

Brandy Butler

From: Angie Calhoun
Sent: Tuesday, October 31, 2017 8:54 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20170151
Attachments: Fw Complaint re Docket # 20170151-WS; Complaint letter to FPSC re Transfer of Certificates from HHEU to HHU

[Consumer correspondence for docket 2017151.](#)

From: Diane Hood
Sent: Tuesday, October 31, 2017 8:24 AM
To: Angie Calhoun
Subject: To CLK Docket 20170151

The attached has been added to 1259314C. DHood

Brandy Butler

From: Heather Hills <heatherhills353@msn.com>
Sent: Monday, October 30, 2017 7:12 PM
To: Consumer Contact; JR Kelly; Heather Hills
Cc: jvoorheis@ymail.com; melanie.watts@psc.state.fl.us; watts.melanie@psc.state.fl.us
Subject: Fw: Complaint re: Docket # 20170151-WS
Attachments: final ok COMPLAINT TO FPSC.docx

Dear FPSC Staff,

I am curious as to why my Complaint email dated 10/25/17 still does not appear on the DOCKET OF TRANSFER CASE 20170151 WS, according to another Complaint filer living in HHE? Other Complaints filed at a later date are on the Docket. Where is mine?

I emailed a copy to my self as per below and did receive the email. I understand that allegedly the decision is being made tomorrow as to the Certification Transfer so it is most important that my email be reviewed prior to the decision. When the FPSC was advised of some of the exact same details in 2009, of this my recent Complaint it did nothing in response. Surely the same reaction is not going to occur again this time around? Am I not entitled to a response to my email of 10/25 and a response to this one?

Thank you for your considerations.

Kenna Gunn

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

From: [Heather Hills](#)

To: contact@psc.state.fl.us ; heatherhills353@msn.com

Sent: Wednesday, October 25, 2017 9:44 AM

Subject: Complaint re: Docket # 20170151-WS

Brandy Butler

From: Heather Hills <heatherhills353@msn.com>
Sent: Monday, October 30, 2017 10:51 PM
To: mike@fus1llc.com; jvoorheis@ymail.com; fujimocar@msn.com; dennistodd68@yahoo.com; Heather Hills; Consumer Contact; JR Kelly; Melinda Watts
Subject: Complaint letter to FPSC re: Transfer of Certificates from HHEU to HHU

Good morning Mr Smallridge,

My name is Kenna Gunn and I have resided within Heather Hills Estates for over 10 years.

1) I paid the 2nd W & S bill from FUS1, LLC of \$84.49 (**plus "\$1 fee"**) received by an alleged "copy" of the original, via email which I did receive, *eventually*; when I phoned Evelyn on 10-17-17 and we shared an amicable conversation. I gave her my checking account info. to make a deduction; and she responded with a Receipt # of 2366153. I went to the Bank today and the amount of \$85.49 has not yet been removed. I fail to understand why.

I would appreciate an explanation of this situation.

I had never received the original as allegedly mailed via USPO and first phoned your Company on 10-10-17 speaking with a lady who said her name was "Esther". After my request for a copy via email she said "I'll send it right now". 10-12-17 and I still had not received the copy. I emailed a repeat request and still no response. So on 10-13-17, being fully P.O.ed I phoned and emailed the Dept of Agri.; and the Dept of Consumer Affairs who claimed I should contact the FPSC which I did via email on 10/13.

I attempted to start out fresh with your Company by setting up an Automatic Deduction from my checking account thru Erika (and Evelyn) on 7-06-17 to pay you my first bill; but alas that went awry!! It was for \$67.10, (evidently the Sewer Usage had not been included which was subsequently added to bill # 2, no problem with that). But, neither one had mentioned a second entity would be involved, for a \$1.00 fee. (And FYI and a sincere suggestion: on your first and only Letter to the Lot Owners dated 5-15-17 and titled as "CUSTOMER NOTICE", (which attempted to classify as our proper NOTIFICATION of the Transfer), it included information that we may pay our bill "over the phone with a debit or credit card". Period. I have since been advised by Evelyn that such a transaction will incur a \$3.00 fee. Fair enough. Whereby had you Letter contained just a few strokes more of the keyboard such fee could have been 'in writing' and clearly we would have been informed of said fee).

Not knowing of the initial \$1 fee for that other entity when I discovered that \$67.10 *plus \$1.00* had been deducted, again, I was annoyed. Was only a dollar but it was my dollar. I phoned Erika to explain I had only authorized a deduction of \$67.10 and that the second deduction of a \$1.00 was fraudulent. That's when she transferred my call to Evelyn to learn of the \$1.00 fee. I was not afforded a civil courtesy of a discussion to continue the Auto Deduction; I was promptly told (by Erika, back to her again) "we will credit you a \$1 and remove you from Paychecks (it sounded like) so send your payment by mail". No such credit appeared on bill # 2.

2) Re: your attachment of a 2 Page copy of the Heather Hills **Rules and Regulations** filed within the requested Transfer Docket as Exhibit 9, Pages 42 & 43. Such R & R's are not a copy of the originally filed 3 Page **Restrictions** for HHE Subdivision. Your submitted 2 pages have never been recorded in the O.R. records and appear therefore as moot.

Kindly read my Complaint Letter especially Page 3 of 6. The Stephens have publically acknowledged that the legally filed Restrictions are expired so how may such Easements as # 2 of 17 Restrictions be assigned to FUS1, LLC; and how may FUS1 be a legal recipient of the Easements you hi-lited in Exh. 9.

Perhaps these issues do not concern you. Perhaps you are confident and intend to continue to do business (same as Stephens) touting the unrecorded set of the Restrictions as your mainstay to qualify as an interest in the # 2 EASEMENTS AND SETBACKS which you hi-lited in your Attachment. I know not.

My major concern is the un-rescinded NOTICE filed by the Stephens against 559 Lot Owners; which includes those pesky expired EASEMENTS

I sincerely hope that this shared problem as presumably *yours and the Lot Owners*, can culminate in a legal solution well prior to any more law suits in the Subdivision. We are floundering in enough such suits already.

Regards, and most respectfully submitted for your attention,

Kenna Gunn