

State of Florida



Public Service Commission

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

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

DATE: October 14, 2019

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Malissa Bennett, Public Utility Analyst I, Division of Accounting & Finance *MB*

RE: Docket No. 20190113-WS: Application for staff-assisted rate case in Manatee County by Heather Hills Utilities, LLC.

Please place the attached documents into the docket file.

Diane Hood

From: K ENNA <kennahh353@yahoo.com>
Sent: Thursday, October 10, 2019 3:45 PM
To: mike@fus1llc.com; K ENNA; Consumer Contact
Subject: Attachment as my W & S Bill & ck for \$100.00
Attachments: W & S Bill 6-24-19 thru 9-24-19 and ck 156 for \$ 100.00.pdf

Heather Hills Utilities, LLC

5911 Trouble Creek Road
New Port Richey, FL 34652
727-937-6275

9-41^m

Utility Bill

10/1/2019

Amount Due
\$65.53

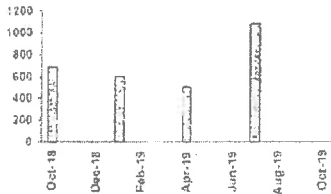
Kenna Gunn
116 50th Ave. W.
Bradenton, FL 34207

Amount Paid

Account Number: E25 Service Address: 116 50th Ave. W. Payment Due Date: 10/21/2019

Detach Top and Return With Payment

Service From	To	Description	Meter Readings		Consumption	Multiplier	Rate
			Previous	Current			
6/24/2019	9/24/2019	RESIDENTIAL Use	55080	55080	0	X 1	\$0.00
		RESIDENTIAL Base					\$28.36
		Sewer Base Rate					\$37.17



Current Period Total: \$65.53
Prior Account Balance: \$77.60
7/17/2019 (\$77.60)

Amount Due: \$65.53

// Payment is made after

Please
9am
To
Please
This
Key
11
Br

KENNA GUNN
Acc. # E25

10/10/19

Heather Hills Utilities, LLC \$100.00
One hundred dollars

PAID IN PROTEST

[Signature]



Diane Hood

From: K ENNA <kennahh353@yahoo.com>
Sent: Thursday, October 10, 2019 3:20 PM
To: mike@fus1llc.com; K ENNA; Consumer Contact
Subject: W & S Bill due 10-21-19

Good afternoon Mike,

My name is Kenna Gunn, service address is 116 50th Ave. West, Bradenton FL 34207, customer of Heather Hills Utilities, Account # E 25.

The reason I am writing this email is several fold.

Firstly, I advise you that I will snail mail **today** my check # 156 in the amount of \$100.00 which is scribed as "Paid under Protest", to cover my Bill showing Service from 6/24/19 to 9-24-19 reading as amount due being \$65.53.

Evidently your meter reader erred during the reading by virtue of the Bill reflecting a Start Meter Reading date as: 55080 and the Current Meter Reading as 55080, hence I was billed at \$0.00. Therefore the overpayment will cover the estimated cost of my usage over the past 3 months.

Secondly the Paid under Protest (again) corresponds to the Complaint I filed with the FPSC whereby you mailed a NOTICE which I received on 5-28-19 reading as:
... "These rates should be reflected for service rendered ON OR AFTER JUNE 25TH, 2019 (Emphases added) yet my previous Bill from 3-26-19 thru 6-24-19 clearly indicated that such rate raises had indeed been incorporated into the Billing ENDING ON 6-24-19!! According to your very NOTICE this action was inaccurate, hence my Complaint to FPSC.

Evidently according to the Commission response via mail you were supposed to have responded to my Complaint within three weeks of their receipt of such.
I have not heard from you nor your staff.

Thirdly, I failed to grasp why you had raised the W & S Rates within the HHE Subdivision from March of 2019 yet boldly filed for a Staff Assisted Rate Increase with the FPSC a 2nd time on 5-9-19.

I had phoned your office twice and left messages requesting you phone me. You did not.

So, these issues continue. Which affect not only my Parcel but ALL 353 Parcels within the HHE Subdivision.

On 10-3-19 I received in my Bill a notice advising of your "New Auto Dialer System". Congratulations in this labor saving device. In answer to your invitation to be included my response is: Yes please, and my preferred contact information is via email to:

kennahh353@yahoo.com

Thank you.

Continuing with, I feel we are entitled to more professional service.

Id est, in the future when your office mails out the Annual Drinking Water Quality Report that it reflects the actual correct name of the Utility which does business in HHE Sub. and also reflects a correct phone number for said Company.

Further, it would be most appreciated if any future NOTICE TO CUSTOMERS is mailed out may it please be on Company letterhead; with a date; and a signature?

Thank you for your attention to these matters.

Kenna Gunn, et al.

4-3-19

Heather Hills Utilities, LLC

5911 Trouble Creek Road
New Port Richey, FL 34652
727-937-6275

Utility Bill

4/1/2019

Amount Due

\$50.23

Amount Paid

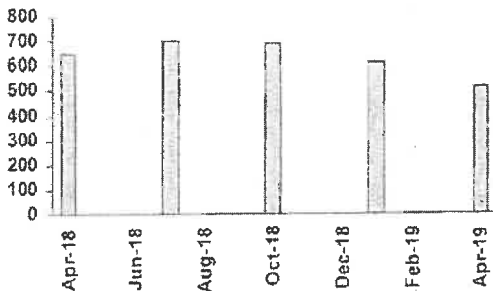
pd 4-13-19
CR # 151
F 60.23

Kenna Gunn
116 50th Ave. W.
Bradenton, FL 34207

Account Number	Service Address	Payment Due Date
E25	116 50th Ave W	4/21/2019

Detach Top and Return With Payment

Service From	To	Description	Meter Readings Previous	Current	Net Consumption	Meter Multiplier	
12/26/2018	3/26/2019	RESIDENTIAL Use	53490	54000	510	X 1	\$1.73
		RESIDENTIAL Base					\$28.03
		Sewer Base Rate					\$36.93
		SEWER USAGE					\$3.92



Usage = Graph X 1

Prior Account Balance: (\$10.38)

Current Period Total: \$70.61

Amount Due: \$60.23

If Payment is made after due date, Amount Due: \$65.23

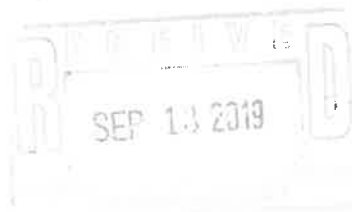
If you have any questions concerning your bills, please give us a call between 9:00 AM and 4:00 PM Monday-Friday 727-937-6275 or email at UTILITYBILL@FUS1LLC.COM

Please Keep Your Meter Clear of Brush And Debris

This bill has been sent to:

Kenna Gunn
Final Bill
116 50th Ave. W
Bradenton, FL 34207-2666

Payment Due Date
4/21/2019
Account Number
E25



Heather Hills Utilities, LLC

5911 Trouble Creek Road
 New Port Richey, FL 34652
 727-937-6275

Utility Bill

7/1/2019

New, please

Amount Due
 \$77.60

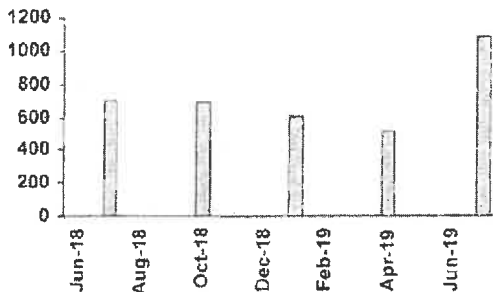
Kenna Gunn
 116 50th Ave. W.
 Bradenton, FL 34207

Amount Paid

Account Number E25 **Service Address** 116 50th Ave. W. **Payment Due Date** 7/21/2019

Detach Top and Return With Payment

Service From	To	Description	Meter Readings		Consumption	Meter Multiplier	
			Previous	Current			
3/26/2019	6/24/2019	RESIDENTIAL Use	54000	55080	1080	X	\$3.72
		RESIDENTIAL Base					\$28.36
		Sewer Base Rate					\$37.17
		SFWER USAGE					\$8.35



Usage = Graph X 1

Prior Account Balance: \$50.23
 4/18/2019 (\$60.23)
 Current Period Total: \$77.60

Amount Due: \$77.60

Payments made after due date Amount Due \$82.60

If you have any questions concerning your bills, please give us a call between 9:00 AM and 4:00 PM Monday-Friday 727-937-6275 or email at UTILITYBILL@FUS1LLC.COM

Please Keep Your Meter Clear of Brush And Debris

This bill has been sent to:

Kenna Gunn
 116 50TH Ave. W
 Bradenton, FL 34207-2666

Payment Due Date 7/21/2019
Account Number E25

7-2-19

5-28-19 Received

NOTICE TO CUSTOMERS

Pursuant to Section 367.081(4)(a), Florida Statutes, water and wastewater utilities are permitted to adjust the rates and charges to its customers without those customers bearing the additional expense of a public hearing. These adjustments in rates would depend on increases or decreases in noncontrollable expenses subject to inflationary pressures such as chemicals, and other general operation and maintenance costs.

On April 26, 2019, Heather Hills Utilities, LLC, filed its notice of intention with the Florida Public Service Commission to increase water and wastewater rates in Manatee County pursuant to this Statute. The filing is subject to review by the Commission Staff for accuracy and completeness. Water rates will increase by approximately 1.17% and wastewater rates by 0.64%. These rates should be reflected for service rendered on or after June 25, 2019.

check the new rates, filed 5-9-19



NO SIG.
NO RATE
NO LETTERHEAD

7-3-19

Annual Drinking Water Quality Report for 2018
Heather Hills Estates Utility (Page 2 of 2)
Florida Department of Environmental Protection Public Water System ID # 6412533

What does this mean?

As you can see our system had no violations of water quality. We're very proud that your drinking water meets all Federal and State requirements.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. We are responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals, and in some cases radioactive material, and can pick up substances resulting from the presence of animals or human activity.

Contaminants that may be present in source water include:

- a. Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- b. Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming
- c. Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- d. Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- e. Radioactive contaminants, which may be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. The FDA (Food & Drug Administration) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice from their health care providers about their drinking water. EPA/CDC (Center for Disease Control) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are also available from the Safe Drinking Water Hotline (800-426-4791).

We are committed to ensuring the quality of your water. If you have any questions or concerns about the information provided please feel free to call Heather Hills Estates Utility at (863) 904-5574.

INCORRECT UTILTY NAME
INFORMATION PLEASE

Diane Hood

From: Diane Hood
Sent: Friday, September 13, 2019 1:59 PM
To: Heather Hills Estates Utilities, LLC (HH4925@verizon.net)
Subject: 1321239W Kenna Gunn
Attachments: 2019_09_13_13_56_58.pdf

Attention Heather Hills Utilities, LLC:

Please see attached Florida Public Service Commission Complaint. Please provide a response as outlined in the complaint.

Angela Calhoun
Regulatory Consultant
Office of Consumer Assistance & Outreach
Florida Public Service Commission

Diane Hood

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, September 12, 2019 2:27 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 139815

CUSTOMER INFORMATION

Name: Kenna Gunn
Telephone:
Email: kennahh353@yahoo.com
Address: 116 50th avenue west Bradenton FL 34207

BUSINESS INFORMATION

Business Account Name: heather hills utilities llc Account Number: unknown
Address: same same FL 34207

Water County Selected: Manatee

COMPLAINT INFORMATION

Complaint: Improper Billing against Heather Hills Utilities, LLC

Details:

7-5-19 I spoke to Daniel at FPSC re open case 20190113 and he confirmed case for "rate assisted rate rise" was still OPEN on the docket.

I phoned HHU, LLC on 7-8-19 & 7-9-19 requesting and leaving word for Mike Smallridge to telephone me. He did not. Heather Hills Estates Subdivision H2O Customers had received a NOTICE TO CUSTOMERS (5-28-19) advising a rate raise claiming "These rates should reflect for services rendered ON OR AFTER (EMPHASES ADDED) June 25, 2019".

I received my quarterly bill on 7-3-19 already reflecting rate raises for service 3-26-19 thru 6-24-19. Which IS NOT ON OR AFTER "June 25, 2019". Jackie in the HHU, LLC office would not mail me a copy of the FPSC confirmed rate raise. I paid the bill with the premature raises, on 7-15-19, "UNDER PROTEST".

Hence I called Daniel. He requested copies of my last 2 bills to compare base rates and my alleged raises; plus a copy of the NOTICE. I have scanned into my comp but fail to know how to FWD copies to you. Please advise how; and reactions to my issues.

Thank you, Kenna Gunn

PSC was contacted previously

Diane Hood

From: K ENNA <kennahh353@yahoo.com>
Sent: Friday, September 13, 2019 11:39 AM
To: Consumer Contact; K ENNA
Subject: Heather Hills Util Complaint
Attachments: H2O RATE HIKE LETTER MAY 2019.pdf

Good morning Angela,

Thanks for your response. I do not know how to create a PDF hence I have to file you 3 separate e/m's containing my last 2 Bills and the HHU, LLC NOTICE. Regards, Kenna Gunn

Diane Hood

From: K ENNA <kennahh353@yahoo.com>
Sent: Friday, September 13, 2019 12:06 PM
To: Consumer Contact; K ENNA
Subject: Heather hills Utilities Complaint recent H2O Bill
Attachments: W & S HHU, LLC Sept 2019 annual H2O quality report.pdf

Ms. Angela Calhoun, Thank you for your help, it is much appreciated.

Another issue I had forgotten to mention is: When we W & S Customers receive from Heather Hills Utilities, LLC, the ANNUAL DRINKING WATER QUALITY REPORT the last being for 2018, the report identifies another Utility Company separate and apart from the actual W & S Company in question, and showing an inaccurate phone #.

Seeing as Mike Smallridge has owned HHU, LLC for several years now it would be appreciated if the correct name of the actual Utility would be used in the future on the Annual Report. After all, this may cause much confusion in the future.

Thanks again, Kenna Gunn