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August 8, 2017

VIA E-FILING

Carlotta S. Stauffer, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

RE: Docket No. 20160065-WU; Application for an increase in water rates in Charlotte
County by Bocilla Utilities, Inc.
Our File No. 47016.04

Dear Ms. Stauffer:

Staff has advised me that some of the Exhibits attached to my August 4, 2017, letter were illegible. Therefor enclosed are legible copies of those Exhibits.

Should you or Staff have any questions regarding this filing, please do not hesitate to give me a call.

Very truly yours,

/s/ Martin S. Friedman

MARTIN S. FRIEDMAN
For the Firm

MSF/

Enclosure

cc: Craig Noden (via email)
Ray Flischel (via email)
Margo DuVal, Esquire (via email)
Adam Hill (via e-mail)
Patty Christensen, Esquire (via email)

CUSTOMER SERVICE POLICY

BUSINESS OFFICE HOURS

OFFICE LOCATION:

7025-A Placida Road, Englewood, FL 34224

Tuesday -- 9:00 am to 5:00 pm

Thursday – 9:00 am to 5:00 pm

Office personnel on site to handle walk-in customers, phone calls, and emails. All inquiries/reports made during office hours are responded to within the same business day, ideally within 2 hours. Account inquiries made during non-business hours are responded to the following office business day.

- Office hours are posted on the front door where customers enter. (Exhibit 1a)
- Office hours are posted online. (Exhibit 1b)
- Office hours are indicated on phone voice mail message. (Exhibit 1c)
- Office hours are indicated on monthly bills. (Exhibit 1d)

WATER EMERGENCY (Service needed outside business hours)

Dedicated EMERGENCY phone number in place. Forwarded, 24 hours a day/7 days a week, to on-call Field Technician. All calls responded to as soon as possible by Technician.

- Phone number posted on front door where customers enter (Exhibit 1a)
- Phone number posted online on company website (Exhibit 1b)
- Phone number indicated on phone voice mail message (Exhibit 1c)

CUSTOMER CONTACT

WALK-IN, PHONE, EMAIL

All customer contact is logged immediately on Master Customer Service Log (Exhibit 2a), with dates, account number, issue and resolution.

- As applicable, a Service Request (Exhibit 2b) is opened and forwarded to Field Technician. Field Technician returns completed Request upon completion/resolution of issue, with description of services rendered.

All customer contact is notated in detail in “ABS” utility software. (Exhibit 2c)

- Pertinent documentation (i.e. test results, photos, signed Transfers, etc.) is filed in customer’s hard service agreement file in business office.

COMPANY WEBSITE

www.bocillautilities.com (Exhibit 3a)

Available 24 hours a day/7 days a week. Accessible by PC and mobile devices. Formatted for current versions of Internet Explorer/Edge, Chrome, Safari and Firefox browsers.

Using the CUSTOMER PORTAL, the customer has the ability to:

- View their account, including balance due, payment history, meter readings and usage history (Exhibit 3b)
- Make a one-time online E-Payment using a checking account
- Send E-Messages to the Business Office (for a response during office business hours)
- Inquire about enrolling in the Automatic Payment Plan
- Receive instructions as to how to transfer existing water service and how to arrange for new service hook-ups.



BUSINESS OFFICE HOURS

TUESDAY

9:00 TO 5:00

&

THURSDAY

9:00 TO 5:00

VIEW YOUR ACCOUNT 24/7 AT:

WWW.BOCILLAUTILITIES.COM

941-769-0561/office@bocillautilities.com

WATER SERVICE EMERGENCY 941-201-1084

Bocilla Utilities Inc 7025 Placida Rd, Unit A Englewood

Secure | https://www.google.com/search?q=Bocilla+Utilities+Inc+7025+Placida+Rd%2C+Unit+A+Englewood&oq=Boci&aqs=chrome

Google Bocilla Utilities Inc 7025 Placida Rd, Unit A Englewood

All Maps News Images Shopping More Settings Tools

About 95 results (0.85 seconds)

Bocilla Utilities Inc (7025 Placida Rd Unit A, Englewood, Charlotte ...
<https://sic49.bizdirlib.com/node/15383>
 This is online map of the address **7025 Placida Rd Unit A, Englewood, Charlotte, Florida, U.S.A.**. You may use button to move and zoom in / out. The map ...

Bocilla Utilities Inc in Englewood, FL 7025 Placida Rd Unit A, 34224 ...
www.finduslocal.com > Water Supply Service > Florida > Englewood
 Get **Bocilla Utilities Inc** phone number in **Englewood, FL 7025 Placida Rd Unit A, 34224**, Water Supply Service, **Bocilla Utilities Inc** Reviews.

Bocilla Utilities Inc Location:Englewood,Florida,USA Tel:9416972267,
www.siclists.com/florida/englewood/Bocilla-Utilities-Inc_jHLt.html
Bocilla Utilities Inc is a company Located at **Englewood,Florida,United States** with a ... Map of **Bocilla Utilities Inc**, address:**7025 Placida Rd Unit A,Englewood ...**

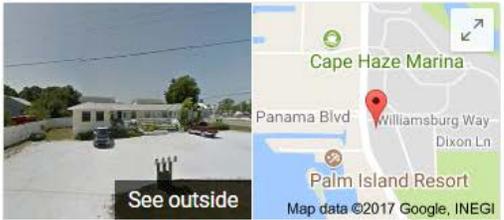
Bocilla Utilities Inc in Englewood, FL 34224-6722 // Business profile
www.whereorgfl.com > Water Supply
 Business profile of **Bocilla Utilities Inc**, located at **7025 Placida Rd Unit A, Englewood, FL 34224-6722**. Browse reviews, directions, phone numbers and more ...

Bocilla Utilities Inc 570 N Gulf Blvd Rotonda West, FL Water & Sewage ...
<https://www.mapquest.com/us/florida/business...west/bocilla-utilities-inc-356349254>
 Get directions, reviews and information for **Bocilla Utilities Inc** in Rotonda West, FL. You visited this page on 6/18/17.

Company Bocilla Utilities Inc registered at the 7025 Placida Rd Unit A ...
<https://us.b2b-starter.com/company/13761882-bocillautilitie>
 Company **Bocilla Utilities Inc** registered at the **7025 Placida Rd Unit A, United States**. You can contact company via 9416972267,, or ... **Englewood ...**

Bocilla Utilities Inc XDate, Carrier History, Mod, Contact Info, and More
<https://test.insurancexdate.com/FL/5pYvN/bocilla-utilities-inc-englewood>
 ... Utilities Inc. **7025 Placida Rd Unit A, Englewood, FL 34224 ... Bocilla Utilities Inc** has been with the same insurance carrier for the last 11 year(s). 8.84% of ...

BOCILLA UTILITIES INC Endlewood FL. 34224 - Cortera Company ...



Bocilla Utilities Inc ★
 Water utility company in Rotonda West, Florida
 Website Directions

Address: 7025 Placida Rd Unit A, Englewood, FL 34224

Hours:

Monday	Closed
Tuesday	9AM–5PM
Wednesday	Closed
Thursday	9AM–5PM
Friday	Closed
Saturday	Closed
Sunday	Closed

Suggest an edit

Phone: (941) 769-0561

Suggest an edit

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Bocilla Utilities Phone: 941-769-0561
Email: office@bocillautilities.com
Committed to Providing Clean, Safe Water for All Our Residents

Home
New Service Request
Rates & Policies
Meter Reading
Bill Payment
My Account
Water Quality Report
News & Notices
Contact Us
About Us

Contact Us

Office Hours
TUESDAY: 9:00 am to 5:00 pm
THURSDAY: 9:00 am to 5:00 pm

As we are a small privately owned, publicly regulated utility, we have limited office hours. It is best to drop us an email at office@bocillautilities.com or give us a call at 941-769-0561, with your customer service needs.

If you are experiencing a WATER EMERGENCY, please call 941-201-1084 for immediate assistance.

Phone Us
Business Phone: 941-769-0561
Emergency Phone: 941-201-1084

Email Us
E-Mail: office@bocillautilities.com

Mail Us
Location: 7025A Placida Road
Englewood, FL 34224

About This Site Terms of Use

2:30 PM 6/19/2017

Voice Mail Message

Thank you for calling Bocilla Utilities on Don Pedro/Palm Island in Charlotte County Florida. Our business office hours are Tuesday, from 9 am to 5 pm, and Thursday, from 9 am to 5 pm. Please visit our Customer Portal, available 24 hours a day, 7 days a week, at bocillautilities.com to view your account balance, payment history, and usage details. You can even make a one-time online payment. You may also email us at office@bocillautilities.com with your billing questions.

If you are calling about a water service problem, or an emergency with water service, please call 941-201-1084. Again that emergency number is 941-201-1084.

If a return call is necessary, please leave your name, account number, reason for the call and our customer service representative will return your call during our business hours.

Thank you and have a great day!

Bocilla Utilities Inc
7025-A Placida Road
Englewood, FL 34224

941-769-0561

Acct: ZZZ1
Dummy Account
AMT DUE: \$0.00

Bocilla Utilities Inc

Date: 7/01/2017
Account No: ZZZ1
Service Dates: 06/01/17-06/30/17
Terms: Due 07/24/17
Received: 0.00 - Date:
Office: Tue&Thu-9 to 5 / www.bocillautilities.com
Service: Dummy Meter

PRESORTED
FIRST CLASS
MAIL US
POSTAGE PAID
PERMIT NO 47
PLACIDA FL
33946

Current	Previous	Usage	Description	Amount
			Water	
			Other	
TOTAL AMOUNT DUE				\$0.00

Please Return This Stub
With Payment (7)

Dummy Account

SAMPLE - MAILED POSTCARD

SAMPLE - EMAIL BILL

Bocilla Utilities Business Office

From: office=bocillautilities.com@mail1.absmailserver.com on behalf of office@bocillautilities.com
Sent: Wednesday, July 26, 2017 12:33 PM
To: Bocilla Utilities Business Office
Subject: Statement PB10

Bocilla Utilities Inc
7025-A Placida Road
Englewood FL, 34224

SAMPLE
7025-A Placida Road
Englewood, FL 34224

Page: 1
Statement Date: 07/26/2017
Account No: PB10
Terms: Due 07/24/17
Previous Balance: 110.22
Last Payment: 188.69

DO NOT PAY-PAID BY ACH

Office: Tue&Thu-9 to 5 / www.bocillautilities.com

Other Charges This Period

Description	Amount
Payment #:10071087	-110.22
Payment #:10071699	-78.47
	<hr/>
	\$0.00

Water Charges This Period

Meter	Current	Previous	Usage	Units	Description	Tier Amount	Amount
PB10	184040.00	179460.00	4580.00		Monthly Residential Service		78.47
Subtotal: Water Charges This Period							<hr/>
							\$78.47

Payment Coupon

Account No: PB10
Name: SAMPLE
Service Address: 10 Pointe Way
Please Return This Stub
With Payment (7)
Write Account Number on Check and Mail to:
Bocilla Utilities Inc
7025-A Placida Road
Englewood, FL 34224

DO NOT PAY-PAID BY ACH:

Bocilla Utilities, Inc.
Master Customer Service Log

Date	Name	Via	Acct #	Issue	Service Request			Resolution			
					Opened Y/N	Assigned to	Date	Remarks	ABS Notes Y/N	Status	Date
6/1/17	Julie Aitken	Ph/Email	3C1	Billing/Payment	N			Set up E-bill - made pymt by phone	Y	Closed	6/1/17
6/1/17	Levant Enterprises	n/a	13A4	Abnormally high usage-May	Y	John/Craig	6/1/17	Meter Replaced - Billing Adjusted	Y	Closed	6/7/17
6/1/17	Alteri	Phone	17B4	Returned Call	N			Informed of high usage in May	Y	Closed	6/1/17
6/1/17	Mrs Cline	Phone	91E4	Shut Off Notice	N			She confirmed w/bank that pymt was sent	Y	Closed	6/1/17
6/5/17	Mrs Jennings	Voice Mail	CDP430	Shut Off Notice	N			Returned Call - went over amounts due	Y	Closed	6/5/17
6/6/17	Bruce Akers	Phone	130E4	Billing/Payment	N			Resent 6/1 E-bill	Y	Closed	6/6/17
6/8/17	Gary Miller	Phone	78B1	Billing/High Bill	N			Use HO shut off - Hire plumber to find leaks	Y	Closed	6/8/17
6/8/17	Judy-Tarpon Coast	Phone	PISP/PIWP	Locked meter	N			Property Mgr-will bring account current	Y	Closed	6/8/17
6/8/17	Heather Stout	Phone	137E4	Locked meter	N			Paid in full online (Sent John to unlock meter)	Y	Closed	6/8/17
6/13/17	Carrie-Pinnacle Blg	Phone	CDP10	Billing/High Bill	Y	John	6/13/17	Meter Read-Equip inspected-Emailed Customer	Y	Closed	6/13/17
6/13/17	Pat Bieneman	Email 6/11	2HCE	Locked meter	N			Paid in full online (John unlocked meter 6/12)	Y	Closed	6/13/17
6/13/17	Jorge Ramos	Phone	4H4	Called Customer-Failed ACH Payment	N			Emailed new ACH Form-process epayment	Y	Closed	6/13/17
6/13/17	Mr Rockoff	Phone	15FFF1-2	Billing	N			Went over usage/amt due for May	Y	Closed	6/13/17



Service Report

Account #

Customer name

Date: [Date]

Location

Reported by

Received by

Via:

[Date]

Nature of Problem

Problem reported

Location

System down? No Yes

Meter Serial #

Assigned to

Current Reading

Date | time [Date | time]

Previous Reading

Equipment

Spinning/Speed

Service Details

Service rendered

Date | Time [Date | time]

Status after service

- Complete Incomplete Pending for parts
 Under observation Working solution provided

Service Remarks

Technician Signature

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https://abs209.abswebserver.com/abs/utilitybilling.main

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 **Bocilla Utilities**

Menu	Notes for Customer ZZZ1			
	Date	Description	Status	Type
Account	6/19/2017	Test note: All customer notations can be made here in detail.	Planned	
Unpaid Charges	6/01/2017	Email Statement to ZZZ1	Completed	
Customer	5/01/2017	Email Statement to ZZZ1	Completed	
Info	3/31/2017	Email Statement to ZZZ1	Completed	
Notes	3/01/2017	Email Statement to ZZZ1	Completed	
Locations	2/01/2017	Email Statement to ZZZ1	Completed	
Meters	1/20/2017	Bocilla Utilities Automatic Payment Plan TEST	Completed	Message
Add Note	1/11/2017	Bocilla Utilities Automatic Payment Plan	Completed	Message
Add Document	1/11/2017	Bocilla Utilities Automatic Payment Plan	Completed	Message
Page Top	1/04/2017	Email Statement to ZZZ1	Completed	
Page Down	12/01/2016	Email Statement to ZZZ1	Completed	
Report	12/01/2016	Email Statement to ZZZ1	Completed	
User Manual	11/02/2016	Email Statement to ZZZ1	Completed	
Close	9/30/2016	Email Statement to ZZZ1	Completed	
Search For	9/01/2016	Email Statement to ZZZ1	Completed	
Form Type:	8/01/2016	Email Statement to ZZZ1	Completed	
LATENOTICE	7/01/2016	Email Statement to ZZZ1	Completed	
Apply	7/01/2016	Email Statement to ZZZ1	Completed	
Descending	7/01/2016	Email Statement to ZZZ1	Completed	
Apply	7/01/2016	Email Statement to ZZZ1	Completed	



Bocilla Utilities

Office Phone: 941-769-0561

Email:

EMERGENCY: 941-201-1084

office@bocillautilities.com

Committed to Providing Clean, Safe Water for All Our Residents

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[Water Quality Report](#)

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Phone: (941) 769-0561

Fax: (800) 436-7113

Email: office@bocillautilities.com

Bocilla Utilities

Our Mission

At Bocilla Utilities, we are committed to providing safe, high quality water services to our community, while maintaining a standard of excellence in customer service and environmental conservation.

Bill Payment Options

Looking for the most convenient way to pay your bill? We offer a wide variety of payment options to our customers. Simply choose the option that best suits your needs...

[Find Out More >>](#)

Conservation Tips

There are a number of easy ways to save water, and they all start with you. When you save water, you save money on your utility bills. Here are just a few ways...

[Find Out More >>](#)

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https://abs209.abswebserver.com/abs/payments.main?id=09 Search

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Bocilla Utilities

Customer Portal User Login

Returning Customer Portal User Login

Please enter your Account Number and Password.

Account No:
(From your bill)

Password:

First Time Customer Portal User

To setup a password and to access the customer portal for the first time, click on the Enable Portal Access button

If you have already accessed the portal and know your account number and password, enter it above and press Continue.

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https://abs209.abswebserver.com/abs/payments.main Search

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Bocilla Utilities

Main Menu	Customer Portal Main Menu
Messages	Account: ZZZ1
Make E-Check Payment	Name: Dummy Account
Unpaid Charges	Service Address: Dummy Meter
Account History	Billing Address:
Auto Bill Pay SignUp	Total Amount Due Now: 0.00
Contact Info Update	
Change Password	
Log Off	