line.
 - o Since the Utility does not service the customer's plumbing, it is not able to provide an exact cost to Ms. Zangrillo for the installation of a valve on her service line.
 - o She will need to contact a service that does that type of work to obtain the cost.
- Shonna McCray

11/18/11: 2:20 p.m. Called Ms. Zangrillo at 727-940-3097 to review the supplemental response. Left message requesting a return call. Shonna McCray

11/28/11: 9:10 a.m. Called Ms. Zangrillo at 727-940-3097; left message requesting a return call. Shonna McCray

11/28/11: Will prepare resolution letter. Shonna McCray

11/28/11: Resolution letter mailed. This inquiry closed. Shonna McCray

11/29/11: Ms. Zangrillo transferred by Ruth. Reviewed the information contained in the resolution letter with Ms. Zangrillo. Customer states all her neighbors have shut off valves in their back yards and she request that she have one for emergency purposes. Discussed Ms. Zangrillo's concerns in detail. Ms. Zangrillo advised she cannot afford to have a shut-off valve placed in her yard. She requested that her complaint be forwarded to a Supervisor for additional information. Advised Ms. Zangrillo I would forward her complaint to my Supervisor for review and possible referral to the Process Review Team. Shonna McCray

11/29/11: Case delivered to process review. RRoland

<p align="center">Consumer Information</p> <p>Name: DEBBY POTTER</p> <p>Business Name:</p> <p>Svc Address: 2526 LIMWOOD DR</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: MAB</p> <p>Date: 04/12/2012</p> <p>Time: 12:16</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>County: Pasco Phone: (727)-488-3967</p> <p>City/Zip: Holiday / 34690-</p> <p>Account Number: 4755800000</p> <p>Caller's Name: DAVID POTTER</p> <p>Mailing Address: 2526 LIMWOOD DR</p>	<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise Christian1060310W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/03/2012</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>City/Zip: HOLIDAY ,FL 34690-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 04/27/2012</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 05/22/2012</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

What is the date of the bill?

Why do you believe you have been billed improperly? Caller states Utilities Inc has been estimating his bills without any explanations.

Other Comments:

Caller states he received a bill dated 02/15/2012 from the Company with a balance of \$293.68 because his previous bills had been estimated for 11 months straight. Caller states he was never explained the reason for the estimations. Caller states he contacted the Company and was told that the meter reader for his area wasn't reading the meters and so that person was fired. Caller states the following bill was estimated

again. Caller states he doesn't want to go another 11 months of estimated bills just so the Company can charge him more money when they actually read his meter. Caller states he doesn't know the reason on why he's being estimated but the meter reader can't be the reason if he was told that that person was fired and his bill is being estimated again.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

04/27/2012 - Company response received via e-mail. /EEstelle

4/30/12: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Ms. Potter's bills for September, October, November, and December 2011 were estimated.
- o It is not clear as to why the estimates occurred.
- o The usage estimated for each month was less than 3,000 gallons.
- o Any usage above 3,000 gallons is billed at a rate of \$4.02 per 1,000 gallons.
- o Usage of 3,000 gallons and below is billed at \$3.71 per 1,000 gallons.
- o The adjusted rate due t Ms. Potter for the actual usage billed to her on the 2/15/12 bill for 68,652 gallons would be a credit for \$22.96 if all usage was billed at the lower rate of \$3.71 per 1,000 gallons.
- o Ms. Potter's account has been adjusted for \$25.00
- o On 4/26/12, Elise Chapman spoke with the customer and provided resolution.
- o Ms. Chapman has scheduled a separate meter reading to be taken at the residence for the next 6 months.

Request No. 1060310W

Name POTTER ,DEBBY MRS

Business Name

Shonna McCray

5/22/12: This inquiry closed. Shonna McCray

Request No. 1097686W Name PALENCHER ,FRED MR. Business Name _____

Consumer Information Name: FRED PALENCHER Business Name: Svc Address: 4040 KIBBLER LANE County: Pasco Phone: (727)-934-9801 City/Zip: Holiday / 34691- Account Number: Caller's Name: FRED PALENCHER Mailing Address: 4040 KIBBLER LANE City/Zip: HOLIDAY ,FL 34691- Can Be Reached: (727)-934-9801 E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: ELLEN PLENDL Entered By: MEP Date: 01/22/2013 Time: 11:10 Via: PHONE Prelim Type: OUTAGES PO: MIKE FASANO Disputed Amt: 0.00
	Utility Information Company Code: WU372 Company: Attn. Elise S Christian1097686W Response Needed From Company? Y Date Due: 02/12/2013 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 02/05/2013 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 02/06/2013 Closeout Type: GI-15 Apparent Rule Violation: N

Request No. 1060310W Name POTTER ,DEBBY MRS Business Name _____

Mr. Palencher reports his residence has been without water service since Sunday, January 20, 2013. Mr. Palencher states his neighborhood is without water service. Mr. Palencher seeks permanent restoration.

- 1) Please indicate the cause of the water outage.
- 2) Please indicate a chronological sequence of events from the time of outage until the service is permanently restored.
- 3) Please provide information about the boil water notice and when it is lifted.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Fred Palencher at (727)-934-9801 (home)

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

02/05/2013 - Company response received via e-mail. /ewe

Request No. 1097686W Name PALENCHER ,FRED MR. Business Name

02/06/2013 Reviewed report. UIF advised the following service activity:

On January 18, 2013, the company sent a telephone voice reach to all customers of the Buena Vista Service area informing them that a planned water outage would occur on Monday, January 21st and Tuesday, January 22nd, 2013, from 10am to 2pm. The message included the reason for the outages and also informed the customers about the Precautionary Boil Water Advisory that would be in effect starting after the water was restored on January 21st and should continue until notified by telephone voice reach that the Precautionary Boil Water Advisory had been lifted.

On January 19, 2013, the company sent a 2nd telephone voice reach to all customers of the Buena Vista Service Area as a reminder with the same message as in January 18th message. Mr. Palencher's telephone number was listed on both call reports as having been called. January 18th message showed as delivered. The January 19th message showed as unanswered.

The two scheduled outages allowed the company's contractor to complete the installation and upgrades to the water distribution system for the Buena Vista Service Area.

On January 21, 2013, at approximately 10:00am the service was interrupted to begin the repairs. Service was restored at approximately 4:00pm. The Boil Water Advisory was in effect at this time.

On January 22, 2013, at approximately 10:00am the service was interrupted to finish the repairs. Service was restored at approximately 12:30pm. The Boil Water Advisory remained in effect until water samples could be collected and the results were received from the laboratory.

On January 24, 2013 at approximately 2:50pm a telephone voice reach was sent to all customers notifying them that the Precautionary Boil Advisory had been lifted.

On February 4, 2013, a company representative contacted Mr. Palencher by telephone. The customer appeared with the contact and wanted management to speed up the process when doing repairs by making sure the project was properly staffed. eplendl

02/06/2013 Closed by telephone conversation with Mr. Palencher, who confirmed the service was restored, but did not understand the company advising him to boil water when he had no service. I explained that the boil water notice was issued to those customers that would be impacted by the planned service outage so when the water was restored, they would already know to boil the water until the company received the passing test results from the Florida Department of Environmental Protection. Mr. Palencher states there have been many outages in the past 12 months, but confirmed the service had been restored. I provided Mr. Palencher with my contact information and advised him to contact me to report future utility concerns. Mr. Palencher appeared satisfied. eplendl

<p align="center">Consumer Information</p> <p>Name: MICHAEL W WELLS</p> <p>Business Name:</p> <p>Svc Address: 4707 TRAFFORD RD</p> <p>County: Pasco Phone: (727)-937-7001</p> <p>City/Zip: Holiday / 34690-</p> <p>Account Number: 5323800000</p> <p>Caller's Name: MICHAEL W WELLS</p> <p>Mailing Address: 4707 TRAFFORD RD</p> <p>City/Zip: HOLIDAY ,FL 34690-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: FGR</p> <p>Date: 02/14/2013</p> <p>Time: 14:00</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 104.85</p>
<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise S Christian1101498W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/07/2013</p> <p>Fax: (407) 869-6961 R</p>		<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>Interim Report Received: / /</p> <p>Reply Received: 02/19/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		<p>Closed by: SDM</p> <p>Date: 03/15/2013</p> <p>Closeout Type: WB-03</p> <p>Apparent Rule Violation: Y</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$104.85

What is the date of the bill? 01-21-2013

Why do you believe you have been billed improperly? Customer states the company has estimated the bill when his old meter was not working properly, the company was unable to accurately read the meter. Customer states the company was finally able to read the meter they did it retroactively to get the money they had lost in the previous months. Customer states the meter has been replaced. Customer states he received a letter from the company stating he needs to pay the bill \$104.85 and he believes he should not pay it because it was not his fault the company had not replaced the meter if it was not working.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
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 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by: Fany Raudales

02/19/2013 - Company response received via e-mail. /ewe

2/22/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mr. Wells disputes that he should be billed for the total usage of 37,660 gallons that registered on his meter between 5/29/12 meter read, 800490 and 12/27/12 meter read, 838150.
- o He has expressed that it is not his fault that he was not billed for the correct usage each month because the meter was not working properly.
- o That is not the case.
- o The Utility was unable to read his meter for 5 months because of "no access to it" because of a fence at his residence and the meter was located behind the fence.
- o Mr. Wells' usage was estimated too low for his bills for 5 months because of no access to the meter.
- o On 12/27/12, the operator was able to read the meter.
- o The reading was 838150.
- o The prior reading that was taken on 5/29/12, was 800490.
- o The usage that had registered on the meter between these periods was 37,660 gallons.
- o The estimated usage that was billed to Mr. Wells between 5/29/12 and 11/26/12, was only 14,216 gallons.

Request No. 1101498W

Name WELLS ,MICHAEL MR.

Business Name _____

- o The estimates were too low based on the total usage between this period.
 - o The 12/27/12, meter reading for 83150 added an additional 23,444 gallons that had actually registered on the meter between the estimated periods and the actual reading on 12/27/12.
 - o Mr. Wells was issued a bill on 12/30/12, for the additional 23,444 gallons.
 - o The usage billed was 3,000 gallons @ \$3.71 per 1,000 gallons and 20,444 gallons @ \$4.02 per 1,000 gallons.
 - o Mr. Wells contacted the Utility on 1/10/13, and requested a new meter because he said the glass was scratched on the meter at his residence.
 - o He mentioned the usage on his December bill to the Customer Service Representative.
 - o He was informed about the low usage that was estimated for the months there was not access to the meter and perhaps the estimates were too low and perhaps some of the usage on the 12/27/12 reading should have been billed in those earlier estimated months.
 - o Mr. Wells informed the Customer Service Representative that three people live in the home full time.
 - o A work order was issued to replace the meter because of the damaged glass on it.
 - o On 1/21/13, Mr. Wells contacted the Utility to express dissatisfaction about the 12/30/12 bill.
 - o He requested an adjustment to the bill because he did not feel he was at fault for the low estimated usage on the bills.
 - o He requested an adjustment to his 12/30/12 bill for the high usage.
 - o The adjustment was denied, he was offered a deferred payment arrangement, which he declined.
 - o He expressed that he would take his concern further to get it resolved.
 - o Mr. Wells' low usage on the estimated bills was re-billed closer to his higher average usage each month which reduced the usage of 20,444 gallons on the 12/30/12 bill to 7,560 gallons.
 - o The total usage for the 6 months, 37,660 gallons was adjusted to the first tier rate of \$3.71 per 1,000 gallons instead of the first 18,000 gallons (3,000 x 6 months = 18,000 @ \$3.71) and the remaining usage, 19,660 gallons @ \$4.02 per 1,000 gals.
 - o Mr. Wells' account was credited for \$7.02 by providing the courtesy adjustment to tier one rate for all of the usage.
 - o Mr. Wells account balance for the 12/30/12 bill is \$97.83 and his current bill for 1/30/13, is 25.81.
 - o His total account balance as of 2/19/13, is \$123.64.
 - o The Utility does not find that any additional adjustment is due to Mr. Wells account for the usage that registered on his meter.
 - o The deferred payment arrangement remains available to Mr. Wells for the 12/30/12 bill.
 - o He will need to contact the company to arrange for it.
 - o An attempt was made to reach Mr. Wells by telephone on 2/18/13 and 2/19/13, at 727-937-7001 to discuss his concerns; there was no answer; therefore written correspondence has been sent to Mr. Wells about his concerns.
- Shonna McCray

02/25/2013- Customer states he spoke to Utilities Inc and he feels that the company is not truthful with him concerning his issues. Customer states the letter was told the company could not access his meter as it was behind a fence in his yard. Customer states his meter is next to the road and not behind a fence so the company is misrepresenting that issue. Customer further states the company has been unable to contact him but

he has not received a call from the company although they have his contact phone number and he states a search of his phone records can prove the company has not attempted to call him. Customer states his new bill is a different total from the original bill and he is getting different gallonage usage on the bills. He states they are not consistent on the amount of water he has used or the amount of money he owes. Customer wishes to file an objection to the company's resolution attempt. SWilliams

2/25/13: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

- o WHY WAS THE CUSTOMER'S READINGS BEING ESTIMATED, THE CUSTOMER STATES HIS METER IS NEXT TO THE ROAD AND NOT BEHIND A FENCE?
- o PLEASE PROVIDE COPIES OF THE CUSTOMER'S BILLING STATEMENTS FROM APRIL 2012 TO CURRENT.
- o THE CUSTOMER STATES HIS PHONE RECORDS DO NOT INDICATE ANY ATTEMPTS TO BE CONTACTED BY THE COMPANY. PLEASE PROVIDE RESPONSE TO THE PSC BY 3/6/13. Shonna McCray

02/28/2013 - Company response received via e-mail. /ewe

3/1/13: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o The billing department issued several work orders to the field staff to obtain monthly meter reads at Mr. Wells' premise.
- o The work orders were completed as "fence and no access".
- o Since Mr. Wells' recent dispute to your office that his meter is not inside a fence, additional investigation was completed with the Area Manager concerning the meter location.
- o As of 2/27/13, it was confirmed and pictures provided to the office, Mr. Wells is correct.
- o His meter is not located behind or inside of a fence and should have been read each month as was requested.
- o Included with this correspondence are copies of the work orders that were on file that indicated "no access".
- o The requested bill history for 4/29/12 to 1/30/13, provided with response.
- o The usage for bills dated 7/31/12, 8/31/12, 10/1/12, 10/30/12, 12/2/12 were re-billed as estimated higher usage after the original bill with the actual read and usage up to 12/27/12, was issued on 12/30/12, and was disputed for the 23,444 gallons in one month.
- o Those bills cannot be reproduced once they have been re-billed.
- o The original estimated usage for each bill was:
 - 7-31-12 - 3,142 gallons
 - 8/31/12 - 3,211 gallons
 - 10/1/12 - 1,807 gallons
 - 10/30/12 - 1,550 gallons
 - 12/2/12 - 4,506 gallons

- o The actual usage for 12/30/12 was 23,444.
- o The original total estimated usage that was billed from 7/31/12 to 10/30/12, was the under estimated amount 14,216 gallons.
- o Mr. Wells was billed for this usage on the specified bills.
- o On 12/27/12, when the meter was actually read, an additional 23,444 gallons had been used to bring the total water used between 5/29/12 and 12/27/12 to 37,660 gallons.
- o The utility phone log shows a phone call to 727-937-7001 on 2/18/13, at 4:42 p.m.
- o The phone only rang for a period of time with no answer; the duration was 01:10.
- o A second call shows to 727-937-7000 on 2/19/13, at 8:56 a.m., with a duration of 00:32.
- o It is not clear if this could have been a misdial or if there are overflow numbers to the 937-7001.
- o 25-30.350 Backbilling.

A utility may not backbill customers for any period greater than 12 months for any undercharge in billing which is the result of the utility's mistake. The utility shall allow the customer to pay for the unbilled service over the same time period as the time period during which the underbilling occurred or some other mutually agreeable time period. The utility shall not recover in a ratemaking proceeding, any lost revenues which inure to the utility's detriment on account of this provision.

Rulemaking Authority 350.127(2), 367.121 FS. Law Implemented 367.121 FS. History-New 11-10-86.

- o When reviewing the PSC rule for Backbilling a customer when the utility has made a mistake; Utilities, Inc. understands that they are allowed to recover some of that loss. However, the company assumes responsibility for its employees, their actions and their performance when the customers are involved.
- o Mr. Wells was inconvenienced by an internal problem that the utility was not aware of at the time.
- o Utilities Inc. sincerely apologize to Mr. Wells for this inconvenience.
- o As a courtesy, the utility offers him a 50% credit adjustment for the 23,444 gallons that appeared on his December bill.
- o The company will provide a credit to his account for 11,722 gallons which will result in a credit adjustment to his account for \$43.49.
- o This credit adjustment will be applied to his account on 2/28/13.
- o His remaining account balance will be \$53.49.
- o A payment arrangement is available to Mr. Wells to pay the balance in 5 monthly installments if he requires it.
- o The company requests that he contact the office to make the arrangements.

Shonna McCray

NOTE: It appears the company has violated PSC rules---meter not read at regular intervals. Shonna McCray

3/1/13: 12:39 p/m. Called Mr. Michael Wells at 727-937-7001; no answer; left message requesting a return call. Shonna McCray

3/1/13: Received direct call from Mr. Michael Wells. Discussed the company's response in detail with Mr. Wells. He explained that he has attempted for quite some time to get the meter replaced. Reviewed F.A.C.

Request No. 1101498W Name WELLS ,MICHAEL MR. Business Name

with Mr. Wells; he initially felt he should not have to pay any of the backbilled charges; however, after discussion he understands the F.A.C. code regarding backbilling. Mr. Wells advised he will contact the company to establish payment arrangements on the remaining balance of \$53.49 once he receives his next billing statement. Mr. Well will re-contact me after he receives the bill. Shonna McCray

03-08-2013 Customer called back requesting to speak to Ms. Shonna. FRaudales

3/8/13: Mr. Wells transferred by Fany. He received his new bill on 3/7/13, and the total balance due is \$78.98:

\$25.49 - current charges

\$53.49 - remaining balance

Mr. Wells will contact the company to establish payment arrangements on the \$53.49; he wants to pay this over 5 months. Advised Mr. Wells if he has any problems establishing the payment arrangements with the company to re-contact me. Mr. Wells appreciative of the assistance provided. Shonna McCray

3/15/13: No further contact from customer. This inquiry closed. It appears the company has violated PSC rules---meter not read at regular intervals. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: MARK D SPIELER</p> <p>Business Name:</p> <p>Svc Address: 1754 HOYLE DRIVE</p> <p>County: Pasco Phone: (727)-417-1074</p> <p>City/Zip: Holiday / 34691-</p> <p>Account Number: 2103997241</p> <p>Caller's Name: MARK D SPIELER</p> <p>Mailing Address: 1754 HOYLE DRIVE</p> <p>City/Zip: HOLIDAY ,FL 34691-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: FGR</p> <p>Date: 06/07/2013</p> <p>Time: 11:24</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise S Christian1112650W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/28/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 06/18/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: MEP</p> <p>Date: 07/23/2013</p> <p>Closeout Type: GI-28</p> <p>Apparent Rule Violation: N</p>

Preclose type - Quality of Service

Customer Comments: Customer states his water services got turned off and had a bag tie on the meter, so he called the company and was advised by a supervisor, Terry Trovinger ext. 1372, that the company had sent him bills from May and June and that he had not replied. Customer was advised someone came to his door and left a note stating that the water was shut off and that there was going to be a fee of \$21.00 in order for water to be turned back on.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has

been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by _____

06/18/2013 - Company response received via e-mail. /ewe

06/18/2013 - REVIEWED COMPANY'S RESPONSE; It indicated the following:

This correspondence is in reference to Mr. Mark D. Spieler's complaint concerning quality of service from Utilities, Inc. of Florida for water service provided to his residence at 1754 Hoyle Dr., Holiday, Fl.

Mr. Spieler stated that his water service was turned off on June 6, 2013, and a bag tie was placed on the meter. He indicated that he contacted the Utility and was advised that the Utility had sent him bills from May and June and that he had not replied. He said he was told that someone came to his door and left a note stating that the water was shut off and that there was going to be a fee of \$21.00 in order for the water to be restored.

Mr. Spieler started service with the Utility on March 9, 2012. The Utility has mailed 15 bills between March, 2012 and June 2013. Mr. Spieler has not paid any of the bills by the due date and when payments were made, the bills were not paid in full. Mr. Spieler's service was interrupted for his unpaid delinquent account. A copy of Mr. Spieler's bill and payment history is included with this correspondence.

Mr. Spieler's service has been interrupted twice since his start of service with the Utility. The tie he mentioned is not a bag tie. It was a plastic lock that was placed on the meter once the water was turned off

Request No. 1112650W

Name SPIELER ,MARK MR.

Business Name _____

for the delinquent bill. Mr. Spieler was able to cut the plastic lock and restored his service. Mr. Spieler was told that he would be billed the service fee for the interruption even though he turned himself back on. The fee was \$15.00.

Mr. Spieler was contacted by the Utility on June 13, 2013, to address his concerns. He said he was not receiving his bills and that he did not receive the collection notices sent to him. I went over his account with him and his payment history. I suggested electronic billing and Web access to his account. He agreed to electronic billing and Web access to his account. Instructions concerning registering his account for Web access were emailed to Mr. Spieler. As a onetime courtesy, the service fee for \$15.00 was waived.

Copies of Mr. Spieler's bill and payment history, collection notices and the email correspondence is included with this correspondence. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Information entered by Rik Koeteeuw

07/08/13: Reassigned to E. Plendl. RRoland

07/23/2013 Closed. The PSC has no record of further customer contact. eplendl

<p align="center">Consumer Information</p> <p>Name: GREGRORY PRICE</p> <p>Business Name:</p> <p>Svc Address: 4115 CLUSTER DRIVE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: WT</p> <p>Date: 06/13/2013</p> <p>Time: 15:47</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 30.00</p>
<p>County: Pasco Phone: (727)-234-7843</p> <p>City/Zip: Holiday / 34691-</p> <p>Account Number: 7020100000</p> <p>Caller's Name: GREGRORY PRICE</p> <p>Mailing Address: 4102 CLUSTER DRIVE</p>	<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise S Christian1113257W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/05/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
<p>City/Zip: HOLIDAY ,FL 34691</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 06/25/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 07/19/2013</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 35.90

What is the date of the bill? June 2013

Why do you believe you have been billed improperly? Customer is the owner of this rental property that has been empty since Sept 2012 through May 2013. The customer lives across the street from this property and has the same water utility company. Customer states that the water bill for the empty rental property has been consistency higher by about \$30 than the property that he occupies and uses water. The customer believes that the bills that he is receiving for the empty property are fraudulent. Customer would like a refund for the amount of being overcharged for those eight months. The customer has not received good customer service from the Utilities Inc employees and has been hung up on several times. The customer has requested the meter be changed and asked that he be called when the meter is changed, however the company has never contacted the customer and the meter has not been changed. Customer states that the company has told him that they are

estimating the bill however the bill does not state that the amount is an estimate. The customer states that the supervisors that he has spoken to have lied to him several times.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Bill Torres

06/25/2013 - Company response received via e-mail. /ewe

06/25/2013 - Company response received via e-mail. /ewe

06/25/2013 - REVIEWED COMPANY'S RESPONSE; It indicated it was a letter to the customer:

Dear Mr. Price:

This correspondence is in reference to your complaint filed with The Florida Public Service Commission concerning your bills for water service at 4115 Cluster Dr., Holiday, FL.

In your complaint you expressed that your bills for service at the empty rental address, 4115 Cluster Dr. was higher than your bills for service at your occupied address, 4102 Cluster Dr. You also indicated that you feel

Request No. 1113257W

Name PRICE ,GREGRORY MR.

Business Name _____

that the bills issued for service at 4115 Cluster Dr. are incorrect and you requested a refund to that account.

The investigation concerning your complaint has been completed by the Utility. Our records show that on March 25, 2013, our operator came to 4102 Cluster Dr. to investigate a high bill complaint. There was no one home and no access to the meter at this address. March 26, 2013 a 2nd visit was made by the operator to 4102 Cluster Dr. The operator met with you and at this time you informed the operator that the high bill complaint was for service at 4115 Cluster Dr. The two of you walked to 4115 Cluster Dr. to verified the read on the meter for accuracy. The meter read was verified as correct. The glass on the meter was scratched. An exchange of the meter was requested because of the bad glass on it, the operator informed you that he would schedule the meter exchange for April 3rd.

April 3, 2013, the operator received the work order to install the new meter. The operator attempted to contact you by telephone to confirm that he would be at 4115 Cluster to install the new meter as had been discussed on March 26th. He received your voice mail. A message was left concerning the meter exchange. There was not a return call and you did not meet him at 4115 Cluster Dr. for the meter exchange. The operator replaced the old meter with the new meter. The meter that was removed is available for you to review the read on it at the time that it was removed and for bench testing if you would like for it to be tested by an independent source for accuracy. The read on the meter when removed on April 3, is 1015727. The read that you provided to the Utility on 3/22/13 was 1015460. The Utility does not find that you have been over charged for usage at 4115 Cluster Dr. and does not find that a refund is due to your account.

I apologize that I was not able to reach you by telephone on June 20, 2013, to address your concerns by telephone. A message was left at your telephone voice mail with my telephone number and requested a return call to me when I returned to the office on Monday, June 24th, because I would not be in the office on Friday June 21st. A call from you was in my voice mail when I returned to the office on Monday from Friday, June 21, 2013, at approximately 4:43pm stating that you would call back later because you wanted to speak with me. Please contact me at 1-800-272-1919 ext 1356 if you require additional information concerning your complaint.

A copy of this correspondence is provided to FPSC.

Regards,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Request No. 1113257W Name PRICE ,GREGRORY MR. Business Name

Information entered by Rik Koeteeuw

06/25/2013 - REVIEWED COMPANY'S RESPONSE; It indicated the following:

This correspondence is in reference to Mr. Gregory Price's complaint concerning improper bills issued by Utility Inc., of Florida for water service at 4115 Cluster Dr., Holiday, FL.

The investigation concerning Mr. Price's complaint has been completed by the Utility. Our records show that on March 25, 2013, our operator went to 4102 Cluster Dr. to investigate a high bill complaint that Mr. Price has contacted the Utility about. There was no one home and no access to the meter at this address. March 26, 2013, a 2nd visit was made by the operator to 4102 Cluster Dr. The operator met with Mr. Price and at this time Mr. Price informed the operator that the high bill complaint was for service at 4115 Cluster Dr., his rental property. Mr. Price and the operator walked to 4115 Cluster Dr. to verified the read on the meter for accuracy. The meter read was verified as correct. The glass on the meter was scratched. An exchange of the meter was requested by Mr. Price because of the bad glass on it. The operator informed Mr. Price that he would schedule the meter exchange for April 3rd.

April 3, 2013, the operator received the work order to install the new meter. The operator attempted to contact Mr. Price by telephone to confirm that he would be at 4115 Cluster Dr. to install the new meter as had been discussed on March 26th. The operator received Mr. Price's voice mail. A message was left concerning the meter exchange. There was not a return call and Mr. Price did not meet the operator at 4115 Cluster Dr. for the meter exchange. The operator replaced the old meter with the new meter. The meter that was removed is available for Mr. Price to review the read on it at the time that it was removed and for bench testing if he would like for it to be tested by an independent source for accuracy. The read on the meter when removed on April 3rd, was 1015727. The read that was provided by Mr. Price to the Utility on 3/22/13 was 1015460. The Utility does not find that he has been over charged for usage at 4115 Cluster Dr. and does not find that a refund is due to his account.

An attempt was made to contact Mr. Price by telephone on June 20, 2013, to address his concerns. A message was left at his telephone voice mail with my telephone number and a request for a return call to representative when representative returned to the office on Monday, June 24th, because representative would not be in the office on Friday June 21st. A call from Mr. Price was in representative's voice mail when representative returned to the office on Monday from his call on Friday, June 21, 2013, at approximately 4:43pm stating that he would call back later because he wanted to speak with representative. As of today, Mr. Price has not called back. Mr. Price was sent written correspondence by email that addressed his concerns in his complaint. He was provided representative's contact number if he required additional information.

A copy of the correspondence to Mr. Price is included with the correspondence. Please contact our office if additional information required.

Respectfully,

Request No. 1113257W

Name PRICE ,GREGRORY MR.

Business Name _____

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Information entered by Rik Koeteeuw

07/08/13: Reassigned to S. McCray. RRoland

7/9/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The investigation concerning Mr. Price's complaint has been completed by the Utility.
- * Records show that on 3/25/13, the operator went to 4102 Cluster Dr. to investigate a high bill complaint that Mr. Price had contacted the Utility about.
- * There was no one home and no access to the meter at this address.
- * On 3/26/13, a 2nd visit was made by the operator to 4102 Cluster Dr.
- * The operator met with Mr. Price and at this time Mr. Price informed the operator that the high bill complaint was for service at 4115 Cluster Dr., his rental property.
- * Mr. Price and the operator walked to 4115 Cluster Dr. to verify the read on the meter for accuracy.
- * The meter read was verified as correct.
- * The glass on the meter was scratched.
- * An exchange of the meter was requested by Mr. Price because of the bad glass on it.
- * The operator informed Mr. Price that he would schedule the meter exchange for 4/3/13.
- * On 4/3/13, the operator received the work order to install the new meter.
- * The operator attempted to contact Mr. Price by telephone to confirm that he would be at 4115 Cluster Dr. to install the new meter as had been discussed on 3/26/13.
- * The operator received Mr. Price's voice mail.
- * A message was left concerning the meter exchange.
- * There was not a return call and Mr. Price did not meet the operator at 4115 Cluster Dr. for the meter exchange.
- * The operator replaced the old meter with the new meter.
- * The meter that was removed is available for Mr. Price to review the read on it at the time that it was removed and for bench testing if he would like for it to be tested by an independent source for accuracy.
- * The read on the meter when removed on 4/3/13, was 1015727.
- * The read that was provided by Mr. Price to the Utility on 3/22/13 was 1015460.
- * The Utility does not find that he has been over charged for usage at 4115 Cluster Dr. and does not find that a refund is due to his account.

Request No. 1113257W Name PRICE ,GREGRORY MR. Business Name _____

* An attempt was made to contact Mr. Price by telephone on 6/20/13, to address his concerns.
 * A message was left at his telephone voice mail with Elise Christian's telephone number and a request for a return call to her when she returned to the office on 6/24/13.
 * A call from Mr. Price was in Ms. Christian's voice mail when she returned to the office on 6/24/13, from his call on 6/21/13, at approximately 4:43 p.m. stating that he would call back later because he wanted to speak with her.
 * As of 6/25/13, Mr. Price has not called back.
 * Mr. Price was sent written correspondence by email that addressed his concerns in his complaint.
 * A copy of the correspondence to Mr. Price is included with the response to the PSC.
 Shonna McCray

7/19/13: This inquiry closed. Shonna McCray

Request No. 1117411W Name BUONAMICI ,GENO MR. Business Name _____

<p>Consumer Information</p> <p>Name: GENO C BUONAMICI</p> <p>Business Name:</p> <p>Svc Address: 11538 PEAR TREE DRIVE</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: MEP</p> <p>Date: 07/26/2013</p> <p>Time: 11:00</p>
<p>County: Pasco Phone: (330)-534-1453</p> <p>City/Zip: New Port Richey / 34654-</p> <p>Account Number:</p> <p>Caller's Name: GENO C BUONAMICI</p> <p>Mailing Address: 8984 INVERRARY DRIVE SE</p>	<p>Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise S Christian1117411W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/16/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: MAIL</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO: RONALD BRISE</p> <p>Disputed Amt: 275.00</p>
<p>City/Zip: WARREN ,OH 44484</p> <p>Can Be Reached: (330)-534-1453</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 08/14/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: MEP</p> <p>Date: 09/24/2013</p> <p>Closeout Type: WB-05</p> <p>Apparent Rule Violation: Y</p>

Request No. 1113257W Name PRICE ,GREGROY MR. Business Name _____

See attached correspondence regarding customer's concerns regarding high water bills. Customer states that he is a seasonal resident. Customer state that he resided at the home in October and November 2012. Customer states he returned from January until the third week of April 2013. Customer states that he has a high bill concern. Customer states that a meter test or bucket test was previously conducted. He states that the company advised him that the meter advanced more than what the bucket test showed. He states that the company advised him that he is responsible for repairing the meter at his expense.

- 1) Please provide account history including meter readings, gallonage, billed charges, bill date from April 2012 to present.
- 2) Please indicate all meter tests and results conducted since April 2012 to present.
- 3) Please indicate if the company previously confirmed to the customer that the meter was registering above the FAC rule limit.
- 4) If the meter registered above the FAC limit, please indicate the reason a company representative advised the customer he is required to repair company-owned equipment such as the water meter.
- 5) Indicate if the company is willing to permanently replace the meter. If so, state date installed.
- 6) Please offer a bench test to the customer and explain the deposit.
- 7) Please indicate if the company is willing or has already checked for leaks. If so, please indicate date/outcome.
- 8) Please indicate if the company is willing to issue a credit adjustment. If so, indicate date and amount of credit. If not, state reason.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. Geno Buonamici at 330-534-1453 (in Ohio). Customer is residing at his Ohio home until January 2014.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:

Request No. 1117411W Name BUONAMICI ,GENO MR. Business Name _____

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

07/26/2013 Sent email to the customer as follows:

From: Ellen Plendl
Sent: Friday, July 26, 2013 11:22 AM
To: 'gcbslb@aol.com'
Subject: Consumer Inquiry - Utilities Inc. of Florida

Mr. Geno Buonamici
gcbslb@aol.com

Dear Mr. Buonamici:

This is a follow up to our July 26, 2013 telephone conversation and the inquiry filed on your behalf by the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida. We appreciate the opportunity to assist you.

We have filed an inquiry with Utilities Inc. of Florida and upon completion of the investigation, we will contact you. In the meantime, Utilities Inc. of Florida staff will be contacting you directly to discuss your billing concerns directly with you.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Request No. 1117411W Name BUONAMICI ,GENO MR. Business Name

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

07/28/2013 Received email from the customer as follows:

From: Gcbslb@aol.com [mailto:Gcbslb@aol.com]
Sent: Sunday, July 28, 2013 1:02 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Utilities Inc. of Florida

THANKS FOR PROMPTNESS, WILL WAIT FOR UTILITIES INC. TO CONTACT ME. I MUCH DATA INCLUDING OHIO BILL TO COMPARE WATER USAGE. JULY 28, 2013, GENO

08/13/2013 Received email as follows:

From: Gcbslb@aol.com [mailto:Gcbslb@aol.com]
Sent: Tuesday, August 13, 2013 3:22 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Utilities Inc. of Florida

ELLEN: CAN NOT REQUEST BILLS FROM UTILITIES, INC. AS I DO NOT HAVE THEIR PHONE NUMBER OR E-MAIL. I FORWARDED REQUEST THROUGH E-MAIL THEY SENT BUT NO RESPONSE PROBABLY BECAUSE E-MAIL INDICATED DO NOT RESPOND. THEY E-MAIL THAT REQUIRES A SPECIAL PROGRAM TO READ AND WE DO NOT HAVE THAT PROGRAM. IF YOU COULD FORWARD TO ME THEIR E-MAIL ADDRESS AND PHONE NUMBER I WOULD APPRECIATE IT. THANK YOU, GENO BUONAMICI

08/13/2013 FAX TO CO. See customer's email above. Mr. Buonamici requests bill copies. Please contact Mr. Buonamici at 330-534-1453 (in Ohio) to discuss his request. eplendl

08/13/2013 Sent email to the company as follows:

From: Ellen Plendl

Request No. 1117411W Name BUONAMICI ,GENO MR. Business Name

Sent: Tuesday, August 13, 2013 3:25 PM
To: 'Gcbslb@aol.com'
Subject: RE: Consumer Inquiry - Utilities Inc. of Florida

Dear Mr. Buonamici:

I have forwarded your request to the utility and requested that utility staff contact you do discuss your request for bill copies.

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

08/13/2013 Received email as follows:

From: Gcbslb@aol.com [mailto:Gcbslb@aol.com]
Sent: Tuesday, August 13, 2013 5:51 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Utilities Inc. of Florida

THANK YOU FOR YOUR PROMPT ATTENTION. YOU WILL BE GETTING SOME CONTACT EITHER WRITTEN OR TELEPHONE FROM OTHER CONCERNED CITIZENS OF SUMMERTREE. WHEN THE GOVERNMENT GRANTS COMPANIES EXCLUSIVE RIGHTS THE CITIZENS (CUSTOMERS_) HAVE NO RECOURSE OTHER THAN THE GOVERNMENT AND IN THIS CASE YOU ARE TRYING TO KEEP ON TOP OF THE ISSUE, GENO BUONAMICI

08/14/2013 Sent email as follows:

From: Ellen Plendl
Sent: Wednesday, August 14, 2013 7:43 AM
To: 'Gcbslb@aol.com'
Subject: RE: Consumer Inquiry - Utilities Inc. of Florida

Request No. 1117411W Name BUONAMICI ,GENO MR. Business Name

Dear Mr. Buonamici:

You explained that your neighbors, friends, family and acquaintances may have similar billing concerns.

The Florida Public Service Commission is happy to file an inquiry for any Florida consumer who has water service or billing concerns. You may offer neighbors, friends, family and acquaintances as the customer of record for their own service address/water account to contact the Florida Public Service Commission by using the following information:

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Toll-free Telephone: 1-800-342-3552
Fax: 1-800-511-0809
Email: contact@psc.state.fl.us
Internet: <http://www.floridapsc.com/consumers/complaints/>

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

08/14/2013 - Company response received via e-mail. /ewe

08/14/2013 - Company response received via e-mail. /ewe

08/14/2013 Reviewed report. Utilities, Inc. advised that a meter test was conducted on the customer's meter

Request No. 1117411W Name BUONAMICI ,GENO MR. Business Name

on April 12, 2013. The meter test indicated that the meter was registering outside of the acceptable range for accuracy. There was not any leak detected at the premise at this time. Mr. Buonamici was present for the meter test and was informed that the meter was faulty. He was informed that the meter would need to be replaced because of this. Mr. Buonamici was informed that there was not a charge to him for the new meter. Mr. Buonamici's meter was replace on August 2, 2013 and there was not any leak detected at this time.

Mr. Buonamici's account was credited on August 14, 2013 for an adjustment to his water and wastewater for a total of 13,200 gallons. The total usage that was originally billed to him for the five months he showed usage was 16,950 gallons. The total usage that was billed to him after the adjustment was 3,750 gallons for the five months that he showed usage. (750 gallons each month) The adjustment was \$49.91 for water and \$162.49 for wastewater. The total adjusted amount that was provided to his was \$212.40.

Mr. Buonamici was contacted by telephone on August 14, 2013. Mrs. Buonamici appeared satisfied. The company advised Ms. Buonamici about the credit adjustment and copies of the requested bills will be emailed.

The company provided copies of all bills from April 2012 to current. Please remember that 5 of the bills that show usage were adjusted back to 750 gallons each. The adjustment credit will appear on the 7/30/13 bill only in a lump sum for water and wastewater. The customer's new meter was installed on August 2, 2013 and has not registered any usage on it. It will not reflect usage until the customer returns and start to use water.
eplendl

08/14/2013 Contacted Mr. Buonamici, who appeared satisfied with the proposed resolution. I agreed to send a copy of the company's response and bill copies via email. Eplendl

08/14/2013 Sent letter to Mr. Buonamici as follows:

From: Ellen Plendl
Sent: Wednesday, August 14, 2013 4:01 PM
To: 'Gcbslb@aol.com'
Subject: Consumer Inquiry - Utilities, Inc. of Florida

Mr. Geno Buonamici
gcbslb@aol.com

Dear Mr. Buonamici:

This is a follow up to our August 14, 2013, telephone conversation and the inquiry filed on your behalf by the Florida Public Service Commission (PSC) about Utilities, Inc. of Florida (Utilities, Inc.).

We have learned from Utilities, Inc., that your water meter registered outside the Florida Administrative Code rules. As a result, Utilities, Inc., issued a \$212.40 credit to your account, which represented a credit of

Request No. 1117411W Name BUONAMICI ,GENO MR. Business Name

\$49.91 for water charges and \$162.49 for wastewater charges. This credit should appear on your next billing statement.

I have attached the company's response and requested bills for your review.

You also mentioned your concerns about water quality. You may contact the Florida Department of Environmental Protection, by using the following information:

Florida Department of Environmental Protection Office of Citizen Services
3900 Commonwealth Boulevard M.S. 49
Tallahassee, Florida 32399

Telephone: 850-245-2118
Facsimile: 850-245-2128

Please contact me if you have any questions or concerns.

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

09/24/2013 Closed. The PSC has no record of further customer contact. eplendl

Request No. 1117411W Name BUONAMICI ,GENO MR. Business Name

<p align="center">Consumer Information</p> <p>Name: ARTURO SYLVESTER</p> <p>Business Name:</p> <p>Svc Address: 11618 ENGLISH ELM DRIVE</p> <p>County: Pasco Phone: (727)-271-5532</p> <p>City/Zip: New Port Richey / 34654-</p> <p>Account Number: 5428889288</p> <p>Caller's Name: ARTURO SYLVESTER</p> <p>Mailing Address: 11618 ENGLISH ELM DRIVE</p> <p>City/Zip: NEW PORT RICHEY ,FL 34654-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise S Christian1118865W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 08/28/2013</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 08/27/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RJC</p> <p>Date: 08/07/2013</p> <p>Time: 13:43</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 09/23/2013</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
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Preclose Type - Improper Bills

What is the amount of the bill in dispute?
 Customer states he is being overbilled but he states he is not sure of how much because the average daily usage on his bill is 89 gallons and he disputes the amount of water the utility claims he is using.

What is the date of the bill?
 Customer states it is his most recent bill that he received based on the services provided in the month of July.

Why do you believe you have been billed improperly?
 Customer states that he believes there might be something wrong with the utility meter. Customer states that he requests that the utility check the meter to make sure it is working properly and reading the flow of water into his residence or the pass through rate is accurate.

Other Comments: Customer states he had tried to call the utility several times during the day and could not speak to anyone, he states that the call would drop when he did reach someone. This prompted the customer to lodge a complaint against Utilities, Inc. of Florida through the PSC.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R. Castillo

08/27/2013 - Company response received via e-mail. /ewe

8/28/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * Mr. Sylvester indicated that he was being overbilled but was not sure of how much because his daily average usage is 89 gallons and he disputes the amount of water the utility claims he is using.
- * Mr. Sylvester usage on his 7/30/13 bill was for 2,770.
- * The bill was for service from 6/25/13 to 7/26/13.
- * His monthly average usage is between 1,800 to 2,000 gallons a month.
- * The water lines were flushed at Mr. Sylvester's residence by the utility on 7/15/13.
- * A total of 850 gallons registered on the meter for flushing.

Request No. 1118865W

Name SYLVESTER ,ARTURO MR.

Business Name _____

* His account was provided a credit adjusted for the 850 gallons that were used in the flushing.
 * A credit for \$13.61 was applied to his account.
 * The credit was listed on his 7/30/13 bill as a separate item.
 * On 8/9/13, an operator met with Mr. Sylvester at his residence to reread his meter and to show him how to read his meter and check for leaks.
 * The operator explained the credit to him and showed the credit to him on his 7/30/13 bill.
 * He also explained to him that the 850 gallons reduced his usage back to his average of 1,920 gallons.
 * Mr. Sylvester was satisfied with the action that was taken by the utility to resolve his concerns.
 Shonna McCray

9/23/13: This inquiry closed. Shonna McCray

Request No. 1139281W Name , Business Name DR. ROBERTA KILLEEN , MD

Consumer Information Name: Business Name: DR. ROBERTA KILLEEN , MD Svc Address: 2520 US HWY 19 County: Pasco Phone: (727)-945-0595 City/Zip: Holiday / 34691- Account Number: 5517710000 Caller's Name: ROBERTA KILLEEN Mailing Address: 2520 US HWY 19 City/Zip: HOLIDAY ,FL 34691- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: SGW Date: 02/19/2014 Time: 09:59 Via: PHONE Prelim Type: QUALITY OF PO: Disputed Amt: 0.00
	Utility Information Company Code: WU372 Company: Attn. Elise S Christian1139281W Response Needed From Company? Y Date Due: 03/12/2014 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 02/24/2014 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 03/31/2014 Closeout Type: GI-30 Apparent Rule Violation: N

Request No. 1118865W Name SYLVESTER ,ARTURO MR. Business Name _____

Preclose type - Quality of Service

Customer Comments: Customer states she got a letter from Utilities Inc that directed her to install an approved back-flow prevention assembly. Customer has been required to install this above ground installation to be installed and tested by March 15,2014. Customer states that just received the letter dated Feb. 13,2014 on Feb. 18th 2014. Customer states this is not enough time to have this done by the due date. Customer states that Utilities Inc has stated if it is not done by this time the water to the service address can be cut off. Customer is very concerned about this issue.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams Lynch

02/24/2014 - Company response received via Email. DScott.

2/25/14: REVIEWED COMPANY RESPONSE. Response indicates the following:

* Ms. Killen is a customer at 2520 U.S. Hwy 19, Clermont, FL.

* Ms. Killen stated that she received the letter on 2/18/14, that informed her that the device must be

Request No. 1139281W Name , Business Name DR. ROBERTA KILLEEN , MD

installed and tested by 3/15/14.

* She stated that she was concerned that the allotted time was not sufficient to have the device installed and ready for inspection.

* Ms. Killen was contacted by the field staff on 2/19/14, to address her concerns.

* She allowed the company's staff to inspect her business to determine if the high hazard device/backflow device was necessary.

* Upon inspection It was found that the business was no longer a functioning pathology lab so the service type was reclassified as a low hazard type service.

* As such, the requirement for the installation of a high hazard device was no longer necessary and was lifted.

* Ms. Killen expressed satisfaction to staff and did not required additional assistance from the utility.
Shonna McCray

3/31/14: This inquiry closed. Shonna McCray

Request No. 1142628W Name GILMOUR , CHERYL MS. Business Name _____

<p align="center">Consumer Information</p> <p>Name: CHERYL GILMOUR</p> <p>Business Name:</p> <p>Svc Address: 4125 KIBLER LN</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: MARCOS</p> <p>Entered By: MAB</p> <p>Date: 03/25/2014</p> <p>Time: 12:10</p>
<p>County: Pasco Phone: (727)-938-7680</p> <p>City/Zip: Holiday / 34691-</p> <p>Account Number:</p> <p>Caller's Name: CHERYL GILMOUR</p> <p>Mailing Address: 4125 KIBLER LN</p>	<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise S Christian1142628W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/15/2014</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 425.00</p>
<p>City/Zip: HOLIDAY ,FL 34691-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 04/01/2014</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: MAB</p> <p>Date: 05/06/2014</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Request No. 1139281W Name , Business Name DR. ROBERTA KILLEEN , MD

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$425.00

What is the date of the bill?

Why do you believe you have been billed improperly? Customer states that she hasn't received a bill from Utilities Inc in about 5 months. She contacted the Company 2 weeks ago to find out how much she owes and was told \$475.00. Customer states this isn't possible.

Other Comments:

Customer states that because the Company never sends her a bill, she calls every month to find out how much she owes and pays the bills. Her bills normally run around \$40-\$50 monthly. She states that she contacted the Company 6 weeks ago to disconnect services because she was going to be away from the home for a while. She's not wondering if that services was disconnect as was requested. Customer states that she asked the Company how her bill could be so high and was told that there must be a leak in the home. Customer states she's had a plumber in the residence and he found no leak inside or outside the home.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

04/01/2014 - Company response received via Email. DScott.

04/28/2014 - Reviewed Company Response:

The Company, Utilities Inc., provides that the Customer, Ms. Cheryl Gilmour, was contacted to discuss her concerns. The Representative also spoke to the Customer's daughter, Ms. Teresa McReynolds.

The Company advised that the Customer had a large leak (over flowing toilet) at the residence that resulted in property damage and a high bill reflected on the Customer's December 2013 and January 2014 bills. The home required extensive repairs before she was able to occupy it again. Ms. McReynolds informs that the Customer has memory loss due to an accident in the past so the Customer might not remember the frequency of the bills or how much water was used when the toilet over flowed. There was no error on the utilities part and the account has been paid in full.

The Customer requested that the account be placed in both her and her daughter's name. The water has been restored as requested and no additional assistance was required from the Company at that time.

MBermudez

05/06/2014 - Having received no further contact from the Customer, this complaint shall be closed as GI-25.

MBermudez

<p align="center">Consumer Information</p> <p>Name: JULY CHILDS</p> <p>Business Name:</p> <p>Svc Address: 2547 CHANCERY DR</p> <p>County: Pasco Phone: (727)-485-5483</p> <p>City/Zip: Holiday / 34690-</p> <p>Account Number: 2366960902</p> <p>Caller's Name: JULY CHILDS</p> <p>Mailing Address: 2547 CHANCERY DR</p> <p>City/Zip: HOLIDAY ,FL 34690-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise S Christian1149530W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/01/2014</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 06/18/2014</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: MARCOS</p> <p>Entered By: MAB</p> <p>Date: 06/10/2014</p> <p>Time: 12:29</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 376.19</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: MAB</p> <p>Date: 09/02/2014</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
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Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$336.19

What is the date of the bill?

Why do you believe you have been billed improperly? Customer states that her bill doubled after ther meter was changed out and is being charges much more now.

Other Comments:

Customer states that Utilities Inc changed her meter to a digital meter around March 2012. Before the meter was changed, she was receiving bills for about \$40.00 monthly, and after the meter was changed, she was getting \$80.00 bills. At first she thought that her old meter must have been running slowly, but now her bills are from \$100 to \$140 monthly and isn't understanding why. Customer states that she has ceptic so all

she is being charged for is water but the bills are very high. She's spoken to the Company about this before and has been told that sometimes the meter reader just estimates the bills for a few months. Customer states that there isn't a point in having a meter if the Company isn't having it's employees read the meters.

Currently her bill is for \$578.14. Customer states that this balance is for 2 months worth of usage, and the majority of it is for the previous month because she had a leak in one of the showers. Customer states that the leak has been identified but still feels she is being charged much more for water than she should be, so she's disputing at least \$376.19 of the currently balance, but considering that the bill has spiked since her meter was changed to a digital back in 2012, she feels she's been over charged much more than that.

Please include in the Company response a 24 month financial audit hat shows bills rendered and payments made, with a running balance throughout. Please also identify on the financial audit which bills rendered are from actual meter readings and which were estimated. Please mail a copy of this financial audit to the Customer as well.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Marcos Bermudez-Frau

06/18/2014 - Company response received via Email. DScott.

06/19/2014 - Company response received via Email. DScott.

7/2/2014: Ms. Childs called back wishing to add something to her case. Marcos not available to take call.Scannon

Request No. 1149530W

Name CHILDS ,JULY MRS

Business Name

07/02/2014 - Reviewed Company Response:

Company response is a copy of a letter mailed to the Customer along with an account financial audit.

The Company, Utilities Inc. of Florida, provides that the Customer, Mrs. July Childs has had service at her residence since 12/14/2011. For the first two months, the Company was unable to read the meter due to a locked gate and dogs in the yard. These two months were estimated, then on 02/28/2012, the Company installed a remote meter read device on the outside of the fence. This device is not a digital meter. It is connected to the meter inside the fence and registers the water that passes through the meter at a location where the Company can read it.

On 06/09/2014, you contacted the Company to inquire about a deferred payment arrangement. You informed the representative that you had experienced an ongoing leak since the fall of 2013, and that you had recently located the leak in a riser in the garage behind a panel in the shower area and would get the plumber to come out and fix it. The representative advised the Customer that the account balance would be extended until 06/25/2014, in order to give more time for the leak to be repaired, but the Company could not grant a deferred payment arrangement until the problem with the leak has been resolved. The representative advised the Customer that once the leak has been repaired, to contact the Company back to establish a deferred payment arrangement so that she can pay the account balance in monthly installments.

The Company received the complaint filed with the FPSC on 06/10/2014. The Company provides that as of this date, the account had a total balance of \$634.56. Of this balance, \$152.54 was current charges, and the remaining balance (\$482.02) was past due. The Company provides that the bills are not usually paid every month, so it's common that there is a balance that carries over from month to month on this account. The last zero balance for this account was on 08/22/2012.

On 06/17/2014, a Company staff member met Mr. Childs at the residence. A reading was obtained from the meter and the remote meter read device. The readings were in line with each other so the remote device is functioning normally. The usage from the reading obtained on this date and the last meter reading on 05/27/2014 was 84,500 gallons of water. This represents approximately \$465.00 for the water that will appear on the Customer's next bill around 06/29/2014.

The staff member reported that the house valve was turned off and the meters leak indicator was stationary. When the house valve was turned back on, the leak indicator began to spin. The staff member allowed 10 minutes to pass to allow for toilets and water heater to fill up, but the leak indicator continued to spin after this time had passed. Mr. Childs advised the staff member that he's been turning off the house valve in order to limit the amount of water flow that would come from the leak. He then pointed out the standing water in the garage to the staff member. From the staff member's observation, it appeared that the leak was in the slab or in the concrete wall that separates the home from the garage. The leak at the residence continues to be the cause of the high bills.

Request No. 1149530W

Name CHILDS ,JULY MRS

Business Name _____

The letter finishes by advising the Customer to contact the Company by 06/25/2014, to advise of the leak has been repaired and to establish a deferred payment arrangement.

MBermudez

07/02/2014 - Received a call back request from the Customer stating she would like to add something to the complaint. Contacted the Customer. She states that the leak in her home has been repaired.

Customer states she's been informed by the Company that her meter is going to be removed today, and the meter will be sent off to an independent agency for testing. Customer had some general questions about this and also inquired if she can request that the Company provide her with a copy of the meter test results. Advised the Customer that she does have a right to request that information from the Company because whether of not the meter is working properly affects what she is billed from the Company. Advised that if the test results are not provided of the Company refuses to provide the results, to contact the FPSC back to file and objection on the complaint. Customer understood.

Customer states the person that she spoke to on the phone to schedule the removal of the meter was very rude to her and kept saying that she was costing the Company money for having to work after hours. She also states that this representative threatened to disconnect the service for costing the Company money. Advised the Customer that it would be noted but while the FPSC regulates the utility, we have no power over its employees. Advised the Customer of the disputed amount on file and that no collective action can be done unless she has a balance greater than the disputed balance while the complaint is under review. Customer understood.

Went over the Company response that was received on 06/18/2014. Advised that while the FPSC doesn't regulate payment arrangement, I was wondering if the Company had granted the deferred payment arrangement now that the leak has been repaired. The Customer advised that the Company is waiting to get the meter test results before it establishes the deferred payment arrangement. Advised it would be noted.

MBermudez

07/21/2014 - Having received no further contact from the Customer, this complaint shall be closed as GI-25.

MBermudez

7/24/14: Response received via email. Shonna McCray

08/07/2014 - Reviewed Company Response:

This is a follow-up response.

Request No. 1149530W Name CHILDS ,JULY MRS Business Name

The response is an email to the Customer that the FPSC Was Carbon Copied (CC) on. The Company provides that the meter was removed and sent off to be tested on 07/03/2014. A new meter was installed at the residence to continue service while the removed meter was being tested.

The Company provides that the meter was tested by Mars Company and show that the meter was working properly by FPSC and American Water Works Association (AWWA) standards. A copy of the FPSC and AWWA standards was provided along with her most recent bill dated 06/30/2014. The Company provides that because the meter was working properly, the account has only been charges for usage used at the residence, which means that the leak the Customer had is probably the result of the high bill.

As of 07/23/2014, the account has a balance of \$1210.26. The last payment received on the account was for \$170.00 on 04/17/2014, so the total current balance is past due. The Company has agreed to grant and arrangement to the currently balance stating that if the Customer makes a payment of \$210.26 by 07/29/2014, the remaining \$1000.00 balance will be broken up into eight monthly installments of \$125.00 that she can pay with her current charges of those eight months.

MBermudez

08/20/2014 - Customer asked to speak to MBermudez who was not available. Customer transferred to voicemail and requests call back. Customer states water company has tuned off his service without any correspondance or conversations with him. SWilliams

8/20/2014 Customer correspondence received via email, added to file, and forwarded to MBermudez. Attachments printed and added to the file. DHood

"From: julie b [mailto:julie112006@yahoo.com]
Sent: Wednesday, August 20, 2014 1:21 PM
To: Consumer Contact
Subject: 1149530w

here are the documents

thanks for your help

julie"

08/20/2014 - Received a call from the Customer's Husband, Mr. Charles Childs, who stated that this complaint has not been resolved. Customer states that the Company disconnected his service today, and when he contacted them to discuss the disconnection, he was told that he had a payment arrangement that he defaulted

Request No. 1149530W Name CHILDS ,JULY MRS Business Name

on. Customer states that he had been waiting on the Company to send him the meter test results to contact the Company and set up a payment arrangement. He states that he never received the meter test results. Mr. Childs states that he wants to know who contacted him or his wife to set up the payment arrangement, and why has the Company not sent him the meter test results. At this point he feels that the Company has told him that the meter was tested, but is questioning if it actually has. Advised the Customer that I will send him a copy of the responses received from the Company, and that I will also send a request for an update from the Company. Advised that I can't help with anything regarding the payment arrangement because arrangements are not regulated by the FPSC, but I will at least investigate his other concerns. Mr. Childs understood.
MBermudez

08/20/2014 - While reviewing the Company Responses before sending a supplemental request to the Company, I notice that the responses to the Customer were sent via email. Verified that the email address used is the correct email for the Customer. Contacted the Customer and spoke with Mr. Childs. Advised that the responses show that they were forwarded to the Customer via email. Mr. Childs had his wife check her email for a response on 06/18/2014 and on 07/23/2014. The Customer verified receiving the 06/18/2014, but not the 07/23/2014 response. This is the response that had the arrangement and the meter test results. Advised I would make a copy of this response to be mailed to the Customer. MBermudez

08/20/2014 - ATTENTION COMPANY// SUPPLEMENTAL REQUEST// PLEASE RESPOND BY 08/29/2014

The Customer has objected to the Company response, stating that he was never provided with the meter test results, and was never contacted to set up a payment arrangement. He states that he was notified of the arrangement after his service was disconnected today.

Please provide an updated financial audit. The Company provided the FPSC a copy of the meter test results, and advised that a payment arrangement was established as of 07/23/2014. All responses to the Customer have been provided via email. Please contact the Customer to discuss this response, as she has not received it. Was this email returned to the Company? Please notify the FPSC on when the Customer was contacted, and by who, to discuss the meter test results and the payment arrangement. Please also include anything else that was discussed.

*****NOTE: The Customer is still wanting a copy of the meter test results.*****

Please provide all of this and anything else the Company feels is relevant to the case by 08/29/2014.

MBermudez

08/20/2014 - Reviewed Customer Correspondence received via email. Correspondence is a final notice letter that was issued to the Customer dated 08/10/2014, advising her of her past due balance and that she will be disconnected if payment is not received within 10 days of the notice. Added to file. MBermudez

08/21/2014 - Company response received via Email. DScott.

08/22/2014 - A letter has been mailed to the Customer along with a copy of the response received on 07/23/2014. A copy of the letter has been attached to the file. MBermudez

08/26/2014 - Company response received via Email. DScott.

09/02/2014 - Reviewed Company Response: Dated 06/20/2014

The response is a copy of the meter test results that were sent to the Customer via email. Also, the Company attached a letter that was emailed to the customer on 06/18/2014. The information on this letter was reviewed above.

MBermudez

09/02/2014 - Reviewed Company Response: Dated 08/26/2014

The Company provides that it has not received any "undeliverable" messages when provided responses to the Customer's concerns via email. The Company states that a copy of the meter test results were attached to the email that was sent to the Customer on 07/23/2014. The Company has resent this email to the Customer on 08/20/2014.

A Customer Service Representative spoke with the Customer on 08/20/2014 (after the service was disconnected for non-payment), and advised that a minimum payment of \$267.53 is required in order to establish a deferred payment arrangement for the remaining balance. The Customer made a payment of \$268.00, leaving a balance of \$999.53. The remaining balance was broken un into eight monthly installments that the Customer must pay along with her current charges. The deferred arrangement will begin with the 08/30/2014 bill. The Customer requested that the arrangement be for 12 months. The Rep advised the Customer that her request was not available, she would need to pay the past due balance in eight monthly installments along with her current charges.

On 08/21/2014, a copy of the meter test results was left at the residence, along with the contact information to the office, in case the Customer had questions regarding the results. A copy of the meter test results was also mailed to the customer via U.S. Postal Service the same day.

Company Representative, Ms. Elise Christian, contacted the Customer on 08/26/2014. The Rep confirmed that the Customer received the email dated 08/20/2014, and the meter test that was left at her residence on 08/21/2014. The Rep went over the meter test results and the payment arrangement that was established for the past due balance on the account. Customer stated that she understands the arrangement and there she had no further concerns.

Request No. 1149530W Name CHILDS ,JULY MRS Business Name

MBermudez

09/02/2014 - Contacted the Customer and spoke with her husband Mr. Childs. Went over the meter test results and asked if the Customer had received the meter test results that were left at the residence and the email that was resent on 08/20/2014. Mr. Childs confirmed that they were received. He states that he and the Customer are not happy with the resolution to his concerns but the matter has been resolved. Advised it would be noted. MBermudez

09/02/2014 - This case shall be closed as GI-25. MBermudez

Request No. 1165077W Name FULTS ,JONATHON MR. Business Name _____

Consumer Information Name: JONATHON FULTS Business Name: Svc Address: 1754 SHADY COVE DR County: Pasco Phone: (727)-303-6200 City/Zip: Holiday / 34691- Account Number: 4652892947 Caller's Name: JENNIFER FULTS Mailing Address: 1754 SHADY COVE DR City/Zip: HOLIDAY ,FL 34691- Can Be Reached: E-Tracking Number: 37371	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: MARCOS Entered By: DH Date: 11/07/2014 Time: 09:48 Via: E-FORM Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company Code: WU372 Company: Attn. Elise S Christian1165077W Response Needed From Company? Y Date Due: 12/03/2014 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 11/19/2014 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MAB Date: 12/12/2014 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 1149530W Name CHILDS ,JULY MRS Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Friday, November 07, 2014 9:23 AM

Cc: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 37371

CUSTOMER INFORMATION

Name: jennifer fults

Telephone: 7273036200

Email: fultsy4uf@gmail.com

Address: 1754 shady cove dr holiday FL 34691

BUSINESS INFORMATION

Business Account Name: jonathon fults

Account Number: 4652892947

Address: 1754 shady cove dr holiday Florida 34691

Water County Selected: PASCO

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

This is an on going problem with this company .I have called them several times regarding this matter and nothing is being done we dont get bills I call cause I dont know how much we owe they tell me 1 price then they come out and tag my door threatening to shut us off and then they turn around and charge me a tag fee they dont come every mont to read meter and when they do they are charing me at a higher rate and for the last 3 to 4 months my water bill has tripled last month when i called and the worker came out I was told I have a leak some where this is why my bills have tripled and I should hire a plumber I did what they suggested and the plumber I hired told me I have no leaks This is getting out of hand and no 1 from that company is doing anything about it they are getting away with it and what other choice do I have then to let them black mail me iether I pay what they think I should pay or they will shut us off they are not reading the meters Please help us cause I am at my wits end with this company "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either

Request No. 1165077W

Name FULTS ,JONATHON MR.

Business Name _____

verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

11/19/2014 - Company response received via Email. DScott.

12/01/2014 - Company response received via Email. DScott.

12/08/2014 - Company response received via Email. DScott.

12/10/2014 - The Company has provided the following information regarding the Customer's concerns: Response received on 11/19/2014

"Dear Ms. Fults:

This correspondence is a follow-up to our conversation by telephone on 11/12/14 that addressed your concerns that you indicated in your complaint to The Florida Public Service Commission (FPSC) about your water bills and fees charged to you for service at 1754 Shady Cove Dr., Holiday, Fl.

Our records indicate that there have been 52 bills issued for service in Mr. Johnathan Fults' name and each bill was sent by US Postal Service to the service address at 1754 Shady Cove Dr., Holiday, Fl. The US Postal Service has not returned any of the bills to our office as undeliverable. Our records do not show that we were contacted during the billed periods to inform the utility that you were not receiving the bills. On

Request No. 1165077W

Name FULTS ,JONATHON MR.

Business Name _____

6/15/11, our records show that you registered the account so that you would have access to the account online. The online access is an additional convenience for the customer to be able to access his/her account at any time. The online access is yet active on the account for viewing the bills and your account balances. Our records indicate that it has been used only once since registering.

In reference to fees charged to you for tags that were left at your premise, your service was scheduled for interruption of service 8 times between 2013 and 2014, with the most recent one on 11/6/14. Because of no access to the meter in your yard, the service was never interrupted. Tags were left at the premise each time that requested you to contact our office. There was not a fee charged to you for the courtesy tags and there was never a fee charged for the trip to the premise.

On 9/18/19 you contacted our office concerning the information that you said the meter reader provided to you about high usage for more than 70,000 gallons and you stated that the meter was filled with water and that you were concerned about it. On 9/19/14, the Technician came to your premise to recheck the meter read and to check the meter for leaks. The read at the meter on 9/19/14 was 76950 and there was not any visible leak observed. On 9/18/14 the read on the meter was 76400 the usage since the 8/19/14 read was 12,500 gallons and that is the usage that was billed to you bill dated 9/25/14. Your usage history shows that your usage began to increase on 6/18/14 read, 6,400 gallons, on 7/17/14 usage 9,300 gallons, on 8/19/14 usage 23,300 gallons and on 9/18/14 usage 12,500 gallons. On 10/20/14 your usage was back down to your average it was 5,400 gallons, on 11/12/14 your usage was 5,300 gallons. On 11/17/14 the meter indicated that 1,000 gallons had been used since 11/12/14, that is approximately 200 gallons per day and in a 30 day period the estimated usage would be approximately 6,000 gallons, which is within your average monthly usage.

On 11/12/14, a work order was issued to have your meter checked because of your FPSC complaint concerning the usage billed to you. On 11/12/14, at approximately 9:50am the Technician came to your premise to read the meter that is located in your yard inside of a fence. A young male spoke with the Technician and stated that he was your son and that no one was allowed to enter the yard to check the meter until his parents were home. He had no information about an approximate time that someone would be there for access to the meter. A message was left with the son that requested you to call our office to let us know when we could have access to the meter in the yard. A read was taken from the remote meter that the utility had installed because of limited access to the meter that is located in your yard, inside of your fence. The read on the remote meter was 87100 and the usage since 10/20/14 was 5,300 gallons.

Per our conversation on 11/12/14 about water being inside of the meter glass and I requested access to the meter by our Technician, a work order was issued for him to contact you on 11/13/14 by telephone at 727-303-6200 to schedule a time for access to the meter in your yard and to check for the water that you stated was inside of the meter. The Technician has made several calls to the telephone number and has been unable to reach you. He has stopped at the premise twice when vehicles were present and no one answered the door or no one was at the premise. On an earlier visit to your premise by the Technician concerning water in the meter, he found no water in the meter or any evidence water had ever been in the meter. There was no visible leak, he stated that at best there may have been fog on the lens of the meter but that is normal in

your area where the water table is so high.

The utility is unable to tell you how the water was used during the months that you experienced the high usage because we are only at the premise once a month for reading the meter. The meter is the device that is used to measure the water that is used at your premise and it determines the usage that is billed to you. It is the utility's responsibility to make sure that the device, (meter) is operating properly. Each time that the meter was checked, there was not an error found in reads and there was not any visible leak observed by the Technician while at the meter. If you wish to have the meter tested for accuracy, a bench test is available to you. The meter will need to be removed from your yard, a new meter will be installed and the old meter (removed meter) will be sent to be tested for accuracy certification by an independent source. If the meter accuracy is correct or test shows that the meter is not registering all of the water that is passing through it, registering slow, there is a test fee billed to you for approximately \$25.00, if the meter accuracy results show that the meter is fast and is billing for more water than what is passing through the meter, there is not a fee charged to you and your account will be adjusted appropriately.

Because we have not been able to reach you and there has not been any contact from you after several attempts to reach you, we are left to assume that your concerns have been satisfied. If you require additional assistance concerning testing the meter, please contact our Customer Service Department at 1-800-272-1919 to arrange for the Technician to contact you for access to the meter that is located in your yard, remove it and install a new meter.

Please do not hesitate to contact our office if additional assistance is required. A copy of this communication is provided to FPSC.

Regards,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Dear Mr. Bermudez-Frau:

This correspondence is in reference to Mrs. Jennifer Fults' complaint concerning Improper Bills to her by Utilities, Inc. of Florida for water service at her residence. Mrs. Fults is a customer at 1754 Shady Cove Dr., Holiday, Fl.

Request No. 1165077W Name FULTS ,JONATHON MR. Business Name

Mrs. Fults stated in her complaint:

This is an on going problem with this company .I have called them several times regarding this matter and nothing is being done we don't get bills I call cause I don't know how much we owe they tell me 1 price then they come out and tag my door threatening to shut us off and then they turn around and charge me a tag fee they don't come every month to read meter and when they do they are charging me at a higher rate and for the last 3 to 4 months my water bill has tripled last month when i called and the worker came out I was told I have a leak some where this is why my bills have tripled and I should hire a plumber I did what they suggested and the plumber I hired told me I have no leaks This is getting out of hand and no 1 from that company is doing anything about it they are getting away with it and what other choice do I have then to let them black mail me either I pay what they think I should pay or they will shut us off they are not reading the meters Please help us cause I am at my wits end with this company "

Review of the account shows that the account is in Mr. Jonathan Fults' name. The service was started in his name at 1754 Shady Cove Dr. on 7/2/10. The account is billed monthly. The bills have been issued each month in his name and mailed to the service address at 1754 Shady Cove. Dr., Holiday, FL. On 6/15/11, Mrs. Faults registered the account so that she would have access to her account online. The online access is yet active on the account for viewing the bills and account balances by her. Our records indicate that she has used this feature/service only once since she registered for it.

Our records show that there have been 52 bills issued for service in Mr. Fults' name and each bill was sent by US Postal Service to the service address. The US Postal Service has not returned any of the bills to our office as undeliverable. Our records do not show that Mr. or Mrs. Fults have contacted our office during the billed periods to inform the utility that they were not receiving the bills. It is only mentioned in the complaint.

There is not a record showing that Mr. or Mrs. Fults called each month to obtain the amount of their bill and the amount to pay. Our records indicate that there were 16 separate past due notices sent to them since the start of service. There were 5 notices sent in 2014 and 4 notices in 2013. There were 8 attempts to interrupt the water service because of unpaid bills with the most recent one being on 11/6/14. Each time the service was not interrupted by the utility because it was unable to access the meter that is located inside of a locked fence at Mr. and Mrs. Fults' residence and dogs are always present. Notification tags were left each time at the residence for them to contact the office. Each time, the account would be paid at a later date by them. They were not charged a fee for the notification tags and they were not charged for the trips to the premise as indicated in their complaint. There have not been any fees charged to the account other than the charges for the monthly bills.

Mrs. Fults indicated in the complaint that the meter was not being read and that they are not being billed properly. Since the start of service for Mr. Fults, the utility was unable to access the meter without someone at the residence providing access to the utility. More than one trip was require each month to read the meter for billing. Around 10/17/13 the utility was able to gain access to the meter and was able to install a remote meter outside of the fence for future reading. It remains that the utility does not have access to

Request No. 1165077W Name FULTS ,JONATHON MR. Business Name

the actual meter inside of the customer's fence.

On 11/12/14, Ms. Fults was contacted by telephone to address her concerns. She spoke more about water being under the glass of the meter and about the meter reader telling her on 9/18/14 that she had used more than 70,000 gallons of water. Ms. Fults contacted the office on 9/19/14 to inform the office about the usage. I explained to her that at that time a technician was sent to the premise to check the accuracy of the read and found that she had not used 70,000 gallons and the usage was 12,500 gallons which is the usage she was bill. She was never billed for the 70,000 gallons that she spoke about. It was agreed that a Technician would contact her to establish a time that she would be available to provide access to the meter in her yard so that the water issued under the glass of the meter could be resolved.

On 11/13/14, a work order was issued for the Technician to contact Mrs. Fults by telephone at 727-303-6200 to schedule a time for access to the meter in her yard and to check for the water that she stated was inside of the meter. The Technician made several calls to the telephone number and was unable to reach her. He stopped at the premise twice when vehicles were present and no one answered the door or no one was at the premise. On an earlier visit to her premise by the Technician concerning water in the meter, he found no water in the meter or any evidence water had ever been in the meter. There was no visible leak, he stated that there may have been fog on the lens of the meter but that is normal in that area where the water table is high.

The utility is unable to tell Mrs. Fults how the water was used during the months that she experienced the high usage because we are only at the premise once a month for reading the meter. She was informed that the meter is the device that is used to measure the water that is used at her premise and it determines the usage that is billed to her. It was explained to her that it is the utility's responsibility to make sure that the meter is operating properly. The utility did not find an error in the meter reads each time that the meter was checked, there was not any visible leaks observed by the Technician while at the meter. A meter test was made available to Mrs. Fults upon request in the written communication that was sent to her. The process for the test was explained to her in that communication. She was asked to contact our Customer Service Department at 1-800-272-1919 to arrange for the test or if she required additional assistance. In the written communication Mrs. Fults was informed that because we have not been able to reach her and there had not been any contact from her after several attempts to reach her that we are left to assume that all of her concerns had been satisfied.

A copy of the communication to Mrs. Fults is included with this correspondence. Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist

Request No. 1165077W

Name FULTS ,JONATHON MR.

Business Name _____

Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

12/12/2014 - Reviewed Company Response: Received on 12/01/2014

The Customer replied to the email that she received on 11/19/2014, and went over the same concerns that were on her original contact. The Customer also states that she never received a call from the Company to address her concerns or scheduled a time for the Company to read the meter. The Customer states she's aware that the Company made several visits to the property, but because no one called her ahead of time, no access was given to the meter. The Customer also provided her contact number in the email.

A reply was sent to the Customer on 12/01/2014 via email. The response states that an attempt was made to reach the Customer at the phone number she provided on 11/21/2014, but received no answer. A call back voicemail message was left requesting a call to schedule a time that the meter could be accessed. As of 12/01/2014, the Company has received no further contact from the Customer.

The email then advises the Customer that the Company is available to meet from 12/02/2014 through 12/05/2014, and listed two hour blocks that were available for meetings. The Company advised that they would need to hear by end of business the day before the date the Customer chooses to meet and would need the full to hour block to address the Customer concerns. The Company then advised that if no response is received from the Customer by 12/03/2014, or the schedule appointment isn't kept, the Company will assume the Customer no longer wants to pursue her concerns.

MBermudez

12/12/2014 - Having received no further contact from the Customer, this case shall be closed as GI-25.

MBermudez

12/16/2014 - The Company has provided the following information in the response that was received on 12/08/2014:

"From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, December 08, 2014 12:21 PM
To: jennifer.waskiewicz
Cc: PSCREPLY
Subject: RE: FPSC REQUEST NO. 1165077W

Request No. 1165077W Name FULTS ,JONATHON MR. Business Name

Dear Ms. Fults,

This correspondence is a follow-up to Utility, Inc. of Florida efforts to reach you concerning access to its meter that is located inside of your fence at 1754 Shady Cove Dr., Holiday, FL. Recent written communication was sent to you on 12/1/14, in addition, there were several attempts to reach you by telephone at 727-303-6200 by our office and also by our field staff. Each time we reached your voice mail and a message was left that requested a return telephone call to us. In the communication dated 12/1/14, copy below, we requested you to please contact us to let us know about access to the meter for so that your concerns about water in the meter and also to discuss bench testing the meter, as of today, 12/8/14, we have not heard for you. Because we have not receive a response from you, we must assume that your concerns have been addressed and that you do not require additional assistance from us. There will not be any additional attempts by the utility to reach you concerning this matter.

Your account was extended for payment on the delinquent amount of \$61.00 to 12/3/14, that extension has expired and is not due. The current portion on your account for bill dated 11/25/14 is \$46.74 and it is due by 12/17/14. Your total account balance as of today is \$107.74. If the account is left unpaid past 12/17/14, it will be past due for the full amount and will go into collection for service interruption. The utility will make new provisions for future access to its service if this occurs.

A copy of this communication is provided to FPSC. Please contact our office before 12/17/14 to pay the account and to avoid service interruption after that date.

Regards,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com"

MBermudez

Consumer Information

Name:

Business Name: AWARD ENTERPRISES, INC

Svc Address: 19816 TIMBERBLUFF DR

County: Pasco Phone: (914)-260-6443

City/Zip: Land O' Lakes / 34638-

Account Number: 0342635

Caller's Name: GEORGE ROBERTA

Mailing Address: 143 DAVIT DR

City/Zip: NORTH PALM BEACH ,FL 33408

Can Be Reached:

E-Tracking Number: 38184

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WU372

Company:

Attn. Elise S Christian1178289W

Response Needed From Company? Y

Date Due: 04/24/2015

Fax: (407) 869-6961

B

Interim Report Received: / /

Reply Received: 04/07/2015

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: MARCOS

Entered By: DH

Date: 04/03/2015

Time: 10:08

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MAB

Date: 05/12/2015

Closeout Type: GI-25

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, April 02, 2015 5:50 PM

Cc: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 38184

CUSTOMER INFORMATION

Name: George Roberta

Telephone: 914 260-6443

Email: nsfc@aol.com

Address: 143 Davit Drive North Palm Beach FL 33408

BUSINESS INFORMATION

Business Account Name: Giselle Roberta
Account Number: 0342635
Address: 19816 Timberbluff Drive Land O Lakes Florida 34638

Water County Selected: PASCO

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

My name is George Roberta and I own Award Enterprises, Inc., the formal owner of 19816 Timberbluff Drive. I purchased the brand new for my daughter Allison Roberta, who transferred the property to my other daughter Lauren Roberta and after that to Award Enterprises, Inc. The property has been rented for several years and when new tenants went to move in this past week, they were told the account had a lien from 2011. I called the utility company and discovered the "owner" was my sister in law Giselle Roberta, who never owned the house, but did rent it with my brother. I explained how they were divorced, I had to evict them and was beat out of thousands of dollars. I even sent them a copy of the Court records (available on line at the Pasco County Clerk website if you want to see) as proof. Giselle never owned the property and my daughter Lauren never requested the service. Clearly, Giselle defrauded the utility into believing she owned the house. I was never contacted about the lien and believe it is unfair for them to maintain the lien while this is sorted out. I requested that the service be immediately turned on, so the new tenant does not suffer, while this matter is reviewed and settled. I have made numerous calls to the utility and they will not let me speak to the responsible person, only saying that the matter will be handled on a first come first serve basis. This needs to be expedited as clearly the lien on the house, for the unpaid bill of Giselle Roberta (an evicted tenant), is unlawful. The ownership of the house, as well as court proceeding can all be verified on line. PLEASE HELP ASAP. THANK YOU. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint

- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

04/07/2015 - Company response received via Email. DScott.

05/04/2015 - The Company has provided the following information regarding the Customer's concerns:

"From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Tuesday, April 07, 2015 8:40 AM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1178289W - AWARD ENTERPRISES, INC.

Dear Mr. Bermudez-Frau:

The service address provided in the referenced complaint for 19816 Timberbluff Dr., Land O' Lakes, FL is not serviced by our utility, Utilities, Inc. of Florida. We do not provide service at this address. Please contact me if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

Request No. 1178289W Name , Business Name AWARD ENTERPRISES, INC

05/12/2015 - Having received no further contact from the Customer, this case shall be closed as GI-25.
 MBermudez

Request No. 1178639W Name PACHECO ,TABITHA MS Business Name _____

<p align="center">Consumer Information</p> <p>Name: TABITHA PACHECO</p> <p>Business Name:</p> <p>Svc Address: 2516 CHANCERY DRIVE</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: MARCOS</p> <p>Entered By: JM</p> <p>Date: 04/08/2015</p> <p>Time: 11:27</p>
<p>County: Pasco Phone:</p> <p>City/Zip: Holiday / 34690-</p> <p>Account Number:</p> <p>Caller's Name: WILLIAM MIRZA</p> <p>Mailing Address: 2516 CHANCERY DRIVE</p>	<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise S Christian1178639W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/29/2015</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: HOLIDAY ,FL 34690-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 04/29/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: MAB</p> <p>Date: 05/15/2015</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Request No. 1178289W Name , Business Name AWARD ENTERPRISES, INC

The customer states that he received high bills for his water use. The Company states the customer used 150,000 gallons a few months ago. The customer states his normal usage is 5 gallons a month. The meter was checked. The customer sent in his bills and a letter detailing his issues. The customer would like the above issue to be investigated at the location to have it resolved.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by J. Mclean-Sinatra

4/23/2015-- J. Mclean-Sinatra

Customer called about about his case.

04/23/2015 - Received a call from the Customer. Customer reports that he still hasn't received a response from the Company. Advised the Customer that the FPSC hasn't received a response yet either. Advised that the Company has until end of business on 04/29/2015 to respond. Advised the Customer to allow more time for the Company to respond. Customer understood. MBermudez

Request No. 1178639W Name PACHECO ,TABITHA MS Business Name

04/23/2015 - ATTENTION COMPANY:

Please review the above note. The Customer has reported that he still hasn't received any contact from the Company. This is a reminder that the Company response is due on 04/29/2015.

MBermudez

04/29/2015 - Received a call from the Customer stating that he just spoke with the Company and was told that the Company is still waiting on the results of a meter test. He states that the Company isn't sure when the meter test will be completed because it's being conducted by a third party, but once the results are received, a response will be forwarded to the FPSC and the Customer will be copied. Advised the Customer the information would be added to the case. Advised that the FPSC hasn't received any response from the Company. Customer understood. MBermudez

04/29/2015 - Company response received via Email. DScott.

05/05/2015 - Company responses received via Email. DScott.

05/05/2015 - The Company has provided the following information regarding the Customer's concerns: Received on 04/29/2015

"From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Wednesday, April 29, 2015 4:20 PM
To: PSCREPLY
Subject: RE: FL. PSC CATS NO: 1178639W WILLIAM MIRZA

Dear Mr. BERMUDEZ-FRAU:

This correspondence is in reference to Mr. William Mirza's complaint concerning Improper Bills that were issued to Ms. Tabitha Pacheco on 10/1/15 and 10/31/15 for high water usage. Ms. Pacheco is a customer at 2516 Chancery Dr., Holiday, FL.

Ms. Pacheco meter was tested at the premises by Staff on 11/18/15, in the presence of Mr. Mirza. The meter was found to be operating properly and the accuracy limits were within the required regulations of the Florida Public Service Commission Rules and Regulations. Mr. Mirza disputed the test and continued to question the possibility for the amount of water that registered through the meter. The meter was removed and sent to be bench tested by Mars Company in Ocala, FL. As of today, the result for the accuracy of the meter has not been received by the utility. As soon as the test results are received, they will be provided to you and to Mr. Mirza.

Request No. 1178639W Name PACHECO ,TABITHA MS Business Name

Mr. Mirza was contacted and his concerns were addressed. The high usage was discussed and when it started. He had the service in his name from 8/20/15 - 9/9/15 and 15,050 gallons of water was used. Ms. Pacheco put the service in her name on 9/9/15. Her usage was as follows:

9/9/14 - 9/25/14 - 85,880 gals
9/25/14 - 10/28/14 - 114,320 gals
10/28/14 - 11/25/14 - the usage reduced to 2,450 gals
11/25/14 - 12/29/14 - 3,060 gals
12/29/14 - 1/27/15 - 3,320 gals
1/17/15 - 2/25/15 - 3,360 gals
2/25/15 - 3/25/15 - 3,610 gals

The new meter was installed on 4/8/15 usage from 3/25/15 - 4/8/15 on old meter was 2,980 gallons and usage on new meter from 4/8/15 - 4/28/15 was 3,490 gallons. The upcoming bill usage will be 6,470 gallons. Twice as much as the lower usages history above. Either the usage pattern has changed or Ms. Pacheco is using more water again.

Mr. Mirza was contacted to address his concerns and was informed that the utility is unable to tell him how the amount of water billed was used at the premises, that the meter is the device that is used by the utility to measure the water that he is billed and that it is the utility's responsibility to make sure that it is operating properly and he is billed correctly for the water that registers through it. This is done by having the meter certified for accuracy by testing it. He was informed that when the results are received for the accuracy of the meter, he will be contacted and provided a copy of the test and the results will be reviewed. He was satisfied with the contact and will wait for the test results and the contact from the utility. An update and a copy of the bench test will be provided to your office after the bench test results have been received in our office.

Please contact our office if additional information is required at this time.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com "

MBermudez

05/05/2015 - CAT's will be updated to show that Ms. Tabitha Pacheco is the Customer of record for this

Request No. 1178639W Name PACHECO ,TABITHA MS Business Name

account. MBermudez

05/05/2015 - Reviewed Company Response: Received on 05/05/2015

The Company provides that the meter test results were received from Mars Company, which revealed the meter is properly registering usage. A copy of the meter test results were sent to the Mr. Mirza. He was also provided with information regarding water leaks and the amount of water that can be lost because of a leak, running toilet, etc.

MBermudez

05/15/2015 - Having received no further contact from the Customer, this case shall be closed as GI-25.

MBermudez

06/03/2015 - Received a call from the Customer who wanted to know if the FPSC received the results of the meter test. He states he was told by the Company that he was going to receive the results, but he hasn't received anything. Advised that the meter test results were received and the meter was working properly so it appears as the account has been properly billed. Customer states that the Company is charging him for alot of water and he's been told by several sources that his house would have floated away if he used that much water.

Advised that the Company is only response for the service until the meter and the meter itself. Advised that the Company isn't required to prove to the FPSC why the bill is high, it just needs to prove that its equipment is working properly and that the meter is properly registering the usage. Advised that the Company has no way of advising where the water went, or how it was used, but it has proven that the meter has properly registered the water that has been used at the residence.

Asked the Customer if he would like for me to mail him a copy of the meter test. Customer stated that he would and asked if there is anything else that can be done, or is the case resolved? Advised that per the FPSC rules, it appears as the account has been properly billed. Customer understood and requested a resolution letter with the meter test results. Advised I would write on up.

MBermudez

06/12/2015 - Per the Customer's request, a complaint resolution letter is being mailed to the Customer today. Attached are the test results from Mars Company and the consumer information regarding water leaks. A copy of the letter is being attached to the file. Case will remain closed. MBermudez

Request No. 1178639W Name PACHECO ,TABITHA MS Business Name

7/10/2015 Customer correspondence received via U.S. mail, and forwarded to MBermudez-Frau. DHood

07/10/2015 - Reviewed Customer Correspondence received via U.S. Mail. Customer states that he requested a resolution letter regarding his concerns but has received nothing to date. Customer states that he would like someone at the FPSC to mail him a resolution letter. MBermudez

07/10/2015 - A review of the complaint revealed that a complaint resolution letter was mailed to the Customer on 06/12/2015. There doesn't appear to be any phone number or email to contact the Customer to discuss this matter further. A copy of the resolution letter will be mailed to the Customer on 07/13/2015. MBermudez

07/13/2015 - A copy of the complaint resolution letter that was mailed to the Customer on 06/12/2015, along with the meter test results and the consumer information regarding water leaks is being mailed to the Customer today. A cover letter was written that advised the Customer that the original complaint resolution letter has not been returned to the FPSC. A copy of this cover letter has been attached to the file. MBermudez

07/13/2015 - This case will remain closed. MBermudez

09/08/2015 Customer called back requesting a complaint resolution letter. Customer stated he hasn't received any written correspondence from the FPSC. Offered to transfer customer to M. Bermudez customer denied and stated that all he wants is the complaint resolution letter. Emailed MBermudez the customer's request. ENau

09/22/2015 - A copy of the complaint resolution letter mailed on 07/13/2015, including the cover letter, is being mailed to Mr. William Mirza tomorrow 09/23/2015, via certified mail. The letter will be mailed to the return address on the Correspondence received from Mr. Mirza on 07/10/2015. This case will remain closed. MBermudez

9/28/2015 Received certified mail postcard acknowledgement. Added to the file. DHood

09/29/2015 - The certified letter was delivered on 09/26/2015. Case will remain closed. MBermudez

<p align="center">Consumer Information</p> <p>Name: LOUIS AMEROSA</p> <p>Business Name:</p> <p>Svc Address: 4920 LEMONWOOD LOOP</p> <p>County: Pasco Phone: (727)-934-0265</p> <p>City/Zip: Holiday / 34690-4</p> <p>Account Number: 0401233862</p> <p>Caller's Name: LOUIS AMEROSA</p> <p>Mailing Address: 4920 LEMONWOOD LOOP</p> <p>City/Zip: HOLIDAY ,FL 34690-4028</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise S Christian1189049W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/03/2015</p> <p>Fax: (407) 869-6961 R</p> <p>Interim Report Received: / /</p> <p>Reply Received: 08/19/2015</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: ANGIE CALHOUN</p> <p>Entered By: AC</p> <p>Date: 08/13/2015</p> <p>Time: 14:41</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 24.88</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: AC</p> <p>Date: 09/21/2015</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
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Preclose Type - Improper Bills

What is the amount of the bill in dispute? 24.88

What is the date of the bill? 7/29/15

Why do you believe you have been billed improperly? Customer states that 180 gallons per day is excessive usage.

Other Comments:

Customer states that the billing is incorrect. Customer states that he did not use 180 gallons per day. He states that he lives alone and does not have a pool or water his grass. See customer correspondence below, and attached customer bill.

"From: Louis Amerosa [mailto:moonlitnite@hotmail.com]
Sent: Thursday, August 13, 2015 2:26 PM
To: Consumer Contact
Cc: Louis Amerosa
Subject: #1189032c Attn: Angela Calhoun

Hello Angela,

This is a copy of my unreasonable water bill from Utilities Inc of Florida. I was not successful trying to resolve the wrong charge of aprox. 180 gallons a day, by calling them on the phone. They did not respond to my email about the problem. I do not have any water leaks on my side of the water meter. Nearly every month I receive a letter with utilities Inc. on the envelope, urging me to purchase insurance for my water lines, from a third party insurance company, at great cost, but, I have not taken the insurance, to me it's a scam. They do not send the "urgent" request that I buy insurance from their affiliate every month, but, they do send it often. I do not have a swimming pool, or spa. I do not water my lawn. I live alone, and my average bill is around \$16.00 per month, (just like the previous bill amount, on the bill I am sending you.). My bill has never reached \$18.00, until now. I am going to fill in \$18.00 on this bill, and send them \$18.00, as per your recommendation.

Thanks so much for your help,
Louis Amerosa"

Customer indicates that when he contacted Utilities Inc. the representative required his social security number before any billing would be discussed. He requested a supervisor, who would not discuss the matter, and advised that unless he provided his social security number there would be no assistance. Customer states that he emailed the company requesting assistance, but got no response.

Please address the customer's billing issue. Customer will pay \$18.00, which he states is his average.

Please test the customer meter to verify accuracy.

Please provide the company's policy regarding customer contacts.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint

Request No. 1189049W Name AMEROSA ,LOUIS MR. Business Name

- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

08/19/2015 - Company response received via Email. DScott.

08/19/2015 Reviewed report:

Utilities Inc. indicates that it found the customer's billing for 07/29/15 was incorrect. The account was adjusted due to an incorrect meter reading. A corrected bill was issued for \$16.05, for 800 gallons. The representative contacted the customer, and advised of the error and the corrected bill. Company indicates that the customer was satisfied, and did not want a meter test performed.

Utilities Inc. states that the customer service representative are required to request the last four digits of a customer's social security number for verification.

ACalhoun

09/21/2015 No further contact from customer. Closing complaint without apparent infraction, GI-25 Improper Billing. ACalhoun

Consumer Information

Name: DAVID WINN

Business Name:

Svc Address: 4803 TRAFFORD ROAD

County: Pasco Phone: (727)-482-4583

City/Zip: Holiday / 34690-

Account Number:

Caller's Name: DAVID WINN

Mailing Address: 4803 TRAFFORD ROAD

City/Zip: HOLIDAY ,FL 34690-

Can Be Reached: (727)-482-4583

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WU372

Company:

Attn. Elise S Christian1192018W

Response Needed From Company? Y

Date Due: 10/06/2015

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 10/05/2015

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: MEP

Date: 09/15/2015

Time: 13:13

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 1100.00

Supmntl Rpt Req'd: 10/14/2015

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 10/08/2015

Closeout Type: GI-05

Apparent Rule Violation: N

Customer states that he reported an emergency water leak on June 5, 2015, at 5:00 a.m. in a recorded message and speaking with a live company representative. He states that a company representative did not make a premise visit until nearly 5 pm. He asked the company to advise him of the location of the water meter since he is a renter. He states that although the company obtains regular monthly meter readings, they were unable to advise him of the location to turn off the water service. He states that the responding technician advised the leak was on his side of the meter and offered to repair the leak for payment off the record, but did not provide the customer with a receipt. The customer states the technician repaired the leak. The customer states that he then received a bill for nearly \$1,100.00 which he is disputing. He states if the company had responded to the emergency call early in the day that much water would not have passed through the meter. He isn't sure that the leak was on his side of the meter because the technician repaired the leak and he was not provided with a receipt or any documentation to substantiate the location of the leak or the repair completed by the technician. He states that the company was not responsive on a timely basis to his emergency call or offer instructions on how to turn the water off until a company representative could make a premise visit.

- 1) Please advise the times and discussion of any calls the company received regarding the customer's emergency report.
- 2) Provide a chronological sequence of events regarding the meter leak and resulting restoration.
- 3) Please indicate the time the company's technician arrived.
- 4) Please confirm if the technician completed repairs off the record to the customer's side of the service and how the company restored the water service.
- 5) Please provide a financial audit for the past 24 months by month on gallonage and current charges.
- 6) Please provide a chronological billing history that led to the recent service interruption and actions to restore, including restoration charge.
- 7) If it is an anomaly on the leak and consumption for this customer, please indicate if the company will consider a credit adjustment based on average consumption.
- 8) Please indicate if the company will offer a payment arrangement and provide details of the arrangement.
- 9) Please contact this customer to go over the above circumstances.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Mr. David Winn at (727)-482-4583 (cell).

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Request No. 1192018W Name WINN ,DAVID MR. Business Name _____

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

09/15/2015 Customer called to ask about his complaint number. Provided customer with his complaint number. Customer expressed his gratitude with the PSC assisting him with his complaint. Advised customer that it would be noted. BJoiner

9/29/15: Customer called to check status of complaint; transferred to Ellen. Shonna McCray

09/29/2015 Customer called. eplendl

09/29/2015 Customer remains dissatisfied. Customer states that a company representative made a premise visit two days after filing an inquiry. He states that the company wanted to install a device on his fence. He states that he was fixing the fence. He states that the fence has been fixed. He states that the company has not installed the device.

He states that no utility representative has made any contact with him regarding the meter leak and the original complaint as above.

Company contact is required to contact the customer as a result of the inquiry filed with the PSC based on FAC Rule 25-22.032.

A written report is due by October 6, 2015, that outlines the proposed resolution to the customer, contact with the customer, and answers all the questions included in the original inquiry. eplendl

10/05/2015 - Company response received via Email. DScott.

10/07/2015 Reviewed report. Utilities, Inc contacted the customer on October 5, 2015.

Utilities, Inc. received a telephone call from the Customer at approximately 4:58pm on June 5, 2015. The company records indicate the customer reported water was bubbling up in his back yard.

At 4:58pm, the company created a work order to investigate the reported water leak at 4803 Trafford Rd. The company determined that the. assigned on call Staff was in another town that would take over an hour to reach

Request No. 1192018W

Name WINN ,DAVID MR.

Business Name

PAGE NO:

777

4803 Trafford Rd. Utilities, Inc. had work being performed in the immediate area of 4803 Trafford by a hired Contractor. Utilities, Inc. requested the Contractor to send someone to 4803 Trafford Rd. to check the reported water bubbling in the back yard of 4803 Trafford. The contractor located meter, turned it off informed customer that the leak was on his side of the meter and reported to Utilities, Inc. that the leak was on the customer's side of the meter. The Contractor did not obtain a read from the meter while at the premises. The Contractor arrived at 4803 Trafford Rd. at approximately 5:30pm.

The company stated that the utility staff did not make repairs to the customer's side of the meter. The company indicated that the customer turned the meter back on after he had the leak repaired. Utilities, Inc. did not receive a call to restore the service.

On June 29, 2015, the company sent the customer a regular monthly bill for \$1,046.44 with a payment due date of July 21, 2015.

On July 22, 2015, the company received the customer's call and requested an adjustment. The company declined the adjustment because the leak was on the customer's side of the meter. The company offered a deferred payment arrangement. The customer also it took the company representative an hour to find the meter and turn off the water service.

On August 18, 2015, the company's field technician spoke with Mr. Winn, the customer stated that he called in morning on June 15, 2015 and several times throughout the day before someone showed up. Utilities, Inc. searched work orders and e-mails and did not find any contact to the utility from Mr. Winn concerning the leak until 4:58pm on 6/5/15.

On August 25, 2015, the company sent the customer a final notice requesting a \$1,046.15 payment by September 9, 2015, to avoid a service interruption.

On September 10, 2015, the company interrupted the customer's service The company offered a deferred payment arrangement again to have the service restored. The company received a \$200.00 payment and restored the water service. The company also waived the reconnection charge.

Utilities, Inc. has reviewed the usage summary and issues concerning no access to the meter because of the customer's fence and animals present to obtain monthly meter reads, the 3 months usage prior to the leak occurrence usage was estimated. Because of the estimated usage for those 3 months, the utility is not sure when the actual leak occurred. However it does not think that 191,260 gallons of water leaked through the meter in 30 days. Considering that the usage was estimated very low for March, April, and May, the company surmised that the leak occurred during the period of estimation.

As a courtesy Utilities, Inc. issued a credit of fifty percent of the consumption billed over the average usage of 3,110 gallons. The company issued a credit of \$508.95.

Request No. 1192018W Name WINN ,DAVID MR. Business Name _____

As of October 5, 2015, the customer's account reflects a \$331.80 balance. The company agreed to a payment arrangement to accept four \$83.00 payments plus the regular monthly payment starting with the October 29, 2015 bill for four months. The customer appeared satisfied. eplendl

10/14/2015 Customer called. eplendl

10/14/2015 FAX TO CO. The customer reports that the company has been randomly making premise visits but not announcing their arrival or the purpose of their premise visits. He also states that he learned the company is relocating his water meter from his yard to a neighbor's overgrown yard and a locked fence for an unknown reason.

1) Please indicate the reason the company has made any and all premise visits in chronological order from September 1, 2015 to present.

2) Please indicate the reason the company has not announced their arrival or access to the customer's yard directly to the customer or in advance of the premise visit by phone or in writing.

3) Please indicate the reason the company is relocating the meter to the neighbor's yard which is reported to be overgrown and behind a locked gate and fence.

4) Please contact Mr. David Winn at (727)-482-4583.

5) Please provide another report by October 26, 2015. eplendl

10/27/2015 - Company response received via Email. DScott.

10/27/2015 Reviewed report. The company indicate that it made a premise visit on September 10, 2015 to interrupt and subsequently returned to restore service. On September 16, 2015, the company made a premise visit to reread the meter as part of the high bill investigation. On October 7, 2015, the company left a tag at the residence regarding the installation of a remote meter reader. On October 14, 2015, the company made a premise visit to determine the parts required to relocate the meter on the other side of a chain link fence for accessibility.

The company advised that the technician explained the reason for his premise visit to the customer. eplendl

10/27/2015 Contacted Mr. Winn. I explained that the meter is company-owned equipment and as such the company is in compliance with the rule to relocate the meter to a more accessible location. I explained that if the property is not restored to its original condition that Mr. Winn should contact me. Mr. Winn appeared satisfied with the information. eplendl

<p align="center">Consumer Information</p> <p>Name: RICHARD SCAGGS</p> <p>Business Name:</p> <p>Svc Address: 1913 ORANGE DR</p> <p>County: Pasco Phone: (727)-484-5457</p> <p>City/Zip: Holiday / 34691-</p> <p>Account Number: 94557311419</p> <p>Caller's Name: RICHARD SCAGGS</p> <p>Mailing Address: 1913 ORANGE DR</p> <p>City/Zip: HOLIDAY ,FL 34691-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 120828</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 07/06/2016</p> <p>Time: 13:32</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 08/16/2016</p> <p>Closeout Type: GI-28</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WU372</p> <p>Company:</p> <p>Attn. Elise S Christian1216237W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/27/2016</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 07/26/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
 Sent: Wednesday, July 06, 2016 1:21 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 120828

CUSTOMER INFORMATION
 Name: Richard skaggs
 Telephone: (727) 484-5457
 Email: tyskaggs@gmail.com
 Address: 1913 orange dr Holiday FL 34691

BUSINESS INFORMATION

Business Account Name: Richard skaggs
Account Number: 94557311419
Address: 1913 orange dr Holiday FL 34691

Water County Selected: Pasco

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I PAID MY WATER BILL ON 06/25/2016 I'd 91.55 My new bill come out yesterday and the due date is 07\18\2016 and utilities inc decided that they wold come out today a day after getting the bill yesterday. Unfortunately I am the only one working and I have to spend out how I pay my bill my husband is disabled and can not work having a bill cut off before the due date is not right. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
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 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

07/26/16: Received company response via e-mail. RRoland

07/26/16: Received company response via e-mail. RRoland

7/27/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

* Mr. Scaggs stated that the water service at his residence was disconnected on 7/6/16, after he had made a payment on 6/25/16 for \$91.55 and he had also received his new bill that was not due until 7/18/16, and yet his water was disconnected.

* Mr. Scaggs' water service was disconnected because a past due amount on his account for \$61.17 had not been paid.

* The past due amount was a carryover from his bill dated 5/24/16.

* That bill was due by 6/15/16.

* Mr. Scaggs paid his full account balance for \$134.62 on 7/6/16, to have his service restored.

* The payment was returned by his bank on 7/13/16, as a NSF.

* His account is now past due for the full \$134.62 with a scheduled disconnect for 8/5/16, if left unpaid.

* On 7/26/16, written communication was sent to Mr. Scaggs by email.

* His concerns were addressed in the correspondence.

* His account bill and payment history was provided to him.

* He was offered a payment plan to pay the \$134.62 before 8/5/16, in 2 installments.

* One half was requested by 7/28/16, and the balance to be paid before 8/5/16, to avoid service interruption.

Shonna McCray

8/16/16: This inquiry closed. Shonna McCray

Request No. 1230354W

Name LASECKE ,GAIL MS.

Business Name _____

Consumer Information

Name: GAIL LASECKE

Business Name:

Svc Address: 11738 BAYONET LN

County: Pasco Phone: (715)-570-7141

City/Zip: New Port Richey / 34654-

Account Number: 0372590610

Caller's Name: GAIL LASECKE

Mailing Address: 11738 BAYONET LN

City/Zip: NEW PORT RICHEY ,FL 34654-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WU372

Company:

Attn. Elise S Christian1230354W

Response Needed From Company? Y

Date Due: 12/30/2016

Fax: (407) 869-6961

R

Interim Report Received: / /

Reply Received: 12/20/2016

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: REY CASTILLO

Entered By: DV

Date: 12/08/2016

Time: 14:49

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 135.67

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: RJC

Date: 01/23/2017

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

\$135.67

What is the date of the bill?

November 11, 2016

Why do you believe you have been billed improperly?

Customer states that she did not start to use services until she moved back in November 14, 2016.

Other Comments:

Request No. 1230354W

Name LASECKE ,GAIL MS.

Business Name _____

Customer states that she moved up north in May. She had her service suspended for the season. States that she had paid her final bill before leaving. Customer also states that she has not received any bills from Utilities Inc while she was living up north. Customer received the bill dated 11/11/2016 for the amount of \$135.67. Customer states that she called Utilities Inc and they did not explain why she was being charged this amount when she had not been using service. Customer is having difficulty reading the second bill that she received. She states that there are two water and two sewage charges on this bill but that there are no dates showing when the meter was read. Customer would like bill clarification and adjustments if needed.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diana Vizcarrondo

12/20/2016 - Company response received via Email. DScott.

Company response indicates the following:

Subject: FPSC Request No. 1230354W - Improper Bills
From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Tuesday, December 20, 2016 12:25 PM
To: gailephillips@hotmail.com
Cc: PSCREPLY

Request No. 1230354W Name LASECKE ,GAIL MS. Business Name _____

Dear Ms. Lasecke:

This correspondence is in reference to your complaint filed with the Florida Public Service Commission (FPSC) concerning water and wastewater charges billed to you for service at 11738 Bayonet Lane, New Port Richey, FL.

In your complaint you stated that you disputed your bill dated 11/11/2016 for \$135.67 because you did not start to use the services until you moved back into the residence on 11/14/2016. You stated that you had your water and wastewater service suspended in May, 2016 for the season while living up north and you had paid a final bill and did not receive any more bills while away. You also requested clarification and adjustments, if due on your second bill because it showed two water charges and two wastewater charges.

Review of your account shows that your service was stopped/closed effective 5/4/2016 and a final bill was issued for \$109.03. Payment was received for \$109.03 on 5/13/2016. Because you requested your account to be Closed, it was permanently closed and put in a Vacant status, no more bills were issued because of the Vacant status. When you returned and requested your service to be restored in November and it was less than one year (12 months) since it had been Closed in your name, the status changed to Seasonal, you were billed the minimum monthly charge for water and wastewater for those months that you were away when there was not any usage. You were billed from 5/4/2016 through 11/21/2016.

You were billed for six months. Because of the six back bills, a payment arrangement is available to pay the \$135.67 in six monthly installments for approximately \$22.61 each month along with your current month bill. The first installment will appear on your bill that will be issued around 12/29/2016.

You stated that the charges on your bill dated 11/29/2016 was not very clear and that it showed two water charges and two wastewater charges. The reason the bill shows two water charges and two wastewater charges is because there was a rate increase that went into effect on 11/9/2016 and it is a pro-rated bill for part of the old rate and part of the new rate.

The first water and wastewater charges are billed under the old rate up to 11/8/2016 and the second water and wastewater charges are billed under the new rates from 11/9/2016 to 11/21/2016. The old water rate was \$11.19 monthly Base Facility Charge and \$5.17 per 1,000 gallons for usage. The New water rate is \$11.90 monthly Base Facility Charge and \$5.50 per 1,000 gallons for usage. The old wastewater rate was \$12.63 monthly Base Facility Charge and \$10.73 per 1,000 gallons for usage. The new wastewater rate is \$15.27 monthly Base Facility Charge and \$12.98 per 1,000 gallons for usage. The date the meter was read is in the upper right portion of the bill under "Current" that is the date the meter was read for the bill, 11/21/2016. A copy of the bill is included with this correspondence in "Attached".

Please do not hesitate to contact our Customer Service Department at 1-866-842-8432 if additional assistance is required. The Florida Public Service Commission is included in this correspondence.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

01/23/17 Having no further contact from the customer, this inquiry will be closed as a GI - 25. R.Castillo

Request No. 1229790W Name ABRAHAMS ,NICHOLAS MR. Business Name _____

<p>Consumer Information</p> <p>Name: NICHOLAS ABRAHAMS</p> <p>Business Name:</p> <p>Svc Address: 1020 DRUID DR</p> <p>County: Orange Phone: (321)-501-3474</p> <p>City/Zip: Maitland / 32751-</p> <p>Account Number:</p> <p>Caller's Name: NICHOLAS ABRAHAMS</p> <p>Mailing Address: 1020 DRUID DR</p> <p>City/Zip: MAITLAND ,FL 32751-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 121881</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 12/05/2016</p> <p>Time: 09:16</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>Utility Information</p> <p>Company Code: WU413</p> <p>Company:</p> <p>Attn. Elise S Christian1229790W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/27/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>	
<p>Interim Report Received: / /</p> <p>Reply Received: 12/12/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 01/11/2017</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>	

Request No. 1230354W Name LASECKE ,GAIL MS. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Sunday, December 04, 2016 6:32 PM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 121881

CUSTOMER INFORMATION

Name: Nicholas Abrahams
Telephone: (321) 501-3474
Email: Nsa927@yahoo.com
Address: 1020 Druid drive Maitland FL 32751

BUSINESS INFORMATION

Business Account Name: Nicholas Abrahams Account Number:
Address: 1020 Druid drive Maitland FL 32751

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Service Outage against Utilities, Inc. of Florida
Details:

For the third time in a year, our house has been under a boil water notice. 3 days ago we received a flyer on our door notifying us we were under a boil water notice. After calling the number listed, I was sent to a customer service agent who instructed us we weren't under a notice. My wife, infant child and I used the water at our home for 24 hours until a neighbor notified us we were still under the watch. The customer service agent gave us tthe wrong information. Too make the matter more confusing, Utilities Inc has an insufficient website that doesn't inform ratepayers of any service outages.

After 48 hours and no additional information, we called back to check for an update. Once again their customer service agent had no information of a boil water notice. It wasn't until I requested a call back that we received the correct information. We were told at 2pm yesterday that they were just waiting on test results. It's now 72 hours later and no notice or update from utilities Inc. Since 5pm on 12/1 any work at the main break has stopped.

Customer service agents giving out incorrect information is a serious concern to the health of ratepayers. I sincerely hope that no one is sick based off their incorrect information. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

Request No. 1229790W

Name ABRAHAMS ,NICHOLAS MR.

Business Name _____

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
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4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

12/12/2016 Received report via email. eplendl

12/13/16: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * On 12/12/16, written communication was sent to Mr. Abrahams that addressed his concerns.
- * An apology was extended to him for the inconvenience he and his family experienced because of the water line break and the inadequate information he was provided concerning the outage.
- * On 12/5/16 a tag notification was left at his door that informed him that it was not necessary to continue to boil their water.
- * He was informed that a contractor performing work in the area had broken one of Utilities, Inc.'s main water lines which caused the water service to be interrupted.
- * The water was tested by the laboratory and it was found to be safe for drinking.

Shonna McCray

1/11/17: This inquiry closed. Shonna McCray

Request No. 1229790W

Name ABRAHAMS ,NICHOLAS MR.

Business Name

<p align="center">Consumer Information</p> <p>Name: ED & SUSAN SEARS</p> <p>Business Name:</p> <p>Svc Address: 1020 GREGORY DR</p> <p>County: Orange Phone: (407)-435-4978</p> <p>City/Zip: Maitland / 32751-</p> <p>Account Number:</p> <p>Caller's Name: ED & SUSAN SEARS</p> <p>Mailing Address: 1020 GREGORY DR</p> <p>City/Zip: MAITLAND ,FL 32751-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: REY CASTILLO</p> <p>Entered By: DH</p> <p>Date: 12/05/2016</p> <p>Time: 10:23</p> <p>Via: E-MAIL</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WU413</p> <p>Company:</p> <p>Attn. Elise S Christian1229823W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/27/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 12/05/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: RJC</p> <p>Date: 01/11/2017</p> <p>Closeout Type: GI-16</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: Ed Sears [mailto:susansears2011@gmail.com]
 Sent: Monday, December 05, 2016 7:51 AM
 To: //customerservice@uiwater.com
 Cc: Consumer Contact
 Subject: URGENT REQUEST - Boil water alert on 12/1/16

I would like to know if the boil water alert has been lifted yet from the utilities outage on 12/1/16? I alerted your office of low water flow at 1:30pm on 12/1/16. At that point, your office indicated no "problems reported". You were sending out a service agent to "check my residence's" inflow to the meter. About 30 minutes later, I received the boil water notice at my door due to a water main break. So 144 hours with no updates and of course no way to contact your office until 8am.

Thank you!

Susan Sears
1020 Gregory Drive
Maitland, Fl. 32751
407-435-4978
susansears2011@gmail.com "

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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Customer sent email twice, only posting the first email.

12/05/2016 - Company response received via Email. DScott.

Company response indicates the following:

Subject: RE: FL. PSC CATS NO: 1229823W ED & SUSAN SEARS
From: Elise Christian [<mailto:ESChristian@uiwater.com>]
Sent: Monday, December 05, 2016 10:57 AM

Request No. 1229823W Name SEARS ,ED & SUSAN MR. Business Name

To: PSCREPLY

Dear Ms. McCray:

This correspondence is in reference to Mr. Ed and Mrs. Susan Sears complaint concerning a water outage that occurred on 12/1/2016 and a Precautionary Boil Water Alert for the water provided to their residence. Mr. and Mrs. Sears are customers at 1020 Gregory Dr., Maitland, FL.

Mr. and Mrs. Sears were contacted this morning, 12/5/2016 by telephone and also a tag notification was left at their door that informed them that it was not necessary for them to continue to boil their water. They were informed that a contractor performing work in the area had broken one of Utilities, Inc.'s main water lines which caused the water service to be interrupted. The water was tested by the laboratory and it was found to be safe for drinking. An apology was extended to Ms. Sears for the inconvenience.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relations Specialist
Phone: 1-866-842-8432
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Company response entered by R.Castillo

01/11/2017 Having not received any further contact from the customer, I will close this inquiry as a GI-16 .
R.Castillo

02/20/17: Received Customer Satisfaction Survey in which customer expressed concerns about customer service.
Added to file. RRoland

Request No. 1229823W Name SEARS ,ED & SUSAN MR. Business Name

<p align="center">Consumer Information</p> <p>Name: GARRY D ALLEN</p> <p>Business Name:</p> <p>Svc Address: 5270 NW 75 AVENUE</p> <p>County: Marion Phone: (352)-351-8788</p> <p>City/Zip: Ocala / 34482-</p> <p>Account Number:</p> <p>Caller's Name: GARRY D ALLEN</p> <p>Mailing Address: PO BOX 771363</p> <p>City/Zip: Ocala ,FL 34477-</p> <p>Can Be Reached: (352)-895-4114</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: SGW</p> <p>Date: 12/08/2011</p> <p>Time: 10:40</p> <p>Via: PHONE</p> <p>Prelim Type: SAFETY ISSUE</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WU443</p> <p>Company:</p> <p>Attn. Elise Christian1042988W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/30/2011</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 12/15/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VF</p> <p>Date: 01/17/2012</p> <p>Closeout Type: GI-17</p> <p>Apparent Rule Violation: N</p>

Preclose type - Safety Issues

Customer Comments: Customer states that 3 weeks ago with Utilities Inc. He states that a dripping fire hydrant was dug up by the company and left a large hole in front of the customer's house. The hydrant is laying across the street with a little bit of hazard tape wrapped around it. The hole has a barricade but it is not very visible. Customer states he called on the 18th of November but complaint was not registered. The company told him they had to wait for parts to come in for the hydrant but the technician should never have dug the hydrant up before he knew he had replacement parts.

Customer states he has been waiting 3 weeks for the repair to take place and the hole in front of his house to be covered. He is also concerned that the lack of a hydrant in front of his house increases his chances of fire damage if a fire breaks out. Customer wants the hydrant repaired and the hole filled in immediately.

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Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams

12/14/2011- Customer called to follow up with the acknowledgement letter. Customer states the hydrant has been replaced. But he is upset because the company took 4 weeks to get the issue resolved. He states he called the PSC back in 12/1/2011 and assumed he filed the complaint but nothing was done. He wanted the PSC to know that he thinks its ridiculous that a company took so long to fix this issue. He doesn't want the PSC records to show that since the company received the complaint on 12/8/11 and it was fixed on 12/9/11 that the company complied properly and fixed the issue immediately. This issue has been ongoing for 4 weeks prior to 12/9/11 when the hydrant was finally replaced. I advised customer the case file will be noted. Customer requested a copy of response once it is received. Vfarria

12/15/2011 - Company response received via e-mail. /EEstelle

12/15/2011- Reviewed Company Response:

Company states a fire hydrant was installed on 12/9/11, the area backfilled and cleaned. Company advised customer that sod would be delivered and installed by 12/16/2011. Vfarria

01/17/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-17. VFarria

Consumer Information

Name: RENE PELZMAN
Business Name:
Svc Address: 7420 NW 45 LN

County: Marion Phone: (305)-281-2574
City/Zip: Ocala / 34482-
Account Number: 1453759730
Caller's Name: RENE PELZMAN
Mailing Address: 7420 NW 45 LN

City/Zip: Ocala ,FL 34482-
Can Be Reached:
E-Tracking Number: 33760

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WU443
Company:
Attn. Elise S Christian1112495W
Response Needed From Company? Y
Date Due: 06/27/2013
Fax: (407) 869-6961 R

Interim Report Received: / /
Reply Received: 06/18/2013
Reply Received Timely/Late: T
Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL
Entered By: DH
Date: 06/06/2013
Time: 08:00
Via: E-FORM
Prelim Type: SAFETY ISSUE
PO:
Disputed Amt: 0.00
Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /
Closed by: MEP
Date: 07/09/2013
Closeout Type: GI-08
Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, June 05, 2013 6:31 PM
Cc: Consumer Contact
Subject: E-Form Repairs TRACKING NUMBER: 33760

CUSTOMER INFORMATION

Name: Renee Pelzman
Telephone: 305-281-2574
Email: renee@pelzmanlaw.com
Address: 7420 NW 45 Lane Ocala FL 34482

BUSINESS INFORMATION

Business Account Name: Renee Pelzman
Account Number: 1453759730
Address: 7420 NW 45 Lane Ocala Florida 34482

Water County Selected: MARION

COMPLAINT INFORMATION

Complaint: Repairs against Utilities, Inc. of Florida

Details:

There was a large plumbing leak in the pvc pipes of the irrigation system just outside the corner of our unit. It has been like this since before January, 2013. Someone came out the day the leak began and dug a big hole to find the leak but didnt repair it; he just turned off the valve to the affected sprinklers. I had to call Utilities of Florida, Inc. to remind them that the pipes need to be repaired and the hole filled in. It was supposed to be fixed a long time ago and they told me that they never make repairs in the winter, they wait until spring. So far, the hole is still there, there are pieces of the old pvc pipe in the hole but repairs have not been made. I dont accept their position that it was OK to leave the gaping hole all winter long, and now its summertime and it still isnt fixed. The hole is right next to the sidewalk, and even though there is a little bit of yellow tape around it, its still dangerous and ugly. Plus the person who dug the big hole put a pile of dirt on top of new mulch that we put down on the other side of the walkway. This is simply unacceptable. Thank you for your assistance, Renee Pelzman "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/18/2013 - Company response received via e-mail. /ewe

06/18/2013 - REVIEWED COMPANY'S RESPONSE; It indicated the following:

This correspondence is in reference to Ms. Renee Pelzman's complaint concerning an incomplete irrigation system repair near her residence at 7420 NW 45th Lane, Ocala, FL.

The incomplete repair to the irrigation system does not belong to Utilities, Inc. of Florida. The system belongs to the Community Homeowners Association and the work was being performed by them. Ms. Pelzman was informed that the repair was not being performed by Utilities, Inc. of Florida. She was provided contact information to the responsible irrigation party.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Information entered by Rik Koeteeuw

07/08/13: Reassigned to E. Plendl. RRoland

07/09/2013 Closed by telephone conversation with Ms. Pelzman, who stated that she made contact with the HOA, but after experiencing some conflict has made contact with the irrigation repair company directly to obtain assistance. Ms. Pelzman indicated she had no unresolved issues with Utilities, Inc. at this time. I provided Ms. Pelzman with my contact information to report future utility concerns. eplendl

Request No. 1112495W Name PELZMAN ,RENEE MS. Business Name

<p align="center">Consumer Information</p> <p>Name: MATTHEW DIAL</p> <p>Business Name:</p> <p>Svc Address: 13030 SUNWOOD COURT</p> <p>County: Lake Phone: (352)-255-2129</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number:</p> <p>Caller's Name: MATTHEW DIAL</p> <p>Mailing Address: 13030 SUNWOOD COURT</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 24710</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 05/25/2010</p> <p>Time: 08:56</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 07/02/2010</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WU553</p> <p>Company: LAKE UTILITY SERVICES, INC.</p> <p>Attn. Ann Raponi0945324W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/16/2010</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 06/16/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Monday, May 24, 2010 10:59 AM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 24710

Complaint filed with PSC

Select County: LAKE
 CUSTOMER INFORMATION

Name: Matthew Dial

Telephone: 352-255-2129
Email: mdial1@cfl.r.com
Address: 13030 Sunwood Ct. Clermont 34711

BUSINESS INFORMATION

Business Account Name: Matthew Dial
Account Number:
Address: 13030 Sunwood Ct. Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

The times I have tried to speak with a customer service representative at this company have been very frustrating. They are completely unwilling to accommodate even the slightest request. My bank is sending my payment electronically 5/25 and they state that even if they receive it electronically on 5/25 that will be too late and service will be interrupted on 5/26. I asked that they note the account or extend the interruption date and was informed that they don't delay interruption dates. I checked with the Better Business Bureau about this utility and they have the lowest rating on the BBB's scale, an "F". It is unacceptable that for whatever reason they treat their customers with such inflexibility. This isn't the first issue I have had with them and it isn't the first time that I've found their customer service department be to be completely lacking anything resembling courtesy, flexibility, or any other characteristics that would befit a public service utility. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Request No. 0945324W Name DIAL, MATTHEW MR. Business Name

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/16/2010 - Company response received via e-mail. /EEstelle

6/17/10- Reviewed Company Response:

On 5/24/10 at 9:37am, Mr. Dial called Lake Utilities about his account balance. Customer service agent advised him that the schedule cut off date was 5/26/10 and that a payment must be in the office by 5/25/10 to avoid interruption. Customer was advised , as a suggestion, to pay online to make sure the interruption does not occur. Customer sent an email confirmation of his electronic payment. Company made a notation on the account to stop interruption process.

07/02/2010 - Having received no further contact from the customer, this complaint is closed this date as GI-30. VFaria

Request No. 0945324W Name DIAL ,MATTHEW MR. Business Name

<p align="center">Consumer Information</p> <p>Name: ALLEN FENNER</p> <p>Business Name:</p> <p>Svc Address: 1291 LEGENDARY BLVD.</p> <p>County: Lake Phone: (352)-243-7525</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number: 1843510000</p> <p>Caller's Name: ALLEN FENNER</p> <p>Mailing Address: 1291 LEGENDARY BLVD.</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 24738</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 05/26/2010</p> <p>Time: 14:49</p> <p>Via: E-FORM</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WU553</p> <p>Company:</p> <p>Attn. Ann Raponi0945760W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/17/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 06/17/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 06/30/2010</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Wednesday, May 26, 2010 11:47 AM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 24738

Complaint filed with PSC

Select County: LAKE
 CUSTOMER INFORMATION

Name: Allen Fenner

Telephone: 352-243-7525
Email: afenner@cfl.rr.com
Address: 1291 Legendary Blvd. Clermont 34711

BUSINESS INFORMATION

Business Account Name: Allen Fenner
Account Number: 1843510000
Address: 1291 Legendary Blvd. Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

First noticed that water pressure was very low at 2:45AM, Wednesday May 26. At 6:00AM attempted to shower, not enough water flow to do so. At 6:15AM, although the flow of water was very low, obtained enough water to make coffee. At 7:30AM pressure still very low. Inquired of a neighbor if their water pressure was very low. Answer, yes.

At 9:37AM received an e-mail from a neighbor that he had called the utility and was told to boil water. At 10:23AM received an automated phone call from the utility informing us that a break in a 16inch pipe at 11:30PM the previous night was the cause of the low pressure and that we were advised to boil water until advised that the water was OK. WHY THE LATE NOTIFICATION. THIS IS NOT ACCEPTABLE. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Request No. 0945760W Name FENNER ,ALLEN MR. Business Name

Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/17/2010 - Company response received via e-mail. /EEstelle

6/22/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Due a 16" water main break late on 5/25/10, a reverse 911 message for a precautionary boil water order went out to customers in the Lake Utility Services Area on 5/26/10, at approximately 10:15 am.
- o Personnel were working diligently on isolating and locating this main break.
- o The boil water notice affected approximately 2,300 customers.
- o The operator contacted the Florida Department of Environmental Protection (FDEP) immediately in regards to the main break and took the required bacteriological samples.
- o The Operations Staff placed boil order door tag to every customer affected by this incident in accordance with FDEP, as adopted in Rule 62-555-335, F.A.C.
- o The results of the bacteriological samples were negative and the boil order advisory was lifted on 3/28/10.
- o The Operations Staff responded quickly to the outage and proper notification was carried out in accordance with FDEP requirements.
- o Customer provided with resolution via mail.

Shonna McCray

6/30/10: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: TOM GRAHAM</p> <p>Business Name:</p> <p>Svc Address: 15718 BAY VISTA DRIVE</p> <p>County: Lake Phone: (317)-490-4726</p> <p>City/Zip: Clermont / 34714-</p> <p>Account Number: 5736210000</p> <p>Caller's Name: THOMAS GRAHAM</p> <p>Mailing Address: 9040 MUD CREEK ROAD</p> <p>City/Zip: INDIANAPOLIS ,IN 46256</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 24745</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 05/26/2010</p> <p>Time: 16:17</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: SDM</p> <p>Date: 07/06/2010</p> <p>Closeout Type: GI-28</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WU553</p> <p>Company:</p> <p>Attn. Ann Raponi0945808W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/17/2010</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 06/17/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Wednesday, May 26, 2010 3:36 PM
 To: Consumer Contact
 Subject: E-Form Other Complaint TRACKING NUMBER: 24745

Complaint filed with PSC

Select County: LAKE
 CUSTOMER INFORMATION

Name: Thomas Graham

Telephone: 3174904726
Email: trgrhm@aol.com
Address: 9040 Mud Creek Road Indianapolis 34714

BUSINESS INFORMATION

Business Account Name: Tom Graham
Account Number: 5736210000
Address: 15718 Bay Vista Drive Clermont FL 34714

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

After several attempts to find out why my water was disconnected and then reconnected at a charge of \$21 I was hung up on, treated rudely and am just tired of the poor customer service and poor quality of Utilities Inc. I made a payment which was received and cashed through my bank on 5/4. They turned my water off on the 5th and back on on the 11th. Not sure why, but it cost me \$21. As this is a second home, I had no way of knowing it was shut off. Today I received a notice that if my current payment (already paid) was not received within 10 days of this notice it would be shut off. Unfortunately the date on the letter was 5/17 and it was received today 5/26...nice little scam to hold the letters until it is impossible for someone who forgot to make a payment to make one in time...thereby being disconnected and reconnected for \$21. Nice little profit center for this rude monopoly. No customer should ever be hung up on or have their services turned off with out at least a phone call. I only hope that my home in Florida is ok as the drop in pressure and then the return of pressure can often damage plumbing.

PSC was contacted previously "

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- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

Request No. 0945808W

Name GRAHAM ,TOM MR.

Business Name

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/17/2010 - Company response received via e-mail. /EEstelle

6/22/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

o Mr. Graham was billed each month with the due dates provided on the bill.

o He was billed as follows:

Date	Past Due	Current Charges	Payment	Total Due
3/23/10	\$104.76	\$105.15		\$209.91
4/13/10	\$209.91			-\$150.00 \$59.91
4/20/10	\$59.91	\$112.77		\$172.68
5/5/10	\$172.68			-\$60.00 \$112.68
5/23/10	\$112.68	\$87.36		\$200.04
5/26/10	\$200.04			-\$112.68 \$87.36
5/28/10	\$87.36			-\$87.26 \$00.10

o On 4/19/10, a Disconnection Letter was generated and mailed advising of the delinquent balance of \$59.91.

o The notice advised payment must be received before 4/29/10, to avoid disconnection.

o On 4/20/10, the new bill generated with the past due balance of \$59.91.

o A message on the bill stated records indicate the prior balance remains unpaid and the account may be subject to disconnection.

o On 5/4/10, an order to disconnect service was issued to field personnel due to non-payment of the past due balance of \$59.91.

o Mr. Graham made payment on 5/5/10, without contacting the company after making the payment.

o Due to the outstanding balance, the system did not generate a field order to turn services back on.

o A phone call was received from Mr. Graham on 5/10/10, advising he made the payment at the time requested.

o As a courtesy, Ann Raponi waived the \$21.00 reconnect charge.

o As of 6/17/10, the account as a \$0.10 balance.

o Customer provided with resolution via mail.

Shonna McCray

NOTE: It appears the company has violated PSC rules---service improperly disconnected. Shonna McCray

Request No. 0945808W

Name GRAHAM ,TOM MR.

Business Name

6/22/10: ATTN COMPANY:

PER F.A.C. 25-.0.320 Refusal or Discontinuance of Service.

(g) For nonpayment of bills, including nonpayment of municipal sewer service under circumstances specifically provided in Section 159.18(2), F.S., or noncompliance with the utility's rules and regulations in connection with the same or a different type or a different class of utility service furnished to the same customer at the same premises by the same or affiliated utility only after there has been a diligent attempt to have the customer comply, including at least 5 working days' written notice to the customers. Such notice shall be separate and apart from any bill for service. For purposes of this subsection, "working day" means any day on which the utility's office is open and the U.S. Mail is delivered. A utility shall not, however, refuse or discontinue service for nonpayment of a dishonored check service charge imposed by the utility.

YOUR RESPONSE DOES NOT INDICATE A 5-WORKING DAY NOTICE WAS SENT TO THE CUSTOMER. AN ADDITIONAL NOTE ON THE MONTHLY STATEMENT DOES NOT SATISFY THIS RULE. PLEASE PROVIDE RESPONSE TO PSC BY 7/1/10. Shonna McCray

6/22/10: Response received via email. Shonna McCray

6/23/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o A disconnect letter went out to Mr. Graham on 4/19/10, for the past due balance of \$59.91.
- o Disconnect letter provided.

Shonna McCray

6/23/10 Reviewed the disconnect letter, the customer was given proper notification. Shonna McCray

06/24/10 - Customer correspondence received via e-mail; forwarded to SMCray. /ewe

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Thomas Graham
Telephone: 3174904726
Email: trgrhm@aol.com
Address: 9040 Mud Creek Road Indianapolis 34714

BUSINESS INFORMATION

Business Account Name: Thomas Graham
Account Number: 5736210000
Address: 15718 Bay Vista Drive Clermont FL 34714

Request No. 0945808W

Name GRAHAM ,TOM MR.

Business Name

COMPLAINT INFORMATION

Complaint: Other Complaint against Lake Utility Services, Inc.

Details:

Previous complaint No 0945808w

Was not addressed. Letter dated June 18 arriving to me on June 24 from Ann Raponi is filled with fabrications and mistatements. Each paragraph below the bill outline is incorrect.

Especially troubling is them claiming I called their offices on May 10,2010 "advising...(I)had made a paymment (and) at that time reqested a signed waiver" This call was never made. I did not know my water had been turned off until May 25th when my bill came to Indiana showing that I was being charged a reconnect fee. They received my payment prior to turning my water off. As this is a vacation home, I was not aware the water had been turned off. Unfortunately, I was there last week, and the period of time it was off caused both of my shower faucets to seize. I was not happy to have to repair.

This email is to contact your office prior to the 30 day expiration on my complaint.

PSC was contacted previously

6/25/10: Reviewed customer correspondence and noted objection. Shonna McCray

6/25/10: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

PLEASE ADDRESS CUSTOMER'S CONCERNS AS STATED IN ABOVE EMAIL (RECEIVED 6/24/10). PLEASE PROVIDE RESPONSE TO PSC BY 7/7/10. Shonna McCray

7/6/10: Response received via email. Shonna McCray

7/6/10: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

- o Ms. Raponi apologized for the statement made that Mr. Graham had made a call on 5/10/10.
- o It was assumed that the customer had called.
- o Services were restored due to the payment being posted to his account on 5/5/10.
- o Mr. Graham stated his payment posted out of his bank on 5/4/10, his payment was an electronic payment thru his bank.
- o The payment was posted to his account on 5/5/10.
- o An electronic payment takes up to 24 hours to post to the utility company.
- o The payment had to be posted to his account by 4/29/10, to avoid disconnected.
- o On 6/30/10, explained the above and apologized for the statement made in error.
- o Customer provided with resolution via mail.

Shonna McCray

Request No. 0945808W

Name GRAHAM ,TOM MR.

Business Name

7/6/10: 2:16 p.m. Called Mr. Thomas Graham at 317-490-4726 to provide resolution to his concerns. Reviewed the company's supplemental response with Mr. Graham. He stated the shut off notice advised payment should be made within 10 days of the notice, but he did not receive the shut off notice until the 9th day. Explained the following to Mr. Thomas:

- o Bills are due 20 days from the date of mailing or delivery by the utility, per F.A.C. 25-30.335(4).
 - o If payment is not received by the delinquent date on the regular monthly bill, the utility must mail a 5-working day notice before disconnecting service. Also, water and wastewater companies must mail a five-working day notice before disconnecting service for non-payment of deposits, per F.A.C. 25-30-320.
- Mr. Thomas stated customer's should be allowed longer than the 5 days. Explained to Mr. Thomas based on the information provided by himself, Lake Utility Services, and F.A.C., it appears his account has been billed and credited appropriately. Shonna McCray

7/6/10: This inquiry closed. Shonna McCray

Request No. 0945856W Name KIRKPATRICK ,BOB MR. Business Name _____

<p style="text-align: center;">Consumer Information</p> <p>Name: BOB KIRKPATRICK</p> <p>Business Name:</p> <p>Svc Address: 13206 CASPER LANE</p> <p>County: Lake Phone: (407)-341-8750</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number: 5008800000</p> <p>Caller's Name: BOB KIRKPATRICK</p> <p>Mailing Address: 13206 CASPER LANE</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 24753</p>	<p style="text-align: center;">Florida Public Service</p> <p style="text-align: center;">Commission - Consumer Request</p> <p style="text-align: center;">2540 Shumard Oak Boulevard</p> <p style="text-align: center;">Tallahassee, Florida 32399</p> <p style="text-align: center;">850-413-6100</p>	<p style="text-align: center;">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: DH</p> <p>Date: 05/27/2010</p> <p>Time: 09:15</p> <p>Via: E-FORM</p> <p>Prelim Type: OUTAGES</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p style="text-align: center;">Utility Information</p> <p>Company Code: WU553</p> <p>Company:</p> <p>Attn. Ann Raponi0945856W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/18/2010</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 06/18/2010</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 07/15/2010</p> <p>Closeout Type: GI-15</p> <p>Apparent Rule Violation: N</p>

Request No. 0945808W Name GRAHAM ,TOM MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, May 27, 2010 5:52 AM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 24753

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: bob kirkpatrick
Telephone: 407-341-8750
Email: bobthekirk@aol.com
Address: 13206 Casper Lane Clermont 34711

BUSINESS INFORMATION

Business Account Name: bob kirkpatrick
Account Number: 5008800000
Address: 13206 Casper Lane Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Service Outage against Lake Utility Services, Inc.

Details:

Once again we woke up with no water. Yesterday there was no water for 9 hours and again today there is no water in the morning. After years of inadequate water pressure this utility has finally raised the bar on ineptness. The answering service does not have any information other than the standard "the technicians are working on the problem" and that does not tell us anything.

Is there anything that can be done about this utility company? I thought they were supposed to notify us if we have to boil water or something but we have not received any warning. My neighbor says they are supposed to hang tags on the door knobs to let us know the water is not safe to drink but they have not done this. We had some pressure last night and a little trickle earlier this morning but as of this writing (0600) the taps here are dry again.

Do you have the power to do anything about this company and the continual low pressure and outages? Is this a

Request No. 0945856W

Name KIRKPATRICK ,BOB MR.

Business Name _____

fly-by-night company and do we have to worry about the quality of the water we drink? Can you tell me if I am wasting my time writing to you? Please respond.

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/16/10 - Customer correspondence received via e-mail; forwarded to SMcCray. /ewe

Complaint filed with PSC

Select County: LAKE

CUSTOMER INFORMATION

Name: Bob Kirkpatrick

Telephone: 407-341-8750

Email: bobthekirk@aol.com

Address: 13206 Casper Lane Clermont 34711

Request No. 0945856W

Name KIRKPATRICK ,BOB MR.

Business Name

BUSINESS INFORMATION

Business Account Name: Bob Kirkpatrick
Account Number: 5008800000
Address: 13206 Casper Lane Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Service Outage against Lake Utility Services, Inc.
Details:
Case Reference Number 0945856W.

According to the letter I received, dated May 28, 2010, I was supposed to be contacted by Lake Utility Services, Inc. to resolve the on-going issues of continual low water pressure. It has now been 21 days and I have not been contacted by the utility company. The original complaint was in regard to an outage and continual low water pressure. It is now 0505 on June 16, 2010 and I have just measured 12 p.s.i. at my outside hose bib. I still consider this low water pressure.

What is the next step now that Lake Utility Services has not contacted me? I originally left my home phone number, which has voice mail, but I am leaving my cell phone because I will be out of town for 11 days, returning on June 27, 2010. What type of enforcement powers do you have because they ignored the service complaint from your regulatory board?

I called the night answering service and the phone rang 12 times so I called back and let it ring again 12 times before hanging up. Again, I say this is service less than all expectations of normality. The letter I received from PSC states the utility is required to notify you of resolution of my complaint and I ask if there has been any notification from Lake Utility to you.

I would appreciate the favor of a reply from your agency because I have not heard anything from Lake Utility Services, Inc., which is what I expected from them. Thank you.

PSC was contacted previously

6/17/10: Reviewed customer correspondence and added to file. Will email customer to advise the response is due by 5:00 p.m. on 6/18/10. Shonna McCray

06/18/2010 - Company response received via e-mail. /EEstelle

6/23/10: REVIEWED COMPANY RESPONSE. Response indicates the following:

Request No. 0945856W Name KIRKPATRICK ,BOB MR. Business Name

- o Due to a 16" water main break late on 5/25/10, a reverse 911 message for a precautionary boil water order went out to customers in the Lake Utility Services Area on 5/26/10, at approximately 10:15 a.m.
- o The Voice Message report showing that Mr. Kirkpatrick's telephone message was not delivered due to undefined error, which means the number that we have on file is not a working number. Primary telephone number on file is (904)394-3155.
- o The low pressure incident he experienced the morning of May 27, 2010 was due to a closed valve that was errantly left in this position as a result of the main break. The valve was reopened first thing that morning. Mr. Kirkpatrick should now have normal system pressure at this residence and barring any unforeseen circumstances remain with such conditions going forward.
- o The boil water notice affected approximately 2,300 customers.
- o The Operator contacted the Florida Department of Environmental Protection (FDEP) immediately in regards to the main break and took the required bacteriological samples.
- o In addition, the Operations Staff placed boil order door tag to every customer affected by this incident in accordance with FDEP as adopted in Rule 62-555-335, F.A.C.
- o Mr. Kirkpatrick actually worked part time for Lake Utility Services many years ago and is a certified Operator very versed in what is required from a regulatory perspective when low pressure or no water issues require the issuance of a boil water advisory.
- o The results of the bacteriological samples were negative and the boil order advisory was lifted on 5/28/10. o Operations Staff responded quickly to the outage and proper notification was carried out in accordance with FDEP requirements.

Shonna McCray

7/15/10: This inquiry closed. Shonna McCray

<p align="center">Consumer Information</p> <p>Name: CHRISTOPHER GALLAGHER</p> <p>Business Name:</p> <p>Svc Address: 11436 BEGGS CT.</p> <p>County: Lake Phone: (321)-229-0956</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number: 2257110000</p> <p>Caller's Name: CHRISTOPHER GALLAGHER</p> <p>Mailing Address: 11436 BEGGS CT.</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 27623</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: DH</p> <p>Date: 01/13/2011</p> <p>Time: 11:05</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 02/22/2011</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: WU553</p> <p>Company:</p> <p>Attn. Ann Raponi0989522W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/04/2011</p> <p>Fax: (407) 869-6961 R</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 02/03/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
 From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
 Sent: Monday, January 10, 2011 8:33 PM
 To: Consumer Contact
 Subject: E-Form Improper Billing TRACKING NUMBER: 27623

Complaint filed with PSC

Select County: LAKE
 CUSTOMER INFORMATION

Name: christopher gallagher

Telephone: 321-229-0956
Email: chrisgallagher@tcd-usa.com
Address: 11436 Beggs Ct Clermont 34711

BUSINESS INFORMATION

Business Account Name: christopher gallagher Account Number: 2257110000
Address: 11436 Beggs Ct Clermont Florida 34711

COMPLAINT INFORMATION

Complaint: Improper Billing against Lake Utility Services, Inc.

Details:

November's's charge for water usage was \$408.59. I have tried calling to discuss this with a manager on several occasions since Thanksgiving weekend when i received my bill with no response back. On average my water bill since 12/05 has not been more than \$35.00. Lake Utility's has come out and tested the meter (found no issues) and now has removed the meter (installed a temporary meter) for further testing to confirm there are no issues with the meter. Since then i have gotten a notice from them to buy additional line coverage for an additional fee. Looking back on my billing history i submitted a check to Lake Utility's for the most expansive month in the past year as a good faith gesture to hopefully come to a settlement with them on this false charge. In late October and or early November i noticed the area where the water meter is installed was disturbed (ground dug up).I have had no line breaks and have a well for all my irrigation. I also want to inform you that i live alone. I don't know where the error has occured on their end as i know i have not used this extensive amount of water. I would like to get this resolved with Lake Utility's as it is fixing to be outstanding for two months now. You're help would be appreiated in getting this matter resolved. "

"-----Original Message-----

From: Chris Gallagher [mailto:chrisgallagher@tcd-usa.com]
Sent: Thursday, January 13, 2011 8:50 AM
To: Consumer Contact
Subject: RE: Improper Billing against Lake Utility Services, Inc.

Per your request!

Thanks
Chris Gallagher"

Please note the attached bill copies.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either

Request No. 0989522W Name GALLAGHER ,CHRISTOPHER MR. Business Name

verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case hand-faxed to company. Case taken by Diane Hood

01/18/11 - Customer correspondence received via e-mail; forwarded to VFaria. /ewe

"I received this in the mail yesterday. I will contact Utilities Inc. today to remind them that I am waiting to hear back from them on the meter test.

Thanks

Chris Gallagher"

1/18/2011- ATTN LAKE UTILITIES SERVICES INC: CUSTOMER IS STILL NEEDING CONTACT AND IS AWAITING THE METER TEST RESULTS. Vfaria

01/28/11 - Customer correspondence received via e-mail; forwarded to VFaria. /ewe

"I am very disappointed at Lake Utility Services non response to my past complaint of the extraordinary water charge. I would like to inform you that I have now been affected by Lake Utility's Services non response to this issue by my water being shut off and the meter being locked out.

I am amazed a water utility would take such drastic measures to their non response to an issue. I can tell you that I have been severely inconvenienced and surely do not appreciate the way I am being treated.

Request No. 0989522W

Name GALLAGHER ,CHRISTOPHER MR.

Business Name _____

Chris Gallagher

From: Chris Gallagher [mailto:chrisgallagher@tcd-usa.com]
Sent: Tuesday, January 18, 2011 7:54 AM
To: 'customerservice@uiwater.com'
Subject: 11436 Beggs Ct

I received this in the mail yesterday and am waiting to hear back from Lake Utilities in regards to a meter that they pulled from my address that they are performing additional testing on. I am extremely frustrated with Lake Utilities with this issue as it has been open for almost two months now.

I would appreciate a manager getting in contact with me to discuss this further. My cell # is 321-229-0956.

Thanks

Chris Gallagher"

1/28/2011- ATTN LAKE UTILITY SERVICES: PLEASE SEE NOTES ABOVE: Customer has not been contacted. Customer is disconnected with no explanation from your office and the meter has been locked.

THIS REQUIRES IMMEDIATE ATTENTION AND FULL RESPONSE.

- WHERE IS THE METER TEST RESULT
- WHY WAS THE SERVICE DISCONNECTED

02/03/2011 - Company response received via e-mail. /EEstelle

02/04/2011- Reviewed Company Response:

" I have called Mr. Gallagher on January 28, 2011 at 8:00am, regarding his account advising him that meter was sent out to be tested at no charge to him per contact from customer service representative on 12/15/2010 and that we were waiting for results. Unfortunately, Mr. Gallagher's service were turned off on January 27, 2011 because of the past due balance in which was in question due to this PSC complaint, a disconnect letter was mailed on 1/10/2011 to the customer. I had restored his services and did not charge him a reconnect charge. After reviewing Mr. Gallagher history, I had adjusted his account to his average as a courtesy. Attached is his adjusted bill. I had contacted Mr. Gallagher to apologize for the inconvenience and advised that I had made this adjustment and he was satisfied. " Vfarria

02/22/2011 - Having received no further contact from the customer, this complaint is closed this date as GI-25. VFaria

Request No. 0989522W Name GALLAGHER ,CHRISTOPHER MR. Business Name

<p align="center">Consumer Information</p> <p>Name: JESSE MCCOY</p> <p>Business Name:</p> <p>Svc Address: 12001 CYPRESS LANDING AVE</p> <p>County: Lake Phone: (352)-243-2885</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number: 6641410000</p> <p>Caller's Name: JESSE MCCOY</p> <p>Mailing Address: 12001 CYPRESS LANDING AVE</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached: (407)-473-0638</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: NH</p> <p>Date: 01/21/2011</p> <p>Time: 12:47</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF</p> <p>PO:</p> <p>Disputed Amt: 3.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WU553</p> <p>Company:</p> <p>Attn. Ann Raponi0990897W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/11/2011</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 02/11/2011</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 02/25/2011</p> <p>Closeout Type: GI-30</p> <p>Apparent Rule Violation: N</p>

Preclose type - Quality of Service

Customer Comments:

Customer states that he called the company to make payment via phone, they accepted his credit information for payment, after it was processed, they informed him that there would be a \$3.00 fee. Customer then requested that the charge be waived and they said they couldn't but when he asked to speak to a supervisor he was put on hold; however they finally agreed to waive the fee. Customer states that he called back to verify that the fee was waived, instead he learned that they cancelled his payment for \$164.35 but was still charged the \$3.00 fee.

Customer seeks an investigation to the legality of the fee being collected and states also that the company should notify the customer that there is a fee prior to processing payment so that a customer can make the choice of whether or not to go on with making payment.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by NHollinhead

02/11/2011 - Company response received via e-mail. /EEstelle

2/14/11: REVIEWED COMPANY RESPONSE. Response indicates the following:
o On 1/21/11, Mr. McCoy spoke with the Lead Customer Service Representative.
o The Representative advised the \$3.00 Bill Matrix Fee was canceled.
o Mr. McCoy acknowledged that he is satisfied with resolution.
Shonna McCray

2/25/11: This inquiry closed. Shonna McCray

Consumer Information

Name:

Business Name: PILLAR HOMES, LLC

Svc Address: 1312 BOWMAN STREET

County: Lake Phone: (352)-394-1032

City/Zip: Clermont / 34711-

Account Number:

Caller's Name: LILY COLLINS

Mailing Address: 1312 BOWMAN STREET

City/Zip: CLERMONT ,FL 34711-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: WU553

Company:

Attn. Elise S Christian1105353W

Response Needed From Company? Y

Date Due: 04/12/2013

Fax: (407) 869-6961

B

Interim Report Received: / /

Reply Received: 04/01/2013

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: RIK KOETEEUW

Entered By: RJC

Date: 03/22/2013

Time: 13:14

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: RK

Date: 04/29/2013

Closeout Type: GI-25

Apparent Rule Violation: N

Preclose Type - Improper Bills

Customer states that she had an agreement in 2005 to prepay fee to install a water meter at each of their lots, fee was \$540.00 per lot.

Last year (2012) in June Lake Utility Services told her that they were authorized to increase rates to install water meters. The rates increased significantly to \$2,733.00 per lot but minus the \$540.00 she had already prepaid in 2005 it would be \$2,193.00. Customer states that she had agreed to pay the new increase in fees but with the understanding that would they only pay those fees on a per lot basis meaning that they would pay the \$2,193.00 for each new construction home that was built on a lot. Lake Utility Services, Inc. told her they now require that they pay the new increased fees on every lot vacant or not vacant or they will not install the water meter ton the new construction home that they have already planned to build.

What is the amount of the bill in dispute?

\$2,193 x 11 lots in their Pillar's Cove Residential Development and \$2,193 x 15 lots at their Pillar's Ridge Residential Development.

What is the date of the bill?

August 13, 2012

Why do you believe you have been billed improperly?

Customer states that the Lake Utility Services, Inc are not honoring their agreement in June 2012 that Pillar Homes, LLC would pay the new increase in fees to install water meter on a per lot basis based upon if there was a home built on the lot.

Other Comments: Customer states the she believes that this is a very sudden and unexpected cost for a small company to absorb. It is obvious that they have not accounted for such a large sum payment. Customer states that they prepaid in full in 2005 already - why is the utility demanding a second prepayment before you will install our requested single meter? Customer states that are paying the price increases but please provide them documentation where the commission has granted you permission to collect a second prepayment all in advance.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R.Castillo

04/01/2013 - Company response received via e-mail. /ewe

Request No. 1105353W

Name ,

Business Name PILLAR HOMES, LLC

04/02/2013 - REVIEWED COMPANY'S RESPONSE; It indicated the following:

This correspondence is in reference to Ms. Lily Collins' complaint concerning improper bills for the requested payment for Plant Capacity and Main Extension Fees for lots that are owned and planned for development by Pillar Development, LLC in the Lake Utility Service Area, Clermont, Fl.

In 2005, Pillar Development, LLC contacted Lake Utility Services, Inc. to request water service for approximately 11.14 acres of real property they owned in Lake County that would be developed into approximately 28 residential building lots. The Utility and Owner agreed that water service would be made available to those lots through Utility's facilities which Utility has or intended to construct.

Pillar Development agreed to contribute to the Utility for aid in construction of plant facilities for each single-family and multi-family dwelling unit constructed on the Property, the amount currently approved by Florida Public Service Commission as of the date of the agreement and contained in Utility's Water Tariff on file with the Florida Public Service Commission. In addition, the Owner would pay (AFPI) or other fees to Utility, as may be approved by Florida Public Service Commission as of the date such payment is required by the Utility. The fees shall be paid by Owner to the Utility in lump sum increments.

They agreed to the "Contribution-In Aid-of Construction" of \$540.00 for each connection. The fee was approved by FPSC. It is the total amount in 2005 for the Plant Capacity Fee per connection of \$240.00 and the Main Extension Fee per connection of \$240.00. Pillar Development and Lake Utility Services, Inc. also agreed that the "Contribution-In-Aid of Construction" (Plant Capacity and Main Extension Fees) from Pillar Development, LLC would be paid in a lump sum for the 28 residential building lots that would later be developed as Pillar Ridge and Pillar Cove Subdivisions. It was agreed that if the fee for any undeveloped lots increased and was approved by FPSC, the fees would be increased on all undeveloped lots.

December 17, 2011, the Plant Capacity Fee and the Main Extension Fee increased. The increase amount was approved under Florida Order PAA, PSC-11-0548-CO WS, dated November 29, 2011. The Plant Capacity Fee increased from \$270.00 per connection to \$1,157.00 per connection and the Main Extension increased from \$270.00 to \$1,426.00 per connection. The Meter Installation Fee for a 5/8" X 3/4" meter increased from \$67.00 to \$150.00 per meter. August 13, 2012, Lake Utility Services, Inc. sent a certified letter to Pillar Development, LLC, reminding them about the increase for the remaining undeveloped lots in Pillar Cove and Pillar Ridge and a request for the additional payment for the undeveloped lots as agreed in 2005. Copies of the letters are included with this correspondence.

2012, Pillar Development, LLC continued to submit their applications for service connections in Pillar Ridge and Pillar Cove Subdivisions. They included the new fee per lot for service. The separate applications (2) and the payment per lot, (2) were inadvertently accepted and processed by our staff.

Request No. 1105353W Name , Business Name PILLAR HOMES, LLC

March 22, 2013, Pillar Development submitted another application and fee for a service connection at lot # 26 in Pillar Ridge. At this time, the application was denied and Pillar Development was reminded about the unpaid fees for the undeveloped lots that were due because of the December 17, 2012 increase and that the Utility would not set any additional meters until the fees are paid as agreed in 2005. Pillar Development was informed by LUSI that they do not have to pay for both subdivisions at one time prior to the setting of additional meters unless, they were going to request meters be set in each subdivision. So if they only choose to pay the fees for Pillar Ridge then meters will only be set in Pillar Ridge. At this time, they were only requesting a meter for Pillar Ridge so the additional fees were required for Pillar Ridge before the meter would be installed.

March 27th and 28th, LUSI contacted Ms. Collins to address her concerns. The approved rate increase that occurred December 2011, the certified letters that were sent to them in August, 2012 and the requirement for the additional prepaid Plant Capacity and the Main Extension fees were addressed with her. Ms. Collins agreed to pay the additional prepaid fees for the undeveloped lots in Pillar Ridge. March 28, 2013, payment for \$22,623.00 was received from Pillar Development, LLC. March 27th, the requested water meter was installed on lot # 26 in Pillar Ridge.

Please contact our office if additional information is required.

Respectfully,

Elise S. Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com

Information entered by Rik Koeteeuw

04/29/2013 - This inquiry is closed. Rik Koeteeuw

<p align="center">Consumer Information</p> <p>Name: JAMES M WARREN</p> <p>Business Name:</p> <p>Svc Address: 13716 CALLE DE ORA COURT</p> <p>County: Lake Phone: (352)-243-1623</p> <p>City/Zip: Clermont / 34711-</p> <p>Account Number: 1922310000</p> <p>Caller's Name: MARY S WARREN</p> <p>Mailing Address: 13716 CALLE DE ORA COURT</p> <p>City/Zip: CLERMONT ,FL 34711-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: FGR</p> <p>Date: 03/28/2013</p> <p>Time: 16:08</p> <p>Via: PHONE</p> <p>Prelim Type: SAFETY ISSUE</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company Code: WU553</p> <p>Company:</p> <p>Attn. Elise S Christian1106016W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/18/2013</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 04/03/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 05/07/2013</p> <p>Closeout Type: GI-17</p> <p>Apparent Rule Violation: N</p>

Preclose type - Safety Issues

Customer Comments: Customer states the company has sent her a notification stating she could now drink water without boiling it. Customer states the company did not notify her to boil the water before drinking it in the first place. Customer states this is the second time this happens in the month of March 2013.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint

- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by: Fany Raudales

04/03/2013 - Company response received via e-mail. /ewe

4/4/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Lake Utility Services, Inc. experienced a water main line break in the area that required a Precautionary Boil Water Advisory to be issued.
- o The Advisory was issued by Voice Reach to all customer telephone numbers on file.
- o Ms. Warren was called at approximately 2:44 p.m., on 3/26/13.
- o Her telephone was answered and the call shows as disconnected before the message was completed.
- o On 3/28/13, at approximately 2:40 p.m., a Voice Reach message was sent to Ms. Warren's telephone number on file advising that it was no longer necessary to boil her drinking water.
- o This message was not disconnected.
- o Ms. Warren was contacted on 3/28/13, by the Utility to address her concerns about the notification to boil her water that was issued on 3/26/13.
- o She was told that records show the call as being disconnected before the message was completely delivered.
- o She acknowledged the disconnection and stated the telephone number did not ID on her phone and that it came in as "unknown", so she hung up.
- o Elise Christian explained to her that in the first few seconds of our messages to the customers, we identify the Utility. It was explained to her that the telephone number calling is included in the message. Ms. Warren was satisfied with the information provided to her.

Shonna McCray

5/7/13: This inquiry closed. Shonna McCray

Request No. 1179676W

Name MILLER ,MIKE MR.

Business Name EMPIRE MANAGEMENT GROUP

Consumer Information

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

PSC Information

Assigned To: SHONNA MCCRAY
Entered By: JM
Date: 04/21/2015
Time: 16:09
Via: PHONE
Prelim Type: IMPROPER BILLS

Utility Information

Company Code: WU553
Company:
Attn. Elise S Christian1179676W
Response Needed From Company? Y
Date Due: 05/12/2015
Fax: (407) 869-6961 R

PO:
Disputed Amt: 0.00

Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /

Closed by: SDM
Date: 05/28/2015
Closeout Type: WB-23
Apparent Rule Violation: Y

Interim Report Received: / /
Reply Received: 05/12/2015
Reply Received Timely/Late: T
Informal Conf.: N

Name:
Business Name: EMPIRE MANAGEMENT GROUP
Svc Address: 1135 EAST AVENUE
County: Lake Phone: (352)-535-0099
City/Zip: Clermont / 34711-
Account Number:
Caller's Name: KURT SCHUH
Mailing Address: 1135 EAST AVENUE
City/Zip: CLERMONT ,FL 34711-
Can Be Reached:
E-Tracking Number:

The customer states the Company is overcharging his homeowner's association (he thinks the Company is billing his homeowner's association for services that another homeowner's association is using). The customer stated that he contacted the Company and the Company said they would correct the mistake. However, the Company continue to bill the customer for the other homeowner's services (which has 144 homes). The customer's homeowner's association has just 40 homes. This issue has been going on for 18 months and still has not been resolved. The customer is unsure of the amount in dispute. The customer adds that although his homeowner's association has turned their water off (the water is used to water the common area in the community), the Company continues to bill them for water. The customer would like the issue to be resolved as quickly as possible and any credit due to them to be reimbursed.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

Request No. 1179676W

Name MILLER ,MIKE MR.

Business Name EMPIRE MANAGEMENT GROUP

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by J. Mclean-Sinatra

05/12/2015 - Company response received via Email. DScott.

5/13/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * The Management Company was contacted on 4/22/12, concerning the disputed bills and to obtain additional information concerning the specific bills and account numbers involved.
- * It was found that the billing error seems to have occurred around 1/12/12, when the service was changed to the new Management Company's name.
- * It was found that the meter and usage that was billed to the HOA that Empire Management Group takes care of was incorrect and should have been billed to the HOA that was located within the same vicinity.
- * The meters were located within the same vicinity so when Empire Management became the Management Company in 2012, the incorrect meter number was linked to their account.
- * The error has been found and the correction is in process.
- * A corrected bill will be issued to Empire Management Group.
- * On 5/12/15, Mr. Mike Miller, with Empire Management Group, was informed that the error had been found and the correction to the account is in process.
- * He was informed that a corrected bill will be issued to him that will include any credits or charges that are the results of the billing error.
- * A copy of the results will also be provided to the PSC in a follow-up correspondence after the final

corrections have been made to the account.

Shonna McCray

NOTE: It appears the company has violated PSC rules---billing wrong customer. Shonna McCray

5/28/15: This inquiry closed. It appears the company has violated PSC rules---billing wrong customer.

Shonna McCray

05/28/2015 - Company response received via Email. DScott.

5/29/15: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

* This correspondence the follow-up correspondence to Mr. Kurt Schuh and Empire Management Group concerning Improper Bills issued to Hammock Reserve Home Owner's Association (HOA), LLC at Clermont, FL.

* As stated in the correspondence that was sent on 5/12/15, the utility had found the billing error and was in the process of correcting it and a follow-up would be provided to the PSC once the investigation had been completed.

* Mr. Mike Miller, the manager with Empire Management Group for Hammock Reserve HOA, was also informed at that time about the correction that was in progress.

* On 5/18/15, the billing errors were identified and were corrected.

* The correct usage was billed to the account that Mr. Miller manages for Hammock Reserve HOA of Lake County.

* The error occurred when the usage from a meter that belonged to another HOA in the immediate area was billed to Hammock Reserve in error and Hammock Reserve's usage was billed to the other HOA in error between service periods 1/12/12through 5/2/15.

* The usage for each HOA's meter was corrected and each account was billed the correct usage for the periods involved.

* The investigation found that Hammock Reserve HOA, the complainant , was under billed.

* The HOA was billed less usage because of the error than their actual usage was for the error period.

* The Hammock Reserve HOA, the complainant, was under billed for 1,665,750 gallons during the error period and for \$5,318.56.

* The meter was tested for accuracy, the meter test indicated that it was operating properly and was within PSC required regulations.

* Mr. Miller with Hammock Reserve was provided a spread sheet that listed the bill dates, usage periods, billed amounts, usage for each period and the difference between what was billed to the HOA in error and the correct amount that should have been billed to the HOA.

* The current bill dated 5/18/15 shows the under billed amount for \$5,318.56 after the correction and the Company's write off adjustment for that amount.

* The utility did not bill any portion of the under billed usage and charges to Hammock Reserve HOA because of the billing error.

* Copies of the spread sheet, the meter test and the 5/18/15 bill are included with the correspondence.

* Mr. Miller was contacted on 5/19/15, and was provided with the details and results from the investigation.

* He was asked to contact the company if he required additional assistance.

* He was contacted again on 5/28/15, to confirm that he was satisfied with the correction and that his concerns had been addressed properly.

* Mr. Miller stated that he was satisfied and he did not require additional assistance from the utility at this time.

Shonna McCray

Request No. 1208976W Name LEBEL ,SUSAN MRS Business Name _____

Consumer Information Name: SUSAN LEBEL Business Name: Svc Address: 11047 OAKSHORE LANE County: Lake Phone: (352)-988-5130 City/Zip: Clermont / 34711- Account Number: Caller's Name: SUSAN LEBEL Mailing Address: 11047 OAKSHORE LANE City/Zip: CLERMONT ,FL 34711- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: SHONNA MCCRAY Entered By: EAN Date: 03/30/2016 Time: 15:12 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 2733.00
	Utility Information Company Code: WU553 Company: UTILITIES, INC. OF FLORIDA Attn. Elise S Christian1208976W Response Needed From Company? Y Date Due: 04/20/2016 Fax: (407) 869-6961 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 04/13/2016 Reply Received Timely/Late: T Informal Conf.: N	Closed by: SDM Date: 04/27/2016 Closeout Type: GI-25 Apparent Rule Violation: N

Request No. 1179676W Name MILLER ,MIKE MR. Business Name EMPIRE MANAGEMENT GROUP

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$2,733.00

Other Comments:

Customer stated she contacted the company to initiate service and was told by company representative she needed to pay a new tap installation fee. Customer advised representative that there is already a line and that the meter was the only thing missing. Company representative came out to inspect the property and advised customer that in fact all she needed was a meter. Customer contacted the company and was told by another representative that she still needed to pay the fee for the main extension and a new tap.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Elodie Nau

4/4/16: Ms. Lebel transferred by Elodie. Ms. Lebel stated she was contacted by the company and told she would have to pay \$2,733.00 even though the lines were already there. Ms. Lebel states the previous builder must have paid to have the lines installed and she should not have to pay again. Ms. Lebel is not satisfied

Request No. 1208976W

Name LEBEL ,SUSAN MRS

Business Name _____

with the resolution provided. Explained the complaint process and advised Ms. Lebel that her objection to the company's response would be noted. Ms. Lebel will forward additional information to the PSC. Shonna McCray

4/3/16: The following customer correspondence received via email:

"From: pondstudio@comcast.net [mailto:pondstudio@comcast.net]
Sent: Monday, April 04, 2016 3:21 PM
To: Shonna McCray
Subject: Fwd: Water Service for 11047 Oakshore Ln. - Clermont Case # 1208976

Ref case # 1208976

Dear Ms. McCray,

I am forwarding the email and attached TAP Fee from Utilities Inc.

I have also attached photographs of the equipment and line already installed on my property.

I purchased the property in December 2014.

The lines you see in the pictures, were put in the ground when the main line was tapped in 2013, according to the previous property owner.

I believe all that I need is a meter inside the box.

If you have any further questions, please contact me at 352-988-5130 or my cell at 603-493-3431.

Thank you for your assistance.

Susan LeBel

From: "Elise Christian" <ESChristian@uiwater.com>
To: pondstudio@comcast.net
Sent: Thursday, March 31, 2016 5:21:59 PM
Subject: Water Service for 11047 Oakshore Ln. - Clermont

Good Afternoon Ms. Label,

This is a follow-up to our conversation yesterday, 3/30/2016, concerning water service/tap in for your property at 11047 Oakshore Ln., Clermont, FL. I wish I had better news for you, however the rates quoted to you are correct to have water service connected to the property.

I am sorry you were given incorrect information about the fees were paid earlier because of the service nearby. The original main line was installed some years back to bring the service to a certain point and the expense was paid by others that were originally there at that time for that. All additional services hook ups are charged for the extension of the main to the desired property for water. That cost is \$1,426.00 and the Plant Capacity Charge that is paid by every new service is \$1,157.00, the meter installation fee for a 5/8 X 3/4 inch meter is \$150.00. The total cost to provide water service installation at your property is \$2733.00. I have provided a copy of the tariff with the Florida Public Service Commission regulated and

Request No. 1208976W

Name LEBEL ,SUSAN MRS

Business Name _____

approve rates.

Please do not hesitate to contact me if additional information is required.

Regards,

Elise S. Christian
Customer Relations Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com
Website: www.uiwater.com"
Shonna McCray

04/13/2016 - Company response received via Email. DScott.

4/14/16: REVIEWED COMPANY RESPONSE. Response indicates an email was sent to the customer on 4/13/16, containing the following:

* The one time fees collected from new water customers is comprised of three components, the Main Extension Charge, the Plant Capacity Charge, and the Meter Fee.

Plant Capacity Charge:

When a future water customer requests service, the Utility must have adequate production and treatment facilities in place to produce and treat the water required to meet the additional demand generated by a new customer. The Utility previously invested its capital to design and construct water production and treatment facilities that are currently in use and sized to allow for future customers to be served. The Utility has completed multiple capital projects associated with its plant and production facilities in times past. The Public Service Commission, through its rate making process, has established the unit cost per residential connection as being \$1,426.00, which is due and payable in full before water service is established. This amount reflects the recovery of a pro rata portion of our production and treatment capacity sufficient to serve your home that was constructed by the Utility in advance of future requests for service. In this way, you pay a fair and equitable portion of the total investment made previously by the Utility and receive service promptly thereafter. This fee was not prepaid by the developer to the Utility and therefore must be paid when water service is requested by you.

Main Extension Charge:

Similar to the rationale for the Plant Capacity noted above but separate from it, the Main Extension Charge reflects the Utility's recovery of capital investments made by the Utility to improve, modify or expand the Utility's distribution system on a per residential connection basis. The Utility has invested in its piping system through multiple capital projects that have occurred at various times in the past. The Public Service Commission, through its rate making process, has established the unit cost per residential connection as being

Request No. 1208976W Name LEBEL ,SUSAN MRS Business Name

\$1,157.00, which is due and payable in full before water service is established. This fee was not prepaid by the developer of the property and therefore must be paid when water service is requested. Also, the Main Extension Charge is not associated with the cost incurred by the developer in 2013 when the lot was developed. The Utility did not construct the water mains and service lines within your subdivision. Therefore, your request for cost information specific to the development of your subdivision is not germane to the requirement that you must pay the amount due.

Meter Fee:

The Public Service Commission has established the Meter Fee for a 5/8" meter as \$150.00. A 5/8" meter is the standard meter size that is used to serve a residential connection. This Meter Fee reflects the cost incurred by the Utility to purchase and install the water meter, dual check valve and associated materials required to set the meter at your premises. The meter was not provided by the developer and thus its cost must be recovered before service can be established.

* The total amount due is \$2,733.00, which is the same amount collected from any other homeowner requesting water service in this service area.

* Once the company receives payment, the company will schedule the installation of a water meter at the customer's premises and initiate water service.

* All three of these components are one-time charges and are not associated with the monthly cost of delivering water service to the customer's home as expressed on the monthly water bill.

Shonna McCray

4/14/16: Company tariff added to file. Shonna McCray

4/14/16: 10:08 a.m. Called Ms. Susan Lebel at 352-988-5130 to advise the prices being charged are correct. No answer; left message requesting a return call. Shonna McCray

4/14/2016 -- J Mclean-Sinatra

Customer called back about case and was transferred to the analyst.

4/14/16: Ms. Susan Lebel transferred by Jean. Reviewed the response and explained to Ms. Lebel that she has been billed correctly. Ms. Lebel stated the previous owner of the lot states he paid for the connection; however, he will not provide her with confirmation. Ms. Lebel has requested this information from the company, but has not been able to obtain it. Ms. Lebel states lines have not been run to the other vacant lots. Ms. Lebel stated the previous owner was Leading Edge Builders (Mr. Edgington). Advised Ms. Lebel that I would request additional information from the company. Shonna McCray

4/14/16: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

THE CUSTOMER STATES THE PREVIOUS OWNER, LEADING EDGE BUILDERS (MR. EDGINGTON) PAID THE CHARGES AND SHE SHOULD NOT BE HELD RESPONSIBLE FOR THE CHARGES AGAIN. WHAT, IF ANY, CHARGES DID LEADING EDGE BUILDERS (MR. EDGINGTON) PAY AS RELATED TO 11047 OAKSHORE LANE, CLERMONT, FL? PLEASE PROVIDE RESPONSE BY 4/25/16. Shonna

Request No. 1208976W

Name LEBEL ,SUSAN MRS

Business Name _____

McCray

4/21/16: Ms. Lebel called directly. she was calling to check the status of her complaint. Explained the response is due 4/25/16. She stated she will have to pay the disputed amount because she needs to get the water connected to her home. She asked if the company will be required to refund her money if she gets a receipt for the payment made by the builder. Advised Ms. Lebel if/when a receipt a obtained the matter would be disputed further. Ms. Lebel was thankful for the assistance being provided. Shonna McCray

04/25/2016 - Company response received via Email. DScott.

4/26/16: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

* Lake Utility Services, Inc. did not receive payment from Leading Edge Builders and neither from Mr. Edgington to provide water service to 11047 Oakshore Lane, Clermont, FL.

* The fees quoted to Ms. Lebel are the required fees to provide water service to her lot.

Shonna McCray

4/26/16: 10:04 a.m. Called Ms. Susan Lebel at 352-988-5130 to provide resolution. No answer; left message requesting a return call. Shonna McCray

04/27/2016 Ms. Lebel called back regarding complaint. I transferred Ms. Lebel to Shonna. R.Castillo

4/27/16: Ms. Susan Lebel transferred by Rey. Reviewed the supplemental response with Ms. Lebel. She expressed appreciation for the assistance provided. Advised Ms. Lebel if the previous owner has a receipt confirming the payment was made she could provide that information to the PSC. Ms. Lebel requested that the company's response be provided to her via email. Shonna McCray

4/27/16: Company response sent to customer via email: pondstudio@comcast.net. Shonna McCray

4/27/16: This inquiry closed. Shonna McCray

Request No. 1208976W Name LEBEL ,SUSAN MRS Business Name _____

<p align="center">Consumer Information</p> <p>Name: EVA BRADEN</p> <p>Business Name:</p> <p>Svc Address: 4828 DARLINGTON RD</p> <p>County: Pasco Phone: (727)-614-2463</p> <p>City/Zip: Holiday / 34690-</p> <p>Account Number:</p> <p>Caller's Name: EVA BRADEN</p> <p>Mailing Address: 4828 DARLINGTON RD</p> <p>City/Zip: HOLIDAY ,FL 34690-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p> <hr/> <p align="center">Utility Information</p> <p>Company Code: WU628</p> <p>Company:</p> <p>Attn. Elise S Christian1129721W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/04/2013</p> <p>Fax: (407) 869-6961 R</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 11/21/2013</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p align="center">PSC Information</p> <p>Assigned To: MARCOS</p> <p>Entered By: SS</p> <p>Date: 11/08/2013</p> <p>Time: 11:27</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 190.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: MAB</p> <p>Date: 12/16/2013</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
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***Note: Customer is requesting that services be restored during the complaint process.

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$260

What is the date of the bill? November

Why do you believe you have been billed improperly? Customer stated that no one has been reading her meter. Her bills used to be around \$35 and have been gradually increasing over time.

Other Comments:
 Customer stated that her water was shut off yesterday by Utilities Inc. Customer stated that she contacted the company and was told that she owed two different amounts, the first time \$250 and the second time \$260. Customer stated that when she first moved into her home her water bill was \$35 - \$40 average and has been

gradually increasing although her water usage has not changed. Customer stated that she contacted the company to have services restored but the agents were not willing to work with her. Customer stated that her bill has been estimated for the past year and a half. Customer stated that she has also not been receiving her bills from the company.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Stefanie Swanson

11/13/2013- Customer called inquiring about timeframe of her complaint. Customer was told Utilites Inc. has until 12/4/2013 to respond to the customer.

SWilliams

11/21/2013 - Company responses received via Email. DScott.

11/26/2013 - Reviewed Company Response:

The Company, Utilities Inc. of Florida, has provided that the Customer's, Ms. Eva Braden, currently has a balance of \$338.19. The Company reports that of this balance, \$15.76 is current charges and \$322.43 is past due.

Company states that most of the Customer bills are actual meter readings but some are estimated because the meter is located inside a fence that is sometimes locked, and the Customer has 2 dogs. The Company reports speaking with the Customer and it was determined that ther meter would either be relocated or a remote meter would be installed outside of the fence. Customer agreed to schedule a time that is convenient for her and

Request No. 1129721W

Name BRADEN ,EVA MS.

Business Name

the Company to relocate the meter.

The Company granted a payment arrangement on the existing balance. The services were restored on 11/21/2013. Customer's arrangement is for her to pay \$100 by 12/02/2013 and the remaining balance of \$238.19 will be broken up into 6 monthly installments of about \$40.00.

MBermudez

11/26/2013 - ATTENTION COMPANY// SUPPLEMENTAL REQUEST// PLEASE PROVIDE BY 12/09/2013

Please provide a 24 month account billing history that includes estimated and actual meter readings, and the payments the Customer has made that shows where the \$338.19 accumulated. Please provide this information by 12/09/2013.

MBermudez

12/03/2013 - Company response received via Email. DScott.

12/11/2013 - Reviewed Supplemental Response:

The Company has provided an account history showing what the Customer was charged and the payments that were made along with how much the meter read each month for the past 2 years.

MBermudez

12/11/2013 - Continuation of the above note:

Company provides that the Customer has made the first \$100 payment on the arrangement that was granted so the remaining balance has been placed on a deferred payment arrangement. MBermudez

12/16/2013 - Having received no further contact from the Customer, this complaint shall be closed as GI-25.

MBermudez

<p align="center">Consumer Information</p> <p>Name: KEN JOHNSON</p> <p>Business Name:</p> <p>Svc Address: 2606 MEADOW OAKS</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: MARCOS</p> <p>Entered By: SLC</p> <p>Date: 09/09/2014</p> <p>Time: 11:20</p>
<p>County: Lake Phone: (407)-744-3225</p> <p>City/Zip: Clermont / 34714-</p> <p>Account Number:</p> <p>Caller's Name: KEN JOHNSON</p> <p>Mailing Address: 2606 MEADOW OAKS</p>	<p align="center">Utility Information</p> <p>Company Code: WU628</p> <p>Company:</p> <p>Attn. Elise S Christian1158801W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/30/2014</p> <p>Fax: (407) 869-6961 R</p>	<p>Via: PHONE</p> <p>Prelim Type: DELAY IN</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
<p>City/Zip: CLERMONT ,FL 34714-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 09/18/2014</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: MAB</p> <p>Date: 10/17/2014</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>

Preclose Type - Delay in Connection

Are you currently without service? Customer states he currently does not have water service

What date did you contact the company to order service? Customer states he paid his bill today in full to have service restored, but did not know that a ticket had to signed in order to restore service

What date did the company say the service would begin? Customer states that he contacted the company and they told him that they could not restore service unless the ticket was signed that is hanging on his door.

Has the company given you a new installation date? Customer states that the company has not given a reconnect date for customer.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either

- verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
 3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
 4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Samuel Cannon

9/18/14: Response received via email. Shonna McCray

10/13/2014 - Reviewed Company Response:

The Company, Utilities Inc., provides that as of 08/19/2014, the Customer's, Mr. Ken Johnson, account was delinquent \$256.47. A courtesy leak adjustment of \$29.61 was applied to the account on 08/29/2014, and a payment of \$128.18 was received on 09/02/2014, leaving a past due balance of \$98.69 on the account. The service was disconnected for non-payment on 09/09/2014.

The Customer contacted the Company to inquire about the disconnection and was provided with the past due balance. The Customer made a payment of \$98.69 and was told by the Company that before the service could be reconnected, the Customer or a designee that was over 18 would need to sign a waiver that would keep the Company from being liable from any water source that was left on while the water service was disconnected.

The Customer spoke with the utility several times about the waiver but indicated that he didn't want to sign any waiver and demanded that the Company reconnect the service.

Request No. 1158801W Name JOHNSON ,KEN MR. Business Name

The Company received the complaint filed with the FPSC on 09/09/2014. Company Representative, Ms. Elise Christian, attempted to contact the Customer but received no answer, so a call back voicemail message was left. Later the same day, the Company received a call from the Customer stating that the waiver had been signed by the Customer. The service was reconnected on 09/10/2014.

MBermudez

10/17/2014 - Having received no further contact from the Customer, this complaint shall be closed as GI-25.

MBermudez

Request No. 1210827W Name JONES ,ERICA MS. Business Name _____

<p>Consumer Information</p> <p>Name: ERICA JONES</p> <p>Business Name:</p> <p>Svc Address: 4612 GRAND PRESERVE PL</p> <p>County: Pinellas Phone: (727)-453-0780</p> <p>City/Zip: Palm Harbor / 34684-</p> <p>Account Number: 100125720825</p> <p>Caller's Name: ERICA JONES</p> <p>Mailing Address: 4612 GRAND PRESERVE PL</p> <p>City/Zip: PALM HARBOR ,FL 34684-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 120352</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: MARCOS</p> <p>Entered By: DH</p> <p>Date: 04/22/2016</p> <p>Time: 11:31</p> <p>Via: E-FORM</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 1500.00</p>
	<p>Utility Information</p> <p>Company Code: WU628</p> <p>Company:</p> <p>Attn. Elise S Christian1210827W</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/13/2016</p> <p>Fax: (407) 869-6961 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 04/26/2016</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: MAB</p> <p>Date: 05/03/2016</p> <p>Closeout Type: NJ-06</p> <p>Apparent Rule Violation: N</p>

Request No. 1158801W Name JOHNSON ,KEN MR. Business Name _____

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, April 22, 2016 11:17 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 120352

CUSTOMER INFORMATION

Name: Erica Jones
Telephone: (727) 453-0780
Email: ajej98@verizon.net
Address: 4612 Grand Preserve Pl Palm Harbor FL 34684

BUSINESS INFORMATION

Business Account Name: Erica Jones
Account Number: 100125720825
Address: 4612 Grand Preserve Pl Palm Harbor FL 34684

Water County Selected: Pinellas

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

On 10/28/201 I received a bill stating that I used 145,000 gallons of water for the billing cycle. The bill amount was \$819.90. After I called water company and they said something has to be wrong. I must have a leak. No problem all I need to do was have the leaked fixed and submit the paperwork. I called two different plumbers neither of whom could find the leak. I called the water company and said that there was no leak. They gave my an extension on my bill until we could figure things out. But they charged my pother 70 in late charges. I had to pay the bill. The next bill 12/29/15 was a little better I used 87,000. The water company still was staying I had a weak. Still no leak no moving red arrow on the meter when the water was not running. I paid both bills almost 1,500 in water bills. My next bill 2/29/16 I only used 30,000 the average for my family size. I did not have any leaks fixed or changed my water habits in any way. I jokingly told the water company that a Leak Fairy must have fixed it. But leaks do not fix themselves. The water company is refusing to give my any credits because I do not have any documentation that a leak was fixed but I did not fix any leaks. They have refused to help in any way. I have spent over 2,000 for water since Aug. I would appreciate any help you can give me.

Thank you so much.

Erica Jones "

Request No. 1210827W Name JONES ,ERICA MS. Business Name _____

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 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

04/26/2016 - Company response received via Email. DScott.

05/03/2016 - Reviewed Company Response:

The Company provides that it doesn't have a record of this Customer, address, account number or telephone number.

MBermudez

05/03/2016 - Contacted the Customer and went over the Company Response. Asked the Customer if her utility goes by another name. Customer states that her utility is actually Pinellas County Utilities. Advised the Customer that Company is governmentally owned so it's regulated by the FPSC. Advised the Customer she can file her inquiry with her County Commission and provided her with the Pinellas County Commission contact number. MBermudez

05/03/2016 - This case shall be closed as NJ-06. MBermudez

Request No. 1210827W

Name JONES ,ERICA MS.

Business Name