

HC WATERWORKS, INC.

June 18, 2020

CORRESPONDENCE
6/18/2020
DOCUMENT NO. 03172-2020

Office of Commission Clerk
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Re: Docket No. 20190166-WU Application for increase in water rates in Highlands County by HC Waterworks, Inc. – *Customer Communication Documentation*

Dear Commission Clerk,

Please include the attached customer communication documentation in the above referenced docket. This relates to a customer complaint concerning the water main break and high consumption due to a leak at the customer's house.

This customer has filed numerous complaints on the same subject matter to both the FPSC and the County Commissioner.

HC Waterworks, Inc. (HCWW) is providing this documentation of its continued communication with customers pursuant to Order No. PSC-2020-0168-PAA-WS, issued May 22, 2020. This includes texts to/from the customer which HCWW has blacked out phone numbers for privacy reasons. This also includes e-mails to/from Commissioner Harris.

HCWW requests this information be included in the above referenced docket.

Respectfully Submitted,



Troy Rendell
Vice President
Investor Owned Utilities
// for HC Waterworks, Inc.

Account 1189869

Donald & Marie Keaney

11-12-2019 – Monthly water bill sent to customer showing 8,000 gallons usage for the period 9/27/19 – 10/29/2019,

11-18-2019 – Marie called CSR concerning high usage on the water bill. A service order was issued to conduct an on-site meter inspection. She was told that she'd be called back if the reading/usage changed due to the inspection.

11-20-2019 – Service order was issued to conduct a meter inspection.

11-21-2019 – Marie called to obtain the result of the meter inspection. She was told that the technician (Chris) would arrive today. Marie wanted to obtain information directly from Chris. CSR called Chris and was informed he'd arrive within 5 – 10 min. CSR called Marie back and informed her that Chris would arrive shortly

Service technician conducted the on-site inspection and spoke with Marie. Technician informed Ms. Kearney there was a leak detected by the meter. She informed the technician that her husband would look for the repair and if not she'd call a plumber.

12-09-2019 – Customer wrote note on her payment advising there was a leak at the property and the water was off. Customer advised that she'd call the office after the holidays to discuss leak.

01-21-2020 – Marie called CSR informed them they had a leak in October and was billed for 8T gallons. Stated the plumber couldn't find the leak and didn't bill them. Then stated a "leak detection" company came out and advised the customer of the problem. Marie stated that Donald (her husband) fixed the leak and she was looking for the receipts for a leak adjustment request. States the meter readings have gone back to normal and she is requesting the company to review her account for a leak adjustment.

01-23-2020 – CSR contacted Marie to inform her that the receipts would need to be sent in for an adjustment consideration. Marie stated that she would mail them in.

03-02-2020 – Marie called in to pay her bill. She was advised of the 800# and the website. She stated she'd call the 800#. She asked about her leak adjustment and stated that she was away because her brother passed away. She stated that when she returned, she would fax the invoices pertaining to the leak repair.

05-20-2020 – Marie called and stated that she has been having issues finding the receipts from the repairs made in November 2019. She has been informed numerous times about providing the receipts. Customer has since switched to auto payments and her usage has returned to normal. She asked if her account could be reviewed for a leak adjustment.

05-20-2020 – Billing Analyst Coordinator discussed the account with Troy Rendell, V.P. of IOUs to consider a courtesy leak adjustment. Mr. Rendell approved the leak adjustment consistent with utility's practice. Courtesy leak adjustment are not required of utilities pursuant to FPSC rule. Leak adjustments are for ½ of the difference between the leak gallons and the average gallons.

Customers average usages is 2,000 gallons. Leak adjustment issued for 3,000 gallons. $6 \text{ TGAL} / 2 = 3 \text{ TGALS} \times 10.10 \text{ (RATE)} = \30.30

Again, these are one-time courtesy credits not required by rule.

05-20-2020 – Billing Coordinator attempted to contact Marie to inform her of the adjustment. She left a message and advised customer that a credit of \$30.30 was applied to her account.

05-22-2020 – Marie contacted the Utility Manager (Sharon Purviance) concerning the water outage that occurred on the evening of 05-19-20. Ms. Purviance discussed the main break and subsequent repairs with Marie for approximately 1 ½ hour or so. It was explained that the precautionary boil water notice was issued to the local media including all of the television affiliates and several local radio stations prior to the repair on 05-20-2020. During the conversation and in subsequent text messages, Marie expressed her dissatisfaction with the leak adjustment. Marie appeared to be satisfied with the explanation on the water main break and outage.

05-22-2020 – Marie filed a customer complaint with the FPSC Division of Consumer Affairs – PSC Case#: 1337773W. HC Waterworks responded to the FPSC on 05-26-2020. (attached)

05-26-2020 – Mr. Rendell approved an additional adjustment for the other one-half of the difference in usage due to the leak. The adjustment was in the amount of \$28.27. (CUST. BILLED 8 TGAL - AVERAGE = 6K / BY 2 = 3 (2 X 10.10 = 20.20 & 1 X 8.07 = 8.07 FOR TOTAL \$28.27) Total adjustments were \$58.57 for 6,000 gallons.

05-29-2020 – Marie contacted Commissioner Greg Harris concerning the past water outage caused by the main break.

05-29-2020 – Commissioner Harris contacted Mr. Rendell concerning the customer's complaint. Mr. Rendell informed the Commissioner that the customer was contacted twice the previous week. (See attached)

06-10-2020 – Marie filed a Customer Comment in Docket No. 20200166-WU – (Document **03023-2020**)

06-17-2020 – Marie contacted Ms. Purviance concerning her current bill stating that she did not understand her bill for \$4.24. The bill was calculated as follows:

Previous balance	\$	32.51
Payment received	\$	(2.21)

Net	<u>\$ 30.30</u>
Add'l Adjustments	\$ (28.27)
	<u>\$ (30.30)</u>
Net	<u>\$ (28.27)</u>
Current Bill:	
Base Facility Chrg	\$ 23.48
Gallonage (1k gal)	\$ 9.03
Total Due	<u>\$ 4.24</u>

06-18-2020 – Ms. Purviance texted Maria and let explained here current bill as above. It bill is correct.



Activity Log Select
1189869, DONALD & MARIE KEANEY - US Water Services Corporation

Jump To...

System Functions



Starts With Filter Clear

showing 1 - 16 of 42 | Next

showing 1 - 16 of 42 |

Return Add Refresh

Report (html)

Account	Service	Credit Rating	Locations	Landlord Services	Service Orders	Meters	Transactions	Fixed Charge	Adjustments	Fees	Payment Arrangement	Activity Log	Add. Delivery Method	Collections	Bill Message	Attribute	Attachment	Cat
Category	Label	Comments												Type	Pop-Up	Pop-Up Thru Date	User	Date
Account	I 8.1 Leak Adjustment	USWealcea 05/26/2020: PER T.R. ADDITIONAL LEAK ADJUSTMENT FOR THE 11/12/2019 WATER BILL- CUST. BILLED 8 TGAL - AVERAGE = 6K / BY 2 = 3 (2 X 10.10 = 20.20 & 1 X 8.07 = 8.07 FOR TOTAL \$28.27)												USER-DEFINED	No		USWealcea	05/20:11
Account	I 8.1 Leak Adjustment	OPdjohnson 05/20/2020: CALLED MARIE. NO ANSWER. LMOM. I ADV THE ACCT HAS BEEN CREDITED 30.30 FOR THE LEAK FROM BILL NOV 2019. I PROVIDED CURRENT BAL. NFAN												USER-DEFINED	No		OPdjohnson	05/20:11
Account	I 8.1 Leak Adjustment	USWealcea 05/20/2020: COURTESY LEAK ADJUSTMENT - CUSTOMER BILLED FOR 8 TGAL - AVERAGE PER MONTH = 6 TGAL / 2 = 3 TGALS X 10.10 (RATE) = \$30.30												USER-DEFINED	No		USWealcea	05/20:12
Account	I 8.05 Leak - Customer Side	USWealcea 05/20/2020: MARIE CI AND HAS BEEN HAVING ISSUES FINDING THE RECEIPTS FROM REPAIRS MADE IN NOVEMBER 2019. HE USAGE LUPED TO 8TAL. WE HAVE ADV HER MULTIPLE TIME ABOUT PROVIDING RECEIPTS. SHE												USER-DEFINED	No		USWealcea	05/20:12
Account		Removed from monthly payment extract on 05/01/2020												PAYMENT12738760	No		OPmhmom	05/01:10
Account		Added Recurring payment type [EFT] Cleared Pending Budget Balance. Previously [0.00] Added Bank Account number #####2104 Added Bank Account Type [CHECK] Added EFT Bank HARBOR COMMUNITY BANK 362 Account												UPDATE	No		OPlthompson	04/20:11
Account	D 3.0 Bill Inquiry	OPJaczarnik 03/20/2020: MARIE CALLED TO VERIFY EXTRA CHARGE ON CC; ADV A 2.60 PROCESSING FEE IS ADDED TO CC PYMTS; NFAN												USER-DEFINED	No		OPJaczarnik	03/20:11
Account	D 3.0 Bill Inquiry	OPldrost 03/02/2020: MARIE CALLED IN TO PAY BILL. ADV OF 800# AND WEBSITE. WILL CALL 800# TO PAY. ALSO DISCUSSED LEAK ADJ. ARE AWAY B/C BROTHER PASSED. WHEN THEY RETURN, THEY WILL FAX IN INVOICES PERT												USER-DEFINED	No		OPldrost	03/02:11
Account	I 8.1 Leak Adjustment	OPdjohnson 01/23/2020: I CALLED MARIE I ADV SHE WOULD HAVE TO PRODUCE RECEIPTS FOR THE LEAK REPAIRS. SHE WILL MAIL THEM IN. NFAN												USER-DEFINED	No		OPdjohnson	01/23:11
Account	A 0.1 Supervisor Review	OPdjohnson 01/21/2020: HCWW - MARIE CI HAD LEAK IN OCTOBER BILLED FOR 8TGAL. PLUMBERS COULDN'T FIND LEAK AND DIDN'T BILL THEM. LEAK DETECTION COMPANY CAME OUT AND ADV CUST OF THE PROBLEM. DONALD FIXED												USER-DEFINED	No		OPdjohnson	01/21:11
Account	M 12.1 Note on Stub	OPrstanton 12/09/2019: PER NOTE ON STUB; CUSTOMER ADVISES THEIR IS A LEAK AT PROPERTY & WATER IS OFF; CUSTOMER ADVISES WILL CALL OFFICE AFTER HOLIDAY TO DISCUSS LEAK												USER-DEFINED	No		OPrstanton	12/09:11
Account	I 8.0 Leak at Meter	OPldrost 11/21/2019: MARIE CALLED IN TO GET RESULTS OF S/O. ADV THEY ARE GOING TO ARRIVE TODAY. SHE WANTS TO GET INFO FROM TECH DIRECTLY. CALLED CHRIS B TO SEE WHEN TECH WOULD ARRIVE. INFORMS HE WILL												USER-DEFINED	No		OPldrost	11/21:10
Account	I 8.0 Leak at Meter	OPJaczarnik 11/20/2019: MARIE CI; LEAK TEST DETERMINED LEAK AT PROPERTY; S/O FOR METER INSPECTION;												USER-DEFINED	No		OPJaczarnik	11/20:11
Account	D 3.2 Bill Dispute	OPmrodgers 11/18/2019: MARIE CALLED HIGH USAGE ADV LEAK TEST/CALL BACK OF #S CHANGED FOR S/O METER INSPECTION/REREAD												USER-DEFINED	No		OPmrodgers	11/18:11
Account	D 3.0 Bill Inquiry	OPldrost 10/17/2019: MARIE CALLED IN WANTING TO KNOW WHAT HER BALANCE WAS AND THE DUE DATE. MISPLACED HER BILL. PROVIDED INFO AND SHE WILL SEND IN PMT W/ ACCT # ON CHECK. NFAN												USER-DEFINED	No		OPldrost	10/17:11
Account	J 9.0 Water Quality	OPldrost 08/01/2019: MARIE CALLED IN TO REPORT SHE NEVER GOT THE NOTICE TO BOIL WATER. ON DAY OF MAIN BREAK SHE WAS TOLD TO BOIL WATER. SHE WANTS IT REPORTED. SHE ALSO IS UNHAPPY W/ WATER QUALITY, DIL												USER-DEFINED	No		OPldrost	08/01:09

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showing 1 - 16 of 42 |

Move To Top Of The Page |

Go To eSupport

User: Troy Rendell

Last Login: 06/17/2020 03:07 PM

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HC Waterworks Inc

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number 1189869
Bill Date 06/12/2020
Due Date 07/02/2020
Total Amount Due \$4.24

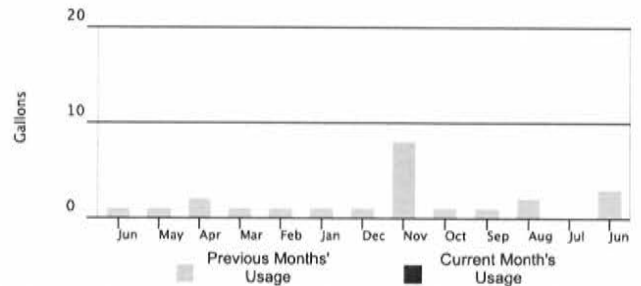
For Service To:
1118 JOSEPHINE CT

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	04/28/2020	30	400 Actual	400	TGAL
	05/28/2020		401 Actual	401	
	Total Days: 30		Total Usage: 1		TGAL

\$ Billing Detail

Amount Owed From Last Bill	\$32.51
Adjustments	\$0.00
Total Payments Received	\$2.21
Prior Balance	\$0.00
New Charges	
Base Charge.....	\$23.48
Water 1 @ 9.030000.....	\$9.03
Total Water 1 TGAL Charges	\$32.51
HCWW - Water Res 58 Usage Adj.....	- \$28.27
HCWW - Water Res Adj.....	- \$30.30
Total Other Charges and Services	-\$58.57
Total Current Charges	\$4.24
Total Amount Due 07/02/2020.....	\$4.24

Water Use History



Message Center

- View the Lake Josephine/Sebring 2019 Water Quality Report at: mywaterservice.com/lakejosephine2019 The report contains important information about the source and quality of your drinking water. We detected 10 contaminants, none above EPA acceptable level for drinking water. If you prefer a copy mailed to you please call 866 753 8292 or check the box on the back of your payment stub.
- Your statement reflects all payments received and posted through June 7, 2020. Any payments posted after that date will be reflected on your next statement.
- Pay by phone, call 1-844-500-7358.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will apply.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

Make Checks Payable To:

HC Waterworks Inc
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 1189869 1118 JOSEPHINE CT

DONALD & MARIE KEANEY
1118 JOSEPHINE CT
SEBRING FL 33875-9771

EFT - No Envelope



DO NOT PAY

DO NOT PAY - account is being drafted for the amount owed.

HC Waterworks Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

HC WATERWORKS, INC.

May 26, 2020

Ellen Plendl
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Case #: 1337773W – Marie Keaney

Dear Ms. Plendl,

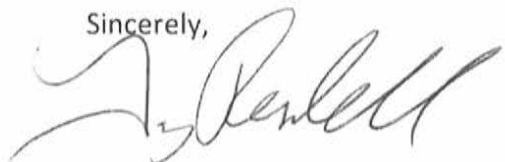
Request: Ms. Keaney was concerned with the water outage which occurred on May 18, 2020.

Response: Ms. Sharon Purviance contacted Ms. Keany on May 22, 2020 to discuss her concerns. It was explained that the outage was caused by an emergency repair on an 8" water main leaving the water treatment plant. It was also explained that due to the extent and location of the emergency repair that the precautionary boil water notices were issued via the local television and radio media. (See attached letter filed in Docket No. 20190166-WS).

Ms. Keaney then stated that she wasn't satisfied with the leak adjustment she recently received. In October, she experienced a leak and was charged for 8,000 gallons. She did receive a leak adjustment, but was not satisfied with the amount. I approved an additional leak adjustment today to bring her billed consumption back to her normal usage of 2,000 gallons.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



Troy Rendell
Vice President
Investor Owned Utilities
/// For HC Waterworks, Inc.

Troy Rendell

From: Harris, R. Gregory [rharris@highlandsfl.gov] on behalf of Harris, R. Gregory
Sent: Friday, May 29, 2020 12:50 PM
To: Troy Rendell
Subject: Re: Another complaint

Thank you for the fast action and quick update.

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From: Troy Rendell <trendell@uswatercorp.net>
Sent: Friday, May 29, 2020 11:29:26 AM
To: Harris, R. Gregory <rharris@highlandsfl.gov>
Subject: RE: Another complaint

[CAUTION: External Message*]

Commissioner Harris,

My utility manager talked to Ms. Keaney last week. She filed a complaint with the Florida Public Service Commission. I've attached my response to this e-mail. My manager had an extensive discussion with the customer on Friday afternoon (a week ago).

We also had further communication with her on Tuesday and I authorized a further credit to her account due to a leak which occurred back in October, 2019.

This has been taken care of.

Thanks.

Troy Rendell
Vice President - Investor Owned Utilities

U.S. Water
Services Corporation

4939 Cross Bayou Boulevard
New Port Richey, FL 34652
(Office) 727-848-8292 x245
(Fax) 727-848-7701
(E-Mail) trendell@uswatercorp.net

From: Harris, R. Gregory [mailto:rharris@highlandsfl.gov]
Sent: Friday, May 29, 2020 10:03 AM
To: trendell@uswatercorp.net
Subject: Another complaint

Since you think I'm part of the problem, I'll give you an opportunity to do what's right with these folks before I forward it on. Keep me informed of your success.

Greg Harris

(1/3) SIR..LAST WEDNESDAY OUR WATER CO. SHUT DOWN OUR WATER SUPPLY.....LK
JOSEPHINE AREA...NOT THE FIRST TIME.....
THEY....

WILL HANG UP A NOTICE ON OUR

(2/3) CLOSED GATE... WHICH A DAY LATER I WILL SEE BLOWN ONTO OUR ACRE OF LAND!!!!
HOW DID THAT HELP ME AT 81 ...HUSBAND 90....

I HAVE CALLED IN THE PAST OUR

(3/3) COUNTY HEALTH DEPARTMENT WT OUR COMPLAINTS ABOUT BEING CONTAMINATED
BY OUR DRINKING WATER AT OUR AGES.!

THIS PAST WEDNESDAY UNTIL THIS PAST FRIDAY.NO NOTICE ON ANY GATES. ...DUE
TO THE VERY LARGE WATER BREAK THEY HAD. ...

I CALLED THEIR OFFICE...TOLD TO BOIL.

BIG DEAL. ..IN THEIR PAST PAPER NOTICES. ..THEY SAY BOIL FOR SO LONG...NO SHOWERS..
BATHS... WASHING DISHES WT THEIR WATER UNTIL FURTHER NOTICE.....WEDNESDAY TO
LATE FRIDAY.....NO WRITTEN NOTICE EVER CAME.

I GOT A CALL LATE FRIDAY FROM COMPANY.

ONLY BECAUSE I PUT IN MY COMPLAINT WT THE STATES..DEP!!!!!!!!!!!!!!!!!!!!

THIS COMPANY.

HC WATERWORKS... (USW UTILITY BILLING CENTER. ..1888.228..2134

OUR ACCOUNT.....# 118 98 69

UNDER DONALD AND MARIE KEANEY

1118 JOSEPHINE CT

SEBRING.FL33875!!!!!!!!

SERVES US HARD WATER..SOMETIMES POOR TASTE. WHEN THEY HAVE THEIR PROBLEMS.....

OUR HEALTH IS IN DANGER. ...

DUE TO THEIR POOR ALERT SYSTEM!!!!

THEY POST ON RADIO AND TV

AND COMPUTER.

NONE OF THAT HELPS US AND KEEPING OUR IMMUNITY STRONG DURING THIS CURRENT
VIRUS AT 82 AND 90.....!!!!

REASON NOW MY COMPLAINT. ...ABOUT OUR OWN...COUNTY!!!

(2/6) !!!!

WHEN THIS COMPANY HAS LET US DOWN IN THE PAST. ...

I WILL CALL OUR OWN... DEPT OF HEALTH DEPT...

EXPLAINING MY FEARS...PAST ON TO ANOTHER NUMBER.

(3/6) ..SPOKE TO THEM....OH WE DON.T HANDLE THAT. .ONLY WELL.WATER..NEXT
NUMBER..OH WE ONLY HANDLE CITY WATER... ETC..ETC..ETC.....

THIS PAST WEEK.. REFERRED

(4/6) BACK TO THE SAME NUMBER A SECOND TIME. !!!!!!!

THAT.S THE REASON FOR MY TEXT....SICK OF OUR COUNTY...AFTER PAYING TAXES FOR OVER. . 22 YEARS...OF. .NOT C

(5/6) ARING FOR OUR HEALTH. ..AND DOING THEIR JOB. !!!!

OVER 12 PHONE CALLS PERTAINING TO THIS COMPANY
COMPROMISING OUR HEALTH.....AND...OUR OWN COUNTY.....

(6/6) NO HELP AT ALL!!!!!!!!!!

(1/4) SIR.....I KNOW THAT YOU ARE BUSY. ...I RESPECT THAT. ..BUT.... AFTER LAST WEEK S RUN
AROUND BY PHONE BY MY OWN COUNTY..OF 22 YEARS.....NOT THE FIRST TIME.

(2/4)NO HELP AT ALL WT MY COMPLAINT.

THAT.S WHY I STAND UP FOR OTHER SENIORS WT THE SAME CRAPPY WATER AND
COMPLIANTS WT US.WATER CO.TO MAKE A

(3/4) BIG ...ISSUE OF THIS....TO LOCAL NEWSPAPERS. TO 8 ON YOUR SIDE.NBC OUT OF
TAMPA..OUR LOCAL NEWS STATION IN SEBRING.....

MOST IMPORTANT. ...I CAN

(4/4) FILE A COMPLAINT WT.THE ATTORNEY GENERAL. S OFFFICE..DEPT OF CONSUMER
AFFAIRS.

ABOUT THIS WATER COMPANY.....

AND MY OWN COUNTY.....

Get [Outlook for iOS](#)

[*CAUTION: This message originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.]

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 12:41 PM
To: Troy Rendell
Attachments: 20191205_170140.jpeg

Just a few of the trenches my 89 year old husband dug up to repair our water leak.!



4:16 PM





4:17 PM





Just a few of the trenches my 89 year old husband dug up to repair our water leak.!

around our buildings as well..all on his own.!

4:19 PM

Oh my, that is a lot of work!

4:55 PM

Tuesday, May 26, 2020

Hi Marie, as promised I looked at your account today. I see that in November you were charged for 8,000 gallons.

November you were charged for 8,000 gallons which is of course from your leak. In review of the previous and following months your bill is between 1000 - 2000 gallons per month. Now, first I have to let you know, that the utility has no responsibility after the water goes through your meter. There are no requirements or rules that state the utility has to credit anything back when a customer has a leak. However, what they did was look at the years worth of usage, and determined the average of your highest and lowest bill. Then they split the difference with you and the credit came to \$30.30. In light of the diligence you took to find that leak and by looking at your bills and noting how well you have conserved

However, what they did was look at the years worth of usage, and determined the average of your highest and lowest bill. Then they split the difference with you and the credit came to \$30.30. In light of the diligence you took to find that leak and by looking at your bills and noting how well you have conserved water I've been able to increase that credit with my boss to a total of \$58.57 which you will see the rest of that credit on your next bill (\$28.27). As I stated I generally do not get involved in the billing, I tend to focus on the plant operations and outside staff, however, like I said Friday, if you don't get satisfaction when you call customer service please reach out and let me know and I will do whatever I can to assist. Thank you

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:08 AM
To: Troy Rendell

Hi Marie, as promised I looked at your account today. I see that in November you were charged for 8,000 gallons which is of course from your leak. In review of the previous and following months your bill is between 1000 - 2000 gallons per month. Now, first I have to let you know, that the utility has no responsibility after the water goes through your meter. There are no requirements or rules that state the utility has to credit anything back when a customer has a leak. However, what they did was look at the years worth of usage, and determined the average of your highest and lowest bill. Then they split the difference with you and the credit came to \$30.30. In light of the diligence you took to find that leak and by looking at your bills and noting how well you have conserved water I've been able to increase that credit with my boss to a total of \$58.57 which you will see the rest of that credit on your next bill (\$28.27). As I stated I generally do not get involved in the billing, I tend to focus on the plant operations and outside staff, however, like I said Friday, if you don't get satisfaction when you call customer service please reach out and let me know and I will do whatever I can to assist. Thank you and have a good week!

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:09 AM
To: Troy Rendell

SORRY..ONCE AGAIN. .MY PHONE..AND MY.TEXTS DO NOT SHOW YOUR NO. [REDACTED] .??????
SHOWING.UP TODAY!!!!!!

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:09 AM
To: Troy Rendell

(1/2) I THOUGHT THAT I WOULD HAVE GOTTEN A TEXT FROM YOU. .TODAY. .TUES.
.MAY26TH...ABOUT MY COMPLAINTS WT YOUR COMPANY.OH WELL..NORMAL WT US
WATER. . BUT.

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:09 AM
To: Troy Rendell

(2/2) ...THIS OLD LADY IS NOT GOING.....AWAY!!!!

LADY IS NOT GOIN
G.....AWAY!!!!

(1/2) I THOUGHT
THAT I WOULD
HAVE GOTTEN A
TEXT FROM YOU.
.TODAY. .TUES. .M
AY26TH...ABOUT
MY COMPLAINTS
WT YOUR
COMPANY.OH
WELL..NORMAL
WT US WATER. .
BUT.

AGAIN. .MY
PHONE..AND
MY.TEXTS DO
NOT SHOW
YOUR NO. ~~777~~

[REDACTED] .???????

SHOWING.UP
TODAY!!!!!!!

6:43 PM

2:46 this after-
noon. I will resend
it right now.

Hi Marie, as
promised I looked
at your account

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:09 AM
To: Troy Rendell

Please look at your phone again, I did text you today at 2:46. I did not forget about you, I spent most of my day looking at your account as promised.

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:10 AM
To: Troy Rendell

(1/3) ABSOLUTELY I DID NOT GET THAT TEXT ON MY PHONE TODAY AT 2:46 pm...THAT EXTREMELY LONG TEXT..I WOULD HAVE SEEN FOR SURE.....NO MATTER.....I ALREADY HAD

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:10 AM
To: Troy Rendell

(2/3) A CREDIT OF OVER \$30 OFF MY NEXT BILL... AUTO PAY.....WHEN YOUR TEXT SAID OVER \$50.....

CONFUSING

WHEN FUTURE AUTO PAY.???

I HAD MY PHONE CHARGE

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:10 AM
To: Troy Rendell

(3/3) NG ALL DAY..DO NOT UNDERSTAND WHY YOUR TEXT DID NOT GET THU....NO MATTER.
..THANK YOU FOR YOUR HELP... STILL NOT DONE WY US WATER AND MY STATE. !!!!

I DID NOT GET
THAT TEXT ON MY
PHONE TODAY AT
2:46 pm...THAT
EXTREMELY LONG
TEXT..I WOULD
HAVE SEEN FOR
SURE.....NO
MATTER.....I
ALREADY HAD


(2/3) A CREDIT OF
OVER \$30 OFF MY
NEXT BILL... AUTO
PAY.....WHEN
YOUR TEXT SAID

I thank you..I will
RECHECK. !

6:37 PM

Please look at
your phone again, I
did text you today
at 2:46. I did not
forget about you,
I spent most of
my day looking at
your account as
promised.

6:39 PM

 SORRY..ONCE
AGAIN. .MY

MATTER.....I
ALREADY HAD

(2/3) A CREDIT OF
OVER \$30 OFF MY
NEXT BILL... AUTO
PAY.....WHEN
YOUR TEXT SAID
OVER \$50.....
CONFUSING
WHEN FUTURE
AUTO PAY.???

I HAD MY PHONE
CHARGI

I HAD MY PHONE
CHARGI

(3/3) NG ALL
DAY..DO NOT
UNDERSTAND
WHY YOUR
TEXT DID NOT
GET THU....NO
MATTER. ..THANK
YOU FOR YOUR
HELP... STILL NOT
DONE WY US
WATER AND MY
STATE. !!!!

7:16 PM



Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:10 AM
To: Troy Rendell

(1/5) DEAR YOU SAID GET BACK TO YOU WHEN UNSATISFIED WT OUR CURRENT STATEMENT
AND WT CREDITS FROM CUSTOMER SERVICE AND FROM YOU.....
TO BE APPLIED.....JUST RE

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:11 AM
To: Troy Rendell

(2/5) CEIVED CURRENT CHARGES.....

BOGUS TO ME...

MAKE SENSE TO YOU.? PIC TO FOLLOW THIS.....

IF OUR CURRENT TOTAL IS FOR....

\$32.51....TOTAL....CREDIT

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:11 AM
To: Troy Rendell

(3/5) S OF.....

\$58.57.....WHY DON.T WE HAVE A CREDIT LEFT FOR NEXT STATEMENT.????

AND CHARGED NOW FOR \$4.24!!!!!!

IN PIC TO FOLLOW THIS...TAKE NOTE OF

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:11 AM
To: Troy Rendell


(4/5) OUR USE HISTORY CHART...7 MONTHS TO CLEAR THIS UP
AND AS OF THIS CURRENT STATEMENT. ...STILL IN ERROR

EXPLAINED TO YOU..DEAR...THESE ARE THE CASES PEOP

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:11 AM
To: Troy Rendell

(5/5) E BRING TO LIGHT ON..TV.S....8 ON YOUR SIDE..NBC CHANNEL AND THE FLORIDA ATTORNEY GENERAL'S OFFICE OF CONSUMER AFFAIRS. ...LOVE TO INVESTIGATE. !!!



(1/5) DEAR YOU
SAID GET BACK
TO YOU WHEN
UNSATISFIED WT
OUR CURRENT
STATEMENT AND
WT CREDITS
FROM CUSTOMER
SERVICE AND
FROM YOU.....
TO BE
APPLIED.....JUST
RE

(2/5) CEIVED
CURRENT



CHARGES.....

BOGUS TO ME...

MAKE SENSE
TO YOU.? PIC
TO FOLLOW
THIS.....

IF OUR CURRENT
TOTAL IS FOR....

\$32.51....TOTAL....
CREDIT

\$58.5 / WHY
DON.T WE
HAVE A CREDIT
LEFT FOR NEXT
STATEMENT?????

AND CHARGED
NOW FOR
\$4.24!!!!!!

IN PIC TO FOLLOW
THIS...TAKE NOTE
OF

(4/5) OUR USE
HISTORY CHART

01

(4/5) OUR USE
HISTORY CHART...
7 MONTHS TO
CLEAR THIS UP
AND AS OF THIS
CURRENT STATE
MENT. ...STILL IN
ERROR

EXPLAINED TO Y
OU..DEAR...THESE
ARE THE CASES
PEOPL

(5/5) FERRING

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CHANNEL AND
THE FLORIDA
ATTORNEY
GENERAL'S
OFFICE OF
CONSUMER
AFFAIRS. ...LOVE
TO
INVESTIGATE. !!!

3:59 PM



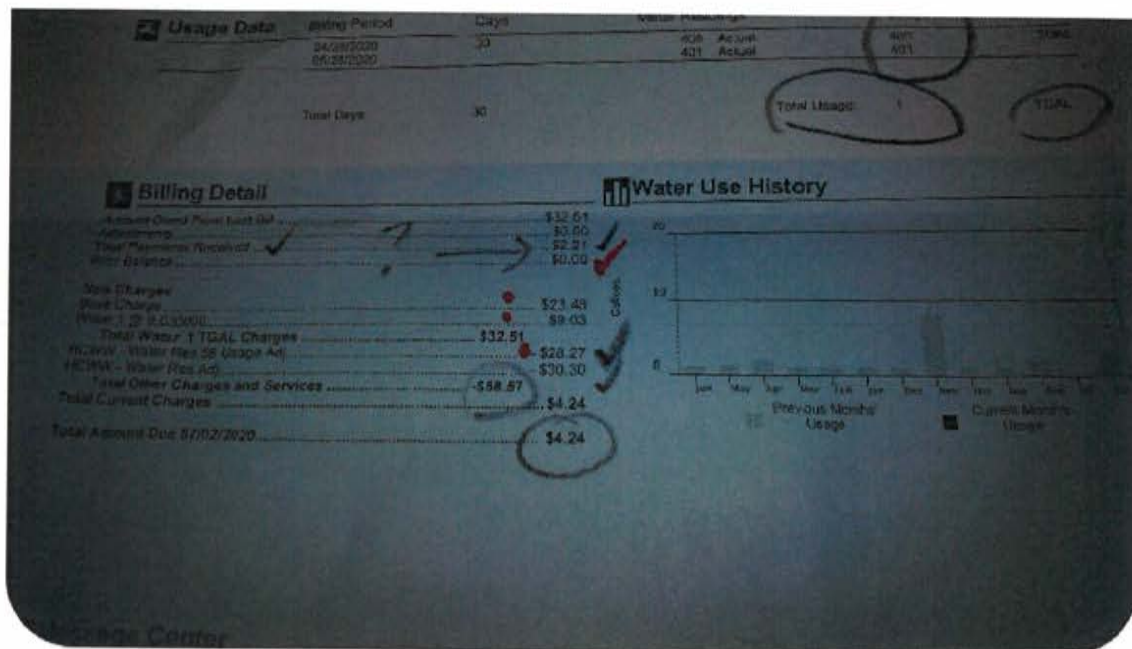
BC Waterworks Inc

USW Utility Billing Center
P.O. Box 181240
Dade County, FL 33179

Account Number: 1178044
Bill Date: 05/28/2020
Due Date: 06/25/2020
Total Amount Due: \$4.34

Post Service To:
1118 JOSEPHINE CT

Usage Data	Billing Period	Days	Meter Readings		Usage	Units
			ICB	Acct	400	TONL
	04/29/2020	33	421	Actual	621	
	06/21/2020					
	Total Days:	30			Total Usage: 1	TONL



4:01 PM

I have forwarded to Troy to investigate. I will get back with you tomorrow with findings as I am not in my office right now.

4:08 PM



THANK YOU...

4:12 PM

Troy Rendell

From: Sharon Purviance [spurviance@uswatercorp.net] on behalf of Sharon Purviance
Sent: Thursday, June 18, 2020 10:11 AM
To: Troy Rendell

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